

**CITIZENS TELECOMMUNICATIONS COMPANY OF WEST VIRGINIA**

**d/b/a  
FRONTIER COMMUNICATIONS OF WEST VIRGINIA**

**Rates, Rules and Regulations  
for  
PSC WV NO. 4**

Cancels PSC No. 3 in its entirety for Citizens Telecommunications Company of West Virginia  
d/b/a  
Citizens Communications Company of The Mountain State

**Filed With  
PUBLIC SERVICE COMMISSION  
OF  
WEST VIRGINIA**

**T-NC.**

The trade name Citizens Communications Company of the Mountain State has been changed to Frontier Communications of West Virginia. All references throughout this Tariff to, "the Telephone Company", or "the Company" shall be read as Citizens Telecommunications Company of West Virginia d/b/a Frontier Communications of West Virginia.

**Issued:** April 26, 2002

**Effective:** May 26, 2002

**By:**

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**GENERAL CUSTOMER SERVICES TARIFF**

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-1349-T-T dated October 9, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

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GENERAL CUSTOMER SERVICES TARIFF

FOR THE

STATE OF WEST VIRGINIA

This tariff contains regulations and rates applicable for the furnishing of Basic Local Exchange Service, Long Distance Message Telecommunications, Wide Area Telephone Service and for other general customer services equipment and facilities associated with the above services offered by Citizens Communications Company of West Virginia hereinafter referred to as the Company, within this State. This tariff is on file with the Public Service Commission of West Virginia.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

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Issued: April 26, 2002

Effective: May 26, 2002

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**Exchanges:**

<b>Locality</b>	<b>WCV</b>	<b>WCH</b>	
Arbovale	05971	01921	
Arnoldsburg	06025	02151	
Augusta	05704	01857	
Belmont	05930	02240	
Birch River	06045	02064	
Blacksville	05771	02128	
Branchland	06227	02241	
Bruceton Mills	05730	02041	
Burlington	05723	01901	
Cameron	05785	02194	
Canaan Valley	05828	01938	
Capon Bridge	05684	01829	
Charles Town	05631	01747	
Clay	06081	02106	
Cowen	06044	02025	
Dailey	05930	01978	
Davis	05811	01953	
Dunlow	06284	02254	
East Lynn	06253	02262	
Eglon	05784	01982	
Flemington	05847	02064	
Fort Ashby	05678	01900	
Frankford	06117	01944	
Grantsville	05997	02162	
Hacker Valley	05986	02031	
Harman	05854	01937	
Harper Ferry	05614	01736	(C)
Hillsboro	06060	01943	
Hundred	05800	02160	
Ivydale	06064	02107	
Joetown	05836	02127	
Letart	06079	02280	
Levels	05662	01868	

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

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**Exchanges:** (Continued)

<b>Locality</b>	<b>WCV</b>	<b>WCH</b>
Marlington	06034	01936
Maysville	05785	01909
Mill Creek	05930	01978
Moorefield	05777	01875
Mount Morris	05758	02107
New Haven	06064	02295
Newton	06066	02137
Parsons	05837	01980
Paw Paw	05644	01860
Petersburg	05804	01889
Pine Grove	05846	02176
Reader	05846	02185
Reedsville	05775	02047
Romney	05706	01879
Rupert	06138	01992
Saint Marys	05921	02232
Sardis	05860	02114
Shepherdstown	05602	01757
Smithfield	05844	02151
Snowshoe	05991	01945
Thomas	05810	01960
Valley Head	05930	01978
Wadestown	05791	02142
Walkersville	05949	02063
Wallace	05854	02133
Wardensville	05740	01824
Wayne	06248	02278
Webster Springs	06017	02013
Widen	06060	02075
Worthington	05825	02104

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

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**Exchanges:** (Continued)

**Bluefield Independent Market Area**

	<b>Locality</b>	<b><u>WCV</u></b>	<b><u>WCH</u></b>
	Anawalt	06322	02029
	Athens	06267	01977
	Bluefield	06315	01990
	Bluewell	06310	02000
	Bramwell	06313	02009
	Coalwood	06333	02065
	Davy	06316	02076
	Gary	06326	02049
	Kimball	06312	02049
	Matoaka	06289	02010
	Maybeury	06311	02023
	Northfork	06307	02039
	Oakvale	06277	01958
	Princeton	06285	01983
	Welch	06318	02062
	War*	06350	02064

(M)

\*An exchange of War Telephone Company

M- information has been move to page 3

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 10-0439-T-T, dated April 13, 2010

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**EXPLANATION OF SYMBOLS**

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

- (C) Indicates change in text or regulations
- (D) Indicates a decrease in rates
- (I) Indicates an increase in rates
- (M) Indicates moved material
- (N) Indicates new rates or regulations
- (O) Indicates omissions
- (T) Indicates temporary rates and/or surcharges

(C)  
|  
(C)

The above symbols will apply except where additional symbols are identified at the bottom of an individual page.

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## GENERAL CUSTOMER SERVICES TARIFF

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### S1. Definition of Terms

#### **Access Line**

The serving central office line equipment and all Company plant facilities up to and including the Company-provided network interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer.

#### **Airline Mileage**

Refer to "Mileage Charges."

#### **Applicant**

A person, firm, partnership, corporation, cooperative organization, governmental agency, etc., requesting service from the Company.

#### **Authorized User**

A person, firm, or corporation on whose premise a private line service or channel is located and who may communicate over such channels in accordance with the terms of the tariff.

#### **Basic Local Exchange Service**

Provision to a subscriber at his or her residence or business location of at least all of the following:

- (1) A voice-grade, two-way, single-party communications channel with dual-tone multifrequency signaling capability;
- (2) A telephone number by which the subscriber may be signaled and an optional "White Pages" directory listing or its functional equivalent;
- (3) A telephone directory that shall be updated at least annually and that shall contain, except for "non-published" and "unlisted" telephone listings, all telephone listings in the local calling area of those subscribers who are served by the local exchange carrier that publishes the directory or directories

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Basic Local Exchange Service** (Continued)

- (4) Local call switching, signaling, supervision, completion, and transmission, for both outgoing and incoming calls;
- (5) Access, at all times, to each of the following:
  - (a) Emergency services, including 9-1-1 and Enhanced 9-1-1 where such are utilized by the appropriate governmental body;
  - (b) "0" type operator service;
  - (c) Directory assistance;
  - (d) Telecommunications relay service, excluding provision of associated subscriber premises equipment;
  - (e) Outgoing services offered by long distance carriers which serve the subscriber's exchange, including carrier access code dialing and presubscribed, 1-plus access where authorized, except when such access may be, pursuant to Commission rule or order, denied for failure to pay undisputed amounts owed;
  - (f) Incoming long distance calls;
  - (g) A means by which local service problems may be reported;
  - (h) Customer dispute resolution process.
- (6) Optional blocking of the following:
  - (a) Transmittal of the caller's telephone number or name to called party (except for calls to Enhanced 9-1-1 answering points);
  - (b) Access to 900, 976 or 976-like services;
  - (c) Access to non-local calling;

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

**Basic Local Exchange Service** (Continued)

(6) Optional blocking of the following: (Continued)

- (d) Ability to accept collect calls originating in West Virginia; and;
- (e) Ability for third-party calls originating in West Virginia to be charged to the customer's telephone number.

**Blocking Features**

Custom Code Restriction (CCR) - provides a choice of code restriction options for selected outgoing calls. CCR permits the blocking of 900 numbers.

Billed Number Screening (BNS) - provides for the automatic blocking of incoming third number billing, collect billing, or both.

Call Restriction - Blocks access to the Long Distance Message Telecommunications Network, either by direct or operator assistance.

**Bluefield Independent Market Area (Bluefield IMA)**

Refer to "Local Access and Transport Area" (LATA). The Frontier' exchanges included in the Bluefield IMA are listed in the Title Page of this tariff.

**Building**

A building is a structure under one roof, or two or more structures connected by enclosed passageways which do not cross public thoroughfares other than alleys and are regularly used as corridors by persons. Pipes and conduits are not considered enclosed passageways.

**Business Rates**

Service is classified and charges for a business service where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business directory listing is furnished, except as provided in each telephone company's applicable tariffs.

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

**Business Service**

Service is classified and charged for as business service where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business directory listing is furnished, except as provided in the telephone company's applicable tariffs. Where the place of business is located on the same premises as a residence and separate telephone service is not installed for the business, the telephone service installed on the premises shall ordinarily be billed at the business rate if the person operating said business is required to obtain a business registration certificate for said business on said premises; and provided that the person is not exempted from paying West Virginia business registration tax.

**Busy Hour**

The hour having the highest central office traffic load.

**Casual Calling**

The use, on a per-call basis, of telecommunications service by means of accessing a telecommunications carrier through use of that carrier's access code. The term is synonymous with "random calling" and is sometimes referred to as "dial-around calling."

**Central Office**

A switching unit in one (1) location of a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks. More than one (1) central office may be located in the same building.

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Central Office Designation**

Refer to "Telephone Number."

**Central Office Line**

A circuit directly connecting an individual line, automatic access line, or Centrex line to a central office.

**Certificate**

Certificate of Public Convenience and Necessity issued by the Commission to telephone utilities.

**Channel**

An electrical path provided by a telephone company between two (2) or more points, furnished in such a manner as the telephone company may elect whether by wire, radio, fiber optics or a combination thereof and whether or not by a single physical facility or route.

**Circuit**

The complete electrical path between terminals over which telecommunications are provided.

**Class of Service**

A description of telecommunications service furnished to a subscriber which denotes such characteristics as nature of use (Business or Residence) or type of rate (Flat Rate, Message Rate or Measured Rate).

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Coin Telephone**

A telephone station equipped with a device for collecting money in payment of telephone messages.

**Commission**

West Virginia Public Service Commission.

**Company**

Wherever used in this tariff, "Company" refers to Citizens Telecommunications Company, unless the context clearly indicates otherwise.

**Connecting Company**

A corporation, association, firm, or individual licensed and operating as a communications common carrier with whom the Company interchanges traffic.

**Construction Charge**

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the General Customer Services tariff.

**Continuous Property**

A continuous plot of ground occupied by the customer which is not separated by a public thoroughfare or space occupied by others.



## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

### **Customer**

Any person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, who purchases telecommunications services from the Company.

### **Customer Trouble Report**

Any oral or written report from a subscriber or user of telecommunications service relating to a physical defect or to difficulty or dissatisfaction with the operation of telecommunications facilities. One (1) report shall be counted for each oral or written report received even though it may duplicate a previous report or merely involve an inquiry concerning progress on a previous report. Also, a separate report shall be counted for each telephone or private branch exchange (PBX) switchboard position reported in trouble when several items are reported by one (1) customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

### **Demarcation Point**

The Company provided protector, a Network Interface Device (NID), or its equivalent.

### **Digital Centrex Service**

An electronic switching system provided from a central office which offers premium, versatile, and advanced communication features and service.

### **Digital Channel Service**

The term "Digital Channel Service" denotes a service that transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises.

### **Direct Electrical Connection**

A physical connection of the electrical conductors in the communications path.

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

**Direct Inward-Dial-Number**

A telephone number which may be used to directly signal a telecommunications device connected to a line extending from a facilities concentrating/switching device or system such as a PBX, key telephone system (KTS), hybrid PBX/KTS, Centrex system, etc.

**Directory Listings**

- (A) The publication in the Company's directory of information relative to a customer's telephone number, by which telephone users may ascertain the call number of a desired station.
- (1) Caption Listing: The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches of different departments of the business.
  - (2) Foreign Listing: The listing of a customer in the alphabetical list of an exchange other than that for the exchange from which the customer is served.
  - (3) Free Listing: A directory listing for which no specific charge is made.
  - (4) Indented Listing: A directory listing indented under another listing.
  - (5) Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

### **Distribution Facilities**

The Company's cables, wires, and associated supporting structures and appurtenances designed to service more than one property and extending from the serving central office to the points of connection with service connection.

### **Drop Facility**

Wires used to extend service from the basic distribution terminal to the point where connection is made with the Demarcation Point.

### **Exchange**

A geographic area established for the administration of telecommunications service under the provisions of each telephone company's applicable tariffs. An exchange's boundaries are specified in documents on file with the Commission. An exchange has one unique rate center which may be used for purposes of calculating rates and charges.

### **Exchange Service**

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

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Exchange Service** (Continued)

(A) Individual Access Line and Multiline Service

- (1) Individual Access Line Service: A classification of exchange service which provides that only one customer shall be served by the line connecting the customer with the central office.
- (2) Multiline Service: A classification of exchange service which provides communications between the serving central office and multiline communications switching equipment installed on the customers premises.

Individual Access Line and Multiline service is further classified by the grade of the line, as follows:

- (a) Foreign Exchange Service: A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.
- (b) Public Service: A classification of coin box service or attended service established under tariff provisions for use at locations chosen or accepted by the Company as suitable for furnishing service to the general public.

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

**Exchange Service** (Continued)

(A) Individual Access Line and Multiline Service (Continued)

- (d) Automatic Access Line: A central office line that provides communications capacity between the serving central office and multiline communications switching equipment normally installed on the customer's premises that is arranged in such a manner that the station user has no control over which access line is connected to the station or other equipment for incoming or outgoing calls.

**Extra Listings**

An extra listing is any listing of a name or information in connection with a subscriber's telephone number beyond that to which he is entitled in connection with his regular service.

**Facilities**

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

**Foreign Central Office**

Any central office other than that which serves the area in which the customer is located.

**Foreign Central Office Mileage**

Refer to "Mileage Charges."

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Foreign Exchange**

Refer to "Exchange Service".

**Foreign Exchange Listing**

Refer to "Directory Listing."

**Foreign Exchange Mileage**

Refer to "Mileage Charges."

**Foreign Exchange Service**

Refer to "Exchange Service".

**Held Order**

An application for establishment of basic exchange service not filled within thirty (30) days of the date on which the prospective customer desires service.

**Indented Listing**

Refer to "Directory Listing."

**Individual Line Service**

A classification of exchange service which provides that only one (1) main station shall be served by the circuit connecting such station with the central office equipment.

**Initial Charge**

Refer to "Installation Charge."

**Initial Service Period**

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

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

**Installation Charge**

A separate initial charge for the establishment of service which may or may not be associated with other charges for the service furnished. An installation charge is not a recurring charge, although the other charges, if any, with which it is associated ordinarily are recurring charges.

**Intercepting Service**

A service arrangement provided by the telephone company whereby calls placed to a disconnected or discontinued telephone number are intercepted and the calling party informed that the called telephone number has been disconnected, or discontinued, or changed to another number, or that calls are being received by another telephone, etc.

**Interexchange Channel**

That portion of a channel which connects stations in two or more exchanges.

**Interexchange Telecommunications Carrier**

A person or entity providing telecommunications service between Local Access and Transport Areas (LATAs) pursuant to a certificate of public convenience and necessity issued pursuant to West Virginia Code §24-2-11.

**Interexchange Trunk**

A transmission path, including the conductor or conductors and associated equipment, connecting two (2) exchanges.

**Line Extensions**

Line extensions consist of overhead or underground extensions to plant from existing distribution facilities to service connections and exclude additions to plant along existing telephone facilities.

**Listing**

Refer to "Directory Listing.

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

**Local Access and Transport Area (LATA)**

The term "Local Access and Transport Area" (LATA) denotes a geographic area for the provision and administration of communications service. Communications services include local and long distance services, plus, access to the telephone network.

**Local Call**

A call between two (2) points both of which are within the local calling area of the other.

**Local Calling Area**

Refer to "Local Service Area."

**Local Calling Plan (LCP)**

Local exchange telephone service which allows seven digit dialing to designated exchanges. Customers may choose measured rate calling, flat rated plus measured rate calling or flat rated service.

**Local Channel**

The term "Local Channel" applies to that portion of a channel which connects a station to the interchange channel; it also applies to a channel connecting two or more stations within an exchange area.

**Local Exchange Carrier**

A person or entity granted a certificate of public convenience and necessity to provide local exchange services and exchange access within a defined service area of the state. Incumbent LECs shall be those LECs holding certificates of public convenience and necessity on or before February 8, 1996.



## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

**Local Exchange Service**

Telecommunications service that originate and terminate within a local calling area in accordance with the general tariffs of the local exchange carriers, regardless of how the call is switched or routed. Local exchange services shall include the provision of basic local exchange service.

**Local Message**

Refer to "Message."

**Local Private Line Telephone Service**

A service furnished for the customer's own use by means of a line to which are permanently connected two or more telephone stations and which shall not be connected to or for exchange service.

**Local Service**

Telephone service furnished between customer's stations located within the same exchange area.

**Local Service Area**

The entire area within which are located the stations which a customer may call at the local rates and charges applicable in accordance with each the Company's applicable tariffs.

**Local Service Charge**

The charge for furnishing facilities to enable a subscriber to send or receive telecommunications within the local service calling area.

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Long Distance Message Telecommunications Service**

- (A) The furnishing of facilities for telecommunication between stations in different local service areas in accordance with the regulations, and system of charges specified in this tariff.
- (1) Person-to-Person Call: A service whereby the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX or Centrex attendant.
- (2) Station-to-Station Call: A service whereby the person originating the call either dials the telephone number desired, or gives to the Company operator or gives to the communications assistant at the West Virginia Telecommunications Relay Service center the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, Digital Centrex PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which such number is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX or Digital Centrex attendant.

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Maintenance of Service Charge**

The charge for each visit by the Telephone Company to the premises of the customer, or authorized user, where the report results from the use of equipment or premise wiring provided by the customer, or authorized user.

**Measured Rate Service**

A service that provides for calling to specified areas with each call measured on a time-of-day, day-of-week, distance called, and length of message basis.

**Message**

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

- (1) Local Message - A communication between stations within the same local service area.
- (2) Toll Message - A communication between stations in different exchange areas for which a toll charge is made.

**Message Unit**

A unit used for billing message rate services and/or measured optional calling plans.

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Mileage Charges**

- (A) A charge applying for the use of part or all of a channel furnished by the Company.
- (1) Airline Measurement: The shortest distance between two points.
  - (2) Mileage for Circuits Connecting Stations: The measurement applying on a line, for the use of which a circuit charge is made in accordance with tariff provisions.
  - (3) Foreign Central Office Mileage: The measurement applying to a line within the exchange connecting a customer's main station, PBX or Centrex system with a central office other than that from which the customer would normally be served.
  - (4) Foreign Exchange Mileage: The measurement applying to a line connecting a customer's main station, PBX or Centrex system with a central office of an exchange other than that from which the customer would normally be served.
  - (5) Route Measurement: The actual length of a circuit between two points.
  - (6) Tie Line Mileage: The measurement upon which the rate for tie lines is based in accordance with tariff provisions.

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

### **Miscellaneous Common Carriers**

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

### **Miscellaneous Service**

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

### **Minimum Contract Period**

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

### **National Security Emergency Preparedness (NSEP) Services**

The term "National Security Emergency Preparedness (NSEP) Services" denotes telecommunications services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

### **Network Control Signaling**

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (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.

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

**Network Interface Device (NID)**

The telecommunications facility which serves as the demarcation point between a subscriber's facilities, including customer premises wiring, and the telecommunications facilities of the telecommunications carrier connecting to the NID. The NID is installed and maintained in accordance with the applicable tariffs of the telecommunications carrier that furnishes the NID.

**Non-Basic Services**

Telecommunications services that are not defined as Basic Local Exchange Services.

**Non-Listed Telephone**

An exchange station which has the listing omitted from the telephone directory but listed in the directory assistance records.

**Non-Published Telephone**

An exchange station which has the listing omitted from both the telephone directory and directory assistance records at the customer's request.

**NSEP Treatment**

The term "NSEP Treatment" denotes the provisioning of a telecommunications service before others based on the provisioning priority level assigned by the Executive Office of the President.

**Number Portability**

The ability of users of telecommunications services to retain, at the same location, existing telephone numbers without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another.

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

**Outside Plant**

The telephone equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private rights of way between the central office and customers' locations or between central offices.

**Payphone**

A telephone made available to the general public or inmates of jails, prisons, etc. on a fee-per-call basis: Provided, however, that telephones in rooms occupied by guests, residents or patients of hotels, motels, dormitories and hospitals, are not considered payphones for purposes of application of the Commission's payphone rules and regulations.

**Payphone Service Provider**

Any person or business entity that owns or operates payphones.

**PBX Trunk**

Refer to "Access Line".

**Permanent Disconnect**

A discontinuance of service in which the facilities used in the service are immediately made available for use with another service.

**Plant**

Property which is necessary to provide service to the public as set forth in the various fixed capital accounts of the Uniform System of Accounts for telephone companies.

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Premises**

- (A) The term "same premises" (except in connection with inside moves) shall be interpreted to mean:
- (1) The building or buildings, together with the surrounding land occupied as, or used in the conduct of, one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others;
  - (2) The portion of the building occupied by the customer, either in the conduct of the customer's business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others; or
  - (3) The continuous property operated as a single farm whether or not intersected by a public road.
  - (4) Continuous property occupied by a customer either under lease or ownership as administered by the Company's applicable tariffs.



**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Private Branch Exchange Service (PBX Service)**

- (A) A type of service providing an arrangement of customer premises switching equipment and stations for connections through the local and long distance message telephone network to other customers.
- (B) Lines (circuits) furnished in connection with PBX service include the following:
  - (1) Trunk: Refer to "Access Line."
  - (2) Tie Line: A circuit connecting private branch exchange switchboards.
  - (3) Automatic Access Line: Automatic Access Line is a central office line that provides communications capacity between the serving central office and multiline communications switching equipment normally located on the customer's premises that is arranged in such a manner that the station user has no control over which access line is connected to the demarcation point for incoming or outgoing calls.

**Private Line Service**

As opposed to exchange service, this refers to channels furnished to a customer for direct communication between various points without access to the Company's exchange switching network.

**Private Right-of-Way**

A facility route granted to the Company on or over private property.

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

**Public Service Commission**

The Public Service Commission of the State of West Virginia, sometimes referred to as the Commission.

**Public Telephone**

An exchange station installed on the Company's initiative, or at the Company's option, at a location chosen or accepted as suitable for furnishing service to the general public.

Coin Public Telephone: A coin public telephone is equipped with coin collecting device into which all payments for the use of the telephone are deposited prior to (prepayment) or at (post payment) the time the operator establishes the desired connection.

**Rate Centers**

Points upon which the airline distances for the determination of message toll telephone rates are based. In general, each city, town, or locality is designated as a rate center except that certain small towns and localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.

**Reference Listing**

Refer to "Directory Listing."

**Reseller**

A carrier that resells a telecommunications service that it procures, at a wholesale discount, from another carrier that provides the service at retail to subscribers who are not telecommunications carriers.

**Residence Service**

Exchange service furnished to customers where the actual or obvious use is for domestic purposes and the business use, if any, is merely incidental.

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Ringling Power**

Electrical energy furnished to a private branch exchange system or other equipment for signaling stations connected thereto.

**Rotary Service**

An arrangement whereby two or more lines furnished to a customer are assigned numbers in sequence and equipped so that calls to the first number are automatically completed to the first non-busy line in the sequence. Lines beyond the first line are referred to as "auxiliary lines."

**Route Measurement**

Refer to "Mileage Charges."

**Rural Telephone Company or RTC**

A local exchange carrier that meets any of the following criteria:

- (1) The carrier provides common carrier service in any local exchange carrier study area that does not include either:
  - (a) Any incorporated place of 10,000 inhabitants or more, or any part thereof, based on the most recently available population statistics of the Bureau of the Census; or
  - (b) Any territory, incorporated or unincorporated, included in any urbanized area, as defined by the Bureau of the Census as of August 10, 1993.
- (2) The carrier provides telephone exchange services, including exchange access, to fewer than 50,000 access lines.
- (3) The carrier provides telephone exchange service to any local exchange carrier study area with fewer than 100,000 access lines.
- (4) The carrier has less than fifteen percent (15%) of its access lines in communities of more than 50,000 on February 8, 1996.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Same Building**

Refer to "Building."

**Same Premises**

Refer to "Premises."

**Service**

The act or means of supplying communication to the public.

**Service Connection**

Wire or cable and associated underground supporting structure where used, from the point of connection with the utility's distribution facilities to the point of connection with the interior wiring at the building served. A service connection serves only the continuous property on which it is located. An incidental segment may be located in the adjacent dedicated street or utility easement.

**Service Connection Charge**

The charge applying to the establishment of basic telephone service for a customer.

**Suspension of Service**

Initiated by the Company for violation of tariff regulations by the customer, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the customer's premises. Access to 911 Emergency Service is provided when service is temporarily suspended by the Company.

**Station**

The network control signaling unit, data set, or other equipment on the customer's premises which enable the customer to establish the communications connections and to effect communications through such connections.

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

**Subdivision**

Is the partitioning of a parcel of land into four or more parcels for the purpose of transfer of ownership or leasing for the express purpose of the construction of homes thereon. In locations where subdivisions must be approved by a political body, such approval is adequate proof that a subdivision exists. A mobile home court will be considered as a subdivision for the purpose of this tariff.

**Subscriber**

Any person, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc. who purchases telecommunications services from the Company. Also referred to as a Customer.

**Switching Location**

A telecommunications facility used by a telecommunications carrier to connect and disconnect callers to and from lines and other transmission facilities for the purposes of communicating between points and for terminating such communications. A line concentrating device is not a switching location unless it is used to connect a caller to the caller's destination point without the use of additional switching.

**Tariff**

The Company's entire body of definitions, descriptions, requirements, penalties, obligations, rates, tolls, charges, fees, classifications, rules, regulations, etc. filed with and approved by the Commission or allowed to go into effect.

**Tariff Schedules**

The entire body of effective rates, tolls, rentals, charges, classifications, rules and regulations, as set forth herein.

**Tariff Sheet**

An individual sheet of the tariff schedules.

## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

### **Telecommunications Carrier or Telephone Company**

Any provider of telecommunications services to the public under the jurisdiction of the Commission.

### **Telecommunications Service Priority (TSP) System**

The term "Telecommunications Service Priority (TSP) system" or "TSP system" refers to the regulatory, administrative and operational system authorizing and providing for priority treatment (i.e., the provisioning and restoration) of NESP Services.

### **Telephone Company**

A person, firm, partnership, cooperative organization, or corporation engaged in the business of furnishing telephone service to the public under the jurisdiction of the West Virginia Public Service Commission.

### **Telephone Number**

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

### **Telephone Solicitation**

The initiation, without the called party's prior express invitation or permission, of a telephone call to a party for the purpose of encouraging that party to purchase property, goods or services or soliciting donations of money, property, goods or services. Telephone solicitation does not include:

- (1) Calls made in response to a request or inquiry by the called party. This includes calls regarding an item that has been purchased by the called party from the calling company or organization during a period not longer than twelve (12) months prior to the telephone contact.
- (2) Calls made for a not-for-profit organization to its own list of bona fide or active members of the organization.

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Telephone Solicitation** (Continued)

- (3) Calls limited to polling or soliciting the expression of ideas, opinions or votes.
- (4) Contacts with telephone subscribers with whom a business or credit relationship exists.
- (5) Calls utilized for relaying messages for private purposes, including voice messaging services or message delivery services.

**Telephone Station**

A telephone instrument, consisting of a transmitter, receiver and associated apparatus, so connected as to permit transmitting of and receiving telephone messages.

**Temporary Disconnection**

An arrangement made at the request of the customer for temporarily discontinuing service without removing the telephone equipment from the customer's premises.

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Temporary Service**

Service to premises or enterprises the temporary nature of which can be determined in advance from the known limited duration of the contemplated operations, such as construction or exploration projects with their related housing and miscellaneous camp service facilities, summer or winter resorts, amusement or sports concerns, fairs, exhibit structures or places, and other enterprises of like limited duration.

**Terminal Equipment (Customer Premises Equipment)**

Terminal Equipment is any equipment other than transmission equipment (equalizers, amplifiers, etc.) installed at a customer's premises.

**Termination Charge**

A charge applied under certain conditions, when a contract for service is terminated by the customer before the expiration of the minimum contract period.

**Tie Line Mileage**

Refer to "Mileage Charges."

**Toll Line**

For the purpose of distinguishing between certificates for exchange areas and for toll lines, a toll line is a "line" as herein defined used in the transmission of communication between any two or more exchanges, as distinguishing from inter-office trunks between individual central offices within a single exchange area.



## GENERAL CUSTOMER SERVICES TARIFF

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S1. Definition of Terms (Continued)

**Toll Message**

A completed telephone call or telephonic communication between exchange stations when the called station is not within the local service area of the calling station, between toll stations, or between a toll station and an exchange station.

**Toll Service**

Toll service is that part of the total telephone service rendered by the Company which is furnished between patrons in different local service areas.

**Trade Name**

The name or style under which an individual or concern conducts its business and by which it is generally known to the public.

**Traffic**

Telephone call volume, based on the number and duration of messages.

**Transmission Facilities**

The non-switching media necessary to convey communications signals between points. Transmission facilities include, but are not limited to:

- (1) Wires, cable (including co-axial and fiber optic cable), and waveguides.
- (2) Radio receivers, transmitters and antennae.
- (3) Amplifiers and channel derivation devices.

**Trenching Costs**

Costs of excavating, backfilling and compacting, and where necessary, cost of breaking and repaving pavement and of restoring landscaping.

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Trunk Line**

A telephone circuit from one central office to another or between PBX system and a utility central office.

**Underground Supporting Structures**

Conduit, manholes, handholes and pull boxes where required plus trenching costs as defined in Trenching Costs.

**Utility**

Any person as herein defined engaged in supplying telephone service to the public in West Virginia.

**West Virginia Telecommunications Relay Service (TRS)**

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

**Wide Area Telephone Service (WATS)**

The furnishing of facilities for dial type communications between a WATS access line and station within its service area.

**GENERAL CUSTOMER SERVICES TARIFF**

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S1. Definition of Terms (Continued)

**Zero Minus (0-) Call**

A call made by the caller dialing the digit "0" and no other digits within five seconds of dialing the digit "0."

**Zero Plus (0+) Call**

A telephone call made by the caller dialing the digit "0" and all of the additional digits necessary to make the call.

**Uniform System of Accounts.**

- (1) Under the authority of the West Virginia Code, Chapter 24, Article 2, Section 8, all local exchange carriers shall maintain a "Uniform System of Accounts", as promulgated by the Federal Communications Commission and contained in Part 32 under Title 47 of the Code of Federal Regulations, unless subsequently revised by this Commission by rule or decision. Interexchange carriers shall maintain adequate accounting records such that each interexchange carrier will be able to comply with the annual reporting requirements of this Commission.
- (2) Each local exchange carrier will inform the Commission, concurrent with informing the Federal Communications Commission, of its intention to follow new accounting standards prescribed by the Financial Accounting Standards Board (or successor authoritative accounting standard-setting groups). Changes in accounting standards will automatically take effect ninety (90) days after the local exchange carrier notifies the Commission, unless the Commission notifies the carrier to the contrary.
- (3) For the purpose of securing uniformity in the applications of this system, all questions of doubtful interpretation of accounting rules are to be submitted to the Commission for consideration and decision.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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(c)

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## GENERAL CUSTOMER SERVICES TARIFF

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S2. General Regulations

S2.1 Application

S2.1.1 General Applications

The regulations specified herein are applicable to all communication services offered in this tariff by Citizens Telecommunications Company of West Virginia, hereinafter referred to as the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this tariff.

S2.2 Limitations and Use of Service

S2.2.1 Use of Customer's Service

- (A) Telephone equipment and facilities are furnished for the use of the customer, employees, agents or representatives of the customer, or members of the customer's domestic establishment except as the use of the service may be extended, in addition, to other service which may be separately ordered, patrons of hospitals or of hotels, members of clubs, students living in quarters furnished by schools, colleges or universities, to persons temporarily subleasing a customer's residential premises, or to tenants living in retirement complexes, or to customers of access line service for customer provided public telephones.
- (B) Except as otherwise provided in this tariff, service furnished by the Company is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for use, or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to a customer who is engaged as a communications common carrier for message

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S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.1 Use of Customer's Service (Continued)

(B) (Continued)

telegraph communications, or on service furnished to customers of access line service for customer provided public telephones.

(C) In view of the fact that the customer has exclusive control of the customer's communications over the facilities furnished by the Company, and of the other uses for which facilities may be furnished by the Company, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions, and limitations herein specified.

(D) 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" (FGA) usage charges located in the company's state and federal access tariffs.

(N)  
|  
(N)

S2.2.2 Establishment of Identity

(A) The calling party shall establish the calling party's identity in the course of any communication as often as may be necessary.

(B) The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.

S2.2.3 Miscellaneous Devices Provided by the Customer

(A) Devices are acceptable which aid a customer's convenience in the use of the facilities of the Company in the service for which they are furnished under this tariff, provided any such device so used would not endanger the safety of Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company, except as provided for in Section S5.3;



## GENERAL CUSTOMER SERVICES TARIFF

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S2.2 Limitations and Use of Service (Continued)

S2.2.3 Miscellaneous Devices Provided by the Customer (Continued)

(A) (Continued)

or interfere with the proper functioning of such equipment or facilities; or impair the operation of the telephone system or the teletypewriter system or otherwise injure the public in its use of the Company's services.

(B) Except as otherwise provided in this tariff, nothing herein shall be construed to permit the use of a recording device, or of a device to interconnect any line or channel of the Company with any other communication line or channel of the Company or of any other person.

(C) Residence rates apply when the use of the service is of domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:

Private residences on service not employing business listings. Work@Home Program allows residential customers who operate business out of their home for products and/or services that may not otherwise be available to the general public, to advertise their business in the Yellow Pages. Residents with this type of business would not have a separate office or building in which products could be purchased and walk-in traffic isn't an option. These products and/or services would solely be available to customers based on incoming phone traffic to their place of residence. Examples of this type of business include cosmetics, household storage products, home interior decorating products, etc. The Work@Home Program allows residential customers to purchase a Yellow Page ad to advertise their product or service. However, customers would not be allowed to:

- Change their white page listing from their residential name
- Include the business name in Directory Assistance
- Receive a free semi-bold listing in the yellow page as a courtesy

Their Yellow Page ad would be categorized based on the type of product or service and then listed alphabetically. Customers would be contacted directly by Frontier's 3rd party vendor for directory printing on placing their Yellow Page Ad. Charges for the advertisement could be placed on their monthly invoice provided customer is served by Frontier.

(N)

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

(N)

S2.2 Limitations and Use of Service (Continued)

S2.2.3 Miscellaneous Devices Provided by the Customer (Continued)

(2) Private apartments in hotels, clubs, and boarding houses where service is confined to the domestic use of the customer and business listings are not employed.

(3) The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner, provided the service is not installed in that portion of the customer's residence which is used as an office, but is located in the customer's domestic establishment, and provided no business designation is employed. Titles such as "Dr.," "Rev.," "Judge," and "Professor" are not considered business designations.

Private stable or garage when strictly a part of the customer's domestic establishment.

(N)

S2.2.4 Broadcast of Recordings of Telephone Conversations

(M)

The broadcasting of a recording of a telephone conversation is allowed during the period of recording provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with customer-provided voice recording equipment as specified in this tariff.

(M)

(M) Material on this page previously appeared in Section  2  Page  6

## GENERAL CUSTOMER SERVICES TARIFF

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S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.5 Recorded Public Announcements

(A) Use of Company facilities or service in connection with recorded public announcements are subject to the following conditions:

- (1) For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided, unless the address of the organization or individual named in the announcement is shown in the currently distributed telephone directory.
- (2) Private telephone numbers will not be furnished for use with recorded public announcements.
- (3) Failure to comply with the provisions of this tariff shall be cause for termination of the service.

S2.2.6 Limited Communication

(A) The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions.

(B) The emergency provisioning and restoration of facilities shall be in accordance with Part 64, Subpart D, Paragraph 64.401, of the FCC's Rules and Regulations, which specifies the priority system for such activities. Section S11.6 describes the service arrangement. (C)

(C) The services offered in this tariff 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 TSPs NXX that is within the local calling scope of the calling party until an interconnection agreement or traffic interchange agreement with Frontier has been fully executed and proper facilities are in place.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.7 Transmitting Messages

The Company does not transmit messages but offers the use of its facilities for communications between customers. If because of transmission difficulties, the operator, in order to accommodate the customer, repeats messages, she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between customers because of the errors.

S2.2.8 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law.

S2.2.9 Cancellation/Temporary Disconnection of Service

(A) General

The Company may either suspend service or terminate the customer's contract without suspension of service or following a suspension of service, disconnect the service. The Company shall give written notice at least ten (10) days prior to the scheduled termination. The Company shall also make at least two attempts at personal notice by telephone at least twenty-four (24) hours prior to termination. Written notice of termination shall become invalid 30 days after the date indicated on the notice.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.9 Cancellation/Temporary Disconnection of Service (Continued)

(B) Temporary Disconnect

When a customer has been temporarily disconnected from service, the Company will allow access, via the customer's exchange access line, to a 911 emergency service facility, where technology permits, provided the 911 service is available to all customers served by a digital switching office. Any number dialed other than the digits "911" will be routed to an intercept recording with the following announcement:

"This telephone line is not in service. This line may only be used to call 9-1-1 for emergency services. It is a violation of WV state law to call 9-1-1 for any reason other than to report an emergency."

(C) Reasons for Denying or Discontinuing Service

- (1) Making of nuisance calls.
- (2) Impersonation of another with fraudulent intent.
- (3) Use of service in such a way as to impair or interfere with the service of other customers. Such improper use includes, but is not limited to, the use of telephone service by a customer or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such customers at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.9 Cancellation/Temporary Disconnection of Service (Continued)

(C) Reasons for Denying or Discontinuing Service (Continued)

- (4) Use of service or facilities for anonymous calls, in a manner reasonable to be expected to frighten, abuse, torment, or harass another.
- (5) For use of profane, obscene, or grossly abusive language.
- (6) Abandonment of service.
- (7) Failure to establish or re-establish credit; refer to S2.4.2 (B), (C), and (G).
- (8) For non-payment of bill; refer to S2.4.2(G). and S2.4.3(A).
- (9) Violation of or non-compliance with Commission regulations or FCC technical requirements.
- (10) Failure to comply with laws applicable to telephone service.
- (11) Failure to permit the Company reasonable access to Company equipment.
- (12) Any other violation of the Company's regulations contained in this tariff.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.9 Cancellation/Temporary Disconnection of Service (Continued)

(D) Insufficient Reasons for Denying or Discontinuing Service

- (1) Delinquency in payment for service by a previous occupant of the premises to be served other than member of the same household.
- (2) Failure to pay directory advertising charges. However, in such case, customer's telephone number may be changed.
- (3) Delinquency in payment for business service shall not constitute sufficient cause for refusal of residence service or vice versa except as provided in S2.4.2(C)(1).
- (4) When the subscriber is of the age 65 years or older, and such subscriber is living alone, denial or discontinuance of service shall not be made prior to contact with a near relative, (i.e., son, daughter, niece, or nephew) or responsible third party. Where the West Virginia Department of Welfare is a party in interest, they are considered as such third party. This exception shall also apply to any subscriber regardless of age, who is physically and/or emotionally incapacitated and living alone. However, the customer or a third party must notify the company that this condition exists so the customers account can be properly documented in order to avoid disconnection. Where the WV Department of Health and Human Resources, or its successor agency, is a party of interest, it is considered a third party and must be notified prior to disconnecting a subscriber 65 years or older.
- (5) The Company may not disconnect a service regulated by the Public Service Commission of West Virginia for non-payment of an amount due for a service which is not regulated by the Public Service Commission of West Virginia.
- (6) No Tel-Assistance or Lifeline customer can be disconnected from Local Service for non- payment of Toll charges. If partial payments are received from a Lifeline customer, the dollars must first be applied to Local Service charges, then applied to Toll Service charges

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**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.2 Limitations and Use of Service (Continued)

S2.2.9 Cancellation/Temporary Disconnection of Service (Continued)

- (E) In the event a customer is backbilled any amounts, including but not limited to, amounts resulting from misapplication of a rate in any item normally a part of monthly local service charges, service shall be denied or discontinued for failure of the customer to pay such amounts, only if the customer refuses to negotiate, and subsequently meet payment arrangements mutually satisfactory to both parties.

S2.3 Establishment and Furnishing of Service

S2.3.1 Availability of Facilities

- (A) The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provisions of such service.
- (B) The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- (C) When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section S5 "Charges Applicable Under Special Conditions", except as otherwise specified.



**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.1 Availability of Facilities (Continued)

(D) In certain instances, i.e., when spare facilities and/or equipment are not available, it may be necessary to pre-empt existing services to provision or restore National Security Emergency Preparedness (NSEP) Services. If, in its best judgment, the Company deems it necessary to pre-empt, then the Company will ensure that:

- (1) The service(s) pre-empted have a lower or do not contain NSEP assigned priority levels.
- (2) A reasonable effort is made to notify the pre-empted service customer of the action to be taken.
- (3) A credit allowance for any pre-empted service shall be made in accordance with the provisions set forth in Section S2.4.4.

S2.3.2 Application for Service

- (A) Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations.
- (B) The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for services previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former customers of the Company who are

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.2 Application for Service (Continued)

(B) (Continued)

indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.

(C) If telephone service is established and it is subsequently determined that either condition in (B) above exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

(D) When an application for service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are cancelled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed.

Any costs due to a rearrangement of equipment caused by a suspension of a portion of a service will be borne by the customer.

(E) When equipment has been ordered for the specific needs of a customer and the installation thereof is unduly delayed by or at the request of the customer, appropriate charges apply for such equipment for the period of the delay.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.2 Application for Service (Continued)

- (F) When a customer requests a change in location of all or a part of the facilities covered by his application for service or request for additions, rearrangements or modifications of his existing service and equipment prior to completion of the work involved, he is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.

S2.3.3 Application of Rates for Business and Residence Service

- (A) Although, in general, business rates apply at business locations and residence rates apply at residence locations, the determination as to whether customer service should be classified as business or residence is based on the character of use to be made of the service.
- (B) Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature where the listing required is such as to indicate business use.

Business rates apply for:

- (1) Offices, stores, factories, mines and all other places of a strictly business nature.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.3 Application of Rates for Business and Residence Service (Continued)

(B) (Continued)

(2) Boarding houses, except as modified under S2.3.3(C)(2); offices of hotels and apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified under S2.3.3(C)(5); public, private or parochial schools, hospitals, nursing homes, libraries and other institutions and churches.

Note: For the purpose of this tariff, a boarding house is defined as a house or apartment where rooms are rented or boarders taken or both. Such houses or apartments may obtain service at residence rates when in the judgment of the Company they are not conducted primarily for business purposes and are listed as residences.

(3) 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 service located in the residence is to be employed primarily for domestic use.

(4) Residence locations, where an extension station or extension bell is located in any place where business rates would apply under the provisions of this tariff.

(5) Service terminating solely on the secretarial facilities of a secretarial answering firm will carry business rates.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.3 Application of Rates for Business and Residence Service (Continued)

(B) (Continued)

- (6) Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified under S2.3.3(C)(3).
- (7) All other locations where the customer's primary use of the service is for business purposes.
- (8) Customers will pay business rates when place of business is located on the same premises as residential and separate telephone service is not installed for the business; and the person operating the business is required to obtain a business registration certificate and; provided the person is NOT exempted from WV business registration tax.

(C) Residence rates apply when the use of the service is of domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:

- (1) Private residences on service not employing business listings.
- (2) Private apartments in hotels, clubs, and boarding houses where service is confined to the domestic use of the customer and business listings are not employed.
- (3) The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner, provided the service is not installed in that portion of the customer's residence which is used as an office, but is located in the customer's domestic establishment, and provided no business designation is employed. Titles such as "Dr.," "Rev.," "Judge," and "Professor" are not considered business designations.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.3 Application of Rates for Business and Residence Service (Continued)

(C) (Continued)

(4) Private stable or garage when strictly a part of the customer's domestic establishment.

(5) College fraternity and sorority houses where members lodge within the house.

(6) Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.

(D) Changes from business service to residence service are made only in the event of a change in the customer's arrangements which would entitle the customer to a residence classification of his service, as specified in (C) above.

The business telephone number may be continued for the residence service only if all the facts indicate that the service is no longer to be used substantially for business purposes.

(E) Changes from residence to business service may usually be made without change to telephone number, if the customer so desires.

**GENERAL CUSTOMER SERVICES TARIFF**

---

S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.4 Transfer of Service Between Customers

- (A) Service previously furnished one customer may be assumed by a new customer upon due notice of cancellation, or in case abandonment, provided there is no lapse in the rendition of service. Such transfers are subject to the service charge as shown in Section S4.3 and may be arranged for in either of two ways:
- (1) If the new customer, fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder, future bills are then rendered to the customer without an adjustment to or from any particular date, with the Company arranging for the requested change in billing and directory listing. Under this arrangement the Network Access Change Charge specified in Section S4.3(A)(3) of this tariff will be applicable.
- (2) If the new customer does not wish to assume payment of the old account, a new service application is taken and an adjustment in billing is made to and from the date the transfer is effective. Under this arrangement the Network Access Establishment Charge specified in Section S4.3(A)(1) and the Central Office Line Connection Charge specified in Section S4.3(C) will apply.
- (B) Under either method of transfer the reassignment of the old telephone number to the service of the new party is arranged for only after the former customer has given consent to its use, and then only when, in the judgement of the Company, there exists no relationship, business or otherwise, between the old and new customers, and when in the judgement of the Company a change in the telephone number is not required.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.4 Transfer of Service Between Customers (Continued)

- (C) When a relationship does exist, business or otherwise, between the old and new customer, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgement of the Company a change in the telephone number is not required.
- (D) Where the new customer requests an addition to the existing service, or a rearrangement or change of the existing service, the appropriate service charges specified in Section S4.3 will apply.
- (E) Where there is a change of responsibility due to a change of name made necessary by marriage or by court order, a service charge does not apply.

S2.3.5 Initial Service Periods

- (A) Unless otherwise specified, the initial service period for all services offered in this tariff is one month commencing with the date of installation of the service.
- (B) For services furnished with initial service periods exceeding one month, the applicable initial service period is the number of months indicated in brackets following the basic termination charge listed in that section of this tariff containing the service offered.
- (C) The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.



**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.6 Floor Space, Electric Power and Operating at the Customer's Premises

- (A) The customer is responsible for the provision and maintenance, at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting, proper relative humidity and temperature control, required on his premises for communication facilities provided by the Company in connection with services furnished to the customer by the Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the customer.
- (B) Except as may be specified elsewhere in this tariff, all operating required for the use of communications facilities provided by the Company at the customer's premises will be performed at the expense of the customer, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.

S2.3.7 Provision and Ownership of Equipment and Facilities

- (A) Equipment and facilities furnished by the Company on the premises of a customer or authorized user of the service are the property of the Company and are provided upon the condition that such equipment and facilities, except as expressly provided in this tariff, must be installed, relocated and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the customer's premises, or upon termination or cancellation of the service, to remove such equipment and facilities.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Services (Continued)

S2.3.7 Provision and Ownership of Equipment and Facilities (Continued)

- (B) Customers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Company, except upon the written consent of the Company.
- (C) Equipment and facilities furnished by the Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof accepted.

S2.3.8 Provision and Ownership of Directories

- (A) Telephone directories distributed from time to time by the Company remain the property of the Company, shall not be mutilated and shall be surrendered upon request.
- (B) Business customers - one directory per Company - provided or customer-provided station.

Residence customers - one directory per residence customer or two (2) per residence customer for more than one Company - provided or customer - provided station.

Upon customer request additional directories will be provided at no charge as long as the number of directories does not exceed the number of Company provided or customer - provided stations.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Services (Continued)

S2.3.9 Provision and Ownership of Telephone Numbers

(A) Telephone numbers are the property of the Company and are assigned to the service furnished the customer. The customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

(B) Reserved Telephone Numbers

(1) Subject to the availability of facilities, a customer may reserve telephone numbers for future use.

(2) The charge for this service is \$7.45 per reserved number, per month, plus applicable service charges.

S2.3.10 Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in this tariff, is borne by the Company. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the customer or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

(N)

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.11 Company Facilities at Hazardous or Inaccessible Locations

Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable to employees of the Company, the customer may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company, any remuneration to be based on the conditions involved.

S2.3.12 Work Performed Outside Regular Working Hours

The rates and charges specified in this tariff contemplate that work in connection with furnishing or rearranging service be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or rearranging of the service be performed outside the Company's regular working hours or that once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the customer may be required to pay, in addition to the other rates and charges specified in this tariff, the amount of additional costs incurred by the Company as a result of the customer's special requirements.

Example:

To determine the amount of additional labor cost incurred by the Company:

Determine the number of hours which would have been required had the work been performed during regular working hours.

[Time (Hrs.) x Fully Loaded Labor Rate] x .5 = Overtime Premium for Time and 1/2

[Time (Hrs.) x Fully Loaded Labor Rate] x 1 = Overtime Premium for Double Time

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.13 Termination of Service

(A) Termination of Service by the Company

- (1) Violation of any of the regulations contained in this tariff on the part of the customer may be regarded as sufficient cause for termination of the customer's service.

The customer's service will not be disconnected on a day when the business office is closed or on a Friday, Saturday, or Sunday. Service will also not be disconnected earlier than 8:00 am nor later than 4:00 pm.

Basic Local Exchange Service as defined in Section 1 of this tariff, will not be disconnected nor interrupted for non-payment of charges rendered for the provision of either telecommunications services not defined as Basic Local Exchange Service or non-telecommunications services, provided, that the customer pays for and continues to pay all charges not in bona fide dispute and pays for all charges associated with Basic Local Exchange Service.

- (2) When the service is terminated on the initiative of the Company because of violation of its regulations by the customer, the regulations stipulated below for termination of service at the customer's request apply.
- (3) The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.13 Termination of Service (Continued)

(A) Termination of Service by the Company (Continued)

(4) Residential customers notified of termination for non-payment must be given the opportunity to enter into a deferred payment plan provided the customer has demonstrated an ability to pay only in installments.

(B) Termination of Service at the Customer's Request

Service may be terminated at any time upon reasonable notice from the customer to the Company. Upon such termination the customer shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.14 Wire Tap Investigation

When, at the request of a customer, a wiretap investigation is made by the Company, and when no wiretap or trouble condition in Company equipment or facilities can be found, a \$40.00(WTI) one time charge for inspection of the facilities and equipment serving the customer will be applicable. This charge is not applicable to a governmental department or agency, public, private or parochial school. The customer will be made aware of these regulations at the time of application.

S2.3.15 Tracing of Harassing Calls

A \$20.00 charge applies for the installation or application of equipment for the purpose of tracing harassing telephone calls to a customer. The Company shall leave the equipment in place for a period of no more than seven days. Should a harassing call be made during this period, the Company shall attempt trace the call and report the results to the proper authorities for legal handling. Should the customer elect to pursue prosecution of the alleged callers, the \$20.00 charge will be refunded to the customer. A copy of the warrant or affidavit from the prosecutor's office must be provided to the Company indicating that prosecution is forthcoming. This charge is not applicable to a governmental department or agency, public, private or parochial school.

S2.4 Payment Arrangements and Credit Allowances

S2.4.1 Advance Payments

(A) An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other non-recurring charges plus charges for one month of service.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.1 Advance Payments (Continued)

- (B) The amount of any advance payment collected is credited to the subscriber's account after service is established.
- (C) In addition to the advance payment specified in the preceding paragraph, an applicant for telephone service (the furnishing of which involves an unusual installation expense) may, if it is deemed necessary by the Company in safeguarding its interests, be required to make an advance payment of such proportion of the estimated cost as is to be borne by the applicant in addition to such service connection charges as are applicable.
- (D) The amount of any advance payment collected because of unusual installation expense is credited to the applicant's account as applying against the construction or installation charge. If the amount of such advance payment collected is in excess of the proportion of such costs to be borne by the applicant, the amount of excess is either returned to the customer or credited to the customer's account.

S2.4.2 Deposits

(A) General

The Company may require an applicant for its service to satisfactorily establish credit; or a customer of its service to satisfactorily re-establish credit. The establishment or re-establishment of credit under the provisions herein, shall not relieve the applicant or customer from compliance with the Company's regulations as to advance payments and the payment of bills or, constitute a waiver or modification of any regulations of the Company in regard to the discontinuance of service for non-payment of bills due for service furnished.



**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

2.4.2 Deposits (Continued)

(B) Establishment of Credit

- (1) In the case of an applicant for residential service, credit will be deemed established if:
  - (a) The applicant owns the premises to be served provided the credit of the applicant is not otherwise impaired; or
  - (b) The applicant demonstrates by appropriate means that his credit is acceptable to the Company. In determining whether the credit of the applicant is acceptable, the Company may request the following information from the applicant and shall consider it: name of employer, place of employment, length of service, and means of credit references; or
  - (c) The applicant has been a customer of a Company for a similar type of service within a period of six (6) consecutive months preceding the date of application unless records of such previous service shown that during the last twelve (12) consecutive months of that service period, service was denied or disconnected for non-payment; or

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

(B) Establishment of Credit (Continued)

(1) (Continued)

(d) The applicant furnishes a guarantor satisfactory to the Company to secure payment of bills for the service requested; or

(e) The applicant makes a cash deposit to secure payment of bills for service as prescribed in paragraph (d) of this rule.

(2) In the case of an applicant for business service, credit will be deemed established if:

(a) The applicant owns the premises to be served, provided the credit of the applicant is not otherwise impaired; or

(b) The applicant demonstrates by appropriate means that his credit is acceptable to the Company. In determining whether the credit of the applicant is acceptable, the Company may request the following information from the applicant, and shall consider it: name of the business and the names of its officers or owners; type of organization, e.g., individually owned business,

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

(B) Establishment of Credit (Continued)

(2) (Continued)

(b) (Continued)

partnership, corporation; nature of the product or service provided; length of time established; other telephone service, present or previous; banking references and other sources of credit information which may be quickly and inexpensively contacted by the Company and any other information pertinent to the determination of the credit standing of the applicant; or

(c) The applicant has been a customer of a Company for a similar type of service within a period of six (6) consecutive months preceding the date of application unless records of such previous service show that during the last twelve (12) consecutive months of that service period, service was denied or disconnected for non-payment or the applicant had more than one occasion during such twelve (12) month period in which a bill was not paid within the period prescribed by the reasonable regulations of the Company provided, that the average total monthly bill for all services rendered during such twelve (12) month period was equal to at least fifty percent (50%) of that estimated as the average total monthly bill for the service being applied for, and provided further, that the credit of the applicant is not otherwise impaired; or

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

(B) Establishment of Credit (Continued)

(2) (Continued)

(d) The applicant furnishes a guarantor satisfactory to the Company to secure payment of bills for the service requested; or

(e) The applicant makes a cash deposit to secure payment of bills for service as prescribed in paragraph (d) of this rule.

(C) Re-establishment of Credit

(1) Applicant for Service - Previous Customer

An applicant for service who previously has been a customer of the Company and whose most recent period of service was discontinued by the Company because of non-payment of bills, may be required to re-establish credit in accordance with paragraph (b) of this rule. The Company may refuse to provide service if the customer still owes a bill for previous service, furnished to the customer at the same or another location, regardless of the amount owing; provided, however, that an applicant for residence service shall not be denied service for failure to pay bills for business service, except where he was the sole owner of or partner in the business formerly served and responsible for charges incurred in connection with such business service.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

(C) Re-establishment of Credit (Continued)

(2) Current Customer with Service

(a) A customer who fails to pay bills before they become past due, and who further fails to pay such bills within the time interval specified in any notification that service will be discontinued for non-payment, (regardless of whether or not service was discontinued for non-payment), may be required to pay such bills together with a reasonable reconnection charge and re-establish his credit by depositing the amount as prescribed in paragraph (d) of this rule.

(b) A customer may be required to re-establish his credit in accordance with paragraph (b) of this rule in case the conditions of service or basis on which credit was originally established have changed materially.

(D) Deposit Amount, Receipt; Interest

(1) The amount of the cash deposit which may be required to establish credit generally shall not be in excess of one and one-half the estimated average total monthly bill for all services for business customers; and shall not be in excess of an amount equal to one month's estimated average total bill for all services for residence customers. After service has been established and experience demonstrates that the amount the outstanding deposit is not suitable to safeguard

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

(D) Deposit Amount, Receipt; Interest (Continued)

(1) (Continued)

the interests of the Company, the Company may require an adjustment to the deposit. In certain services which carry a termination liability, the amount of the deposit shall be determined by the circumstances in each case.

(2) Concurrently with receiving a cash deposit, the Company shall provide the applicant for service or customer a receipt showing:

(a) the date thereof;

(b) the name and billing address of the applicant to be served or customer served;

(c) the amount of the deposit.

(3) The Company shall pay interest at the rate prescribed by the West Virginia Public Service Commission. Simple interest on a deposit shall accrue annually.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

(E) Refund of Deposits

- (1) Upon discontinuance of service, the Company shall apply the customer's deposit, including accrued interest, to the final bill for service. Any amount in excess of the final charges shall be refunded to the customer promptly. A transfer of service from one premises to another within the service area of the Company shall not be deemed a discontinuance within the meaning of these regulations.
- (2) If the customer has had service denied or discontinued for non-payment, the amount of the deposit plus accrued interest shall be applied to telecommunications services only.
- (3) The Company shall return the deposit plus accrued interest at any time upon request, if the customer's credit has been otherwise established in accordance with these regulations.
- (4) At the option of the Company, a deposit plus accrued interest may be refunded, in whole or in part, at any time earlier than the times herein above prescribed.
- (5) Upon the customer meeting the provisions as stated below for refund, the Company shall promptly and automatically refund the deposit plus accrued interest. A receipt or production of proof of payment will not be necessary under these regulations as a condition of the deposit refund.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

(E) Refund of Deposits (Continued)

(4) (Continued)

(a) Customers with Residence Service

After the customer has paid bills for service for nine (9) (or less at the Company's discretion) consecutive months without having had service denied or discontinued for non-payment, and without having had more than two (2) occasions on which a bill was not paid within the period prescribed in S2.4.3 and provided the credit of the customer is not otherwise impaired, the Company shall refund the deposit plus accrued interest. If the customer has had service denied or discontinued for non-payment, or has had more than two (2) such past due bills during such period, the Company shall thereafter review the account every six (6) months and shall refund the deposit plus accrued interest after the customer has not had service denied or disconnected for non-payment, and has not had more than two (2) such past due bills during the six (6) months prior to any such review, provided that the credit of the customer is not otherwise impaired.

**Tel-Assistance and Lifeline Service**

No customer deposit is required from a Tel-Assistance or Lifeline customer if optional toll blocking is added to the customer's line at no charge.



**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

(E) Refund of Deposits (Continued)

(4) (Continued)

(b) Customers with Business Service

After the customer has paid bills for service for twenty-four (24) (or less at the Company's discretion) consecutive months without having had service denied or disconnected for non-payment, and without having more than one occasion on which a bill was not paid within the period prescribed in S2.4.3 and provided the credit of the customer is not otherwise impaired, the Company shall refund the deposit plus accrued interest. If the customer has had service denied or disconnected for non-payment, or has had more than one such past due bill during such period, the Company shall thereafter review the account every twelve (12) months and shall refund the deposit plus accrued interest after the customer has not had service denied or disconnected for non-payment and has not had more than one such past due bill during the twelve (12) months prior to any such review, provided that the credit of the customer is not otherwise impaired.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

(F) Record of Deposit

The Company shall keep a record of each cash deposit until the deposit is returned. The record shall show:

- (1) the name and current billing address of the depositor;
- (2) the amount and date of the deposit;
- (3) each transaction concerning the deposit.

(G) Denial or Discontinuance of Service

The Company may refuse, deny or discontinue service, as appropriate, for failure on the part of the applicant or customer to establish or re-establish credit in accordance with these regulations; or for non-payment of a delinquent bill owed to the Company for service furnished. Delinquency under this provision shall apply to previous or existing service, whether at the same or another location and also be in accord with the other provisions in this regulation.

(H) Deposit Not to Affect Regular Collection Practices

The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation; nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company for services rendered. The Company may discontinue service to any subscriber failing to pay current bills without regard to the fact that such subscriber has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing of such bills.

## GENERAL CUSTOMER SERVICES TARIFF

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.3 Payment for Service

- (A) Charges due by the customer are payable at the office of the Company or at any agency duly authorized to receive such payments and shall become delinquent on the twentieth (20th) day after the bill is mailed to the customer. Payment for customer charges shall not be delinquent less than thirty (30) days after such bill is mailed. However, residential applicants or subscribers may elect to pay (installation, moves, changes, etc.), in twelve equal monthly payments in a twelve billing periods after service work is completed. (Reference S4.2 (I) of this tariff). The Company may require up to \$15.00 plus any charges applicable for other than main station service as the first payment.

The Telephone Company may bill for non-telecommunications services. The non-telecommunications services that may appear on customers bills are listed below.

Each billed service will be assigned to a billing classification. Billing classifications are: Basic, Non-Basic, Toll and 900 Pay-per-Call.

Basic includes: All Services as specified in Section 1, Basic Local Exchange Services.

Non-Basic includes: All services not included in other classifications, including non-telecommunications services such as; inside wiring maintenance, installation and repair; directory advertising; additional directory listings; sales, leasing and repair of deregulated customer premises equipment; voice mail; internet service; satellite TV; electronic mail; data storage and retrieval services; and web hosting.

(C)  
(C)

Toll includes: All long distance charges and all related fees, surcharges, taxes, etc.

900 Pay-per-Call includes: All charges associated with 900 type calls.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 07-0696-T-T, dated May 9, 2007.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.3 Payment for Service (Continued)

(A) (Continued)

Customers who make only a partial payment will have their payment applied in the following order: Basic, Non-Basic, Toll and 900 Pay-per-Call. First, partial payments will be applied to charges in arrears and then to current charges. When service has not been paid in full and suspension of services is appropriate, the services will be suspended in reverse of the partial payment order.

When a customer subscribes to package services, (i.e., Citizens Bundled Services) and does not pay all charges owed, the package will be removed, the features offered under the package blocked, and the customer's basic service changed to the Local Calling Plan (LCP) option that closest resembles what they had under the package. The unpaid balance will be added to the non-basic billing classification balance. In order to unblock vertical features, the customer must pay the balance of charges owed.

If objection in writing is not received by the Telephone Company within 30 days after a statement of account is rendered, such statement shall be deemed to be correct and binding upon the customer.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.3 Payment for Service (Continued)

- (B) The customer shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The customer is responsible for payment of all charges for services furnished the customer, including charges for services originated or charges accepted at the customer's location.
- (C) Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein.
- (D) Should service be suspended for non-payment of charges, it will be restored only as provided under "Restoration Charge" in Section S4 of this tariff.
- (E) When the service has been disconnected for non-payment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this tariff.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.3 Payment for Service (Continued)

- (F) In its discretion, the Company may restore or re-establish service which has been suspended or disconnected for non-payment of charges, prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver of any rights to suspend or disconnect service for non-payment of any such or other charges due and unpaid or for the violation of the provisions of this tariff; nor shall the failure to suspend or disconnect service for non-payment of any dir or accounts operate as a waiver or estoppel to suspend or disconnect service for non-payment of such account or of any other past due account.
- (G) A return check charge will be at the maximum allowed by law for each dishonored check received. Regulations contained in this tariff regarding suspension or discontinuance of telephone service will remain applicable.
- (H) A Late Payment Charge of 1.5% applies to each customer's bill when the previous month's bill has an unpaid balance of \$50.00 or more. The late charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill. A late payment penalty cannot be recovered unless the date by which the payment must be "RECEIVED" is clearly shown on the bill. (I)
- (I) In the event of a dispute between the customer and the Company respecting any bill, the Company may require the customer to pay the undisputed portion of the bill and shall make such investigation as may be appropriate to the particular case and report the result thereof to the customer. In the event the dispute is not reconciled, either party may make application to the Commission for review and disposition of the matter.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 13-0880-T-T dated August 21, 2013, effective August 21, 2013.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.4 Allowance of Interruptions

- (A) Customers experiencing a service outage exceeding the periods described in (B) following will receive a credit allowance as provided in (B) following, and a Service Performance Guarantee credit as provided in S2.4.5 of this Tariff.
- (B) When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the customer, for the length of time service and facilities are rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty four (24) hours from the time it is reported to the Company, except as otherwise specified in this tariff. For the purpose of administering this regulation, every month is considered to have thirty days.
- (C) In addition to the above service credits, a \$25 credit shall apply when a customer experiences a second and same reported trouble on the same line within thirty (30) days, subject to the requirements of the Commission's Order in Case No. 18-0291-T-P dated January 15, 2021.

(N)  
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(N)

S2.4.5 Service Performance Guarantee

(A) Business

- (1) If a business customer requests installation or repair of Company-owned facilities used to provide exchange, message toll, private line or enhanced services offered under this tariff and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00 (SPGB). One credit per order or trouble report may be applied for the affected service to which the customer subscribes in this tariff.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0063-T-T dated February 8, 2022.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.5 Service Performance Guarantee

(A) Business (Continued)

- (2) Each credit shall be limited to the amount described in the above regulation for the particular line or lines associated with the service to be installed or repaired.
- (3) Credit will be provided in accordance with the above conditions at the request of the customer.
- (4) Credit will be extended in accordance with the above conditions only for installation or restoration of exchange, private line, message toll, or enhanced services or for installation or repair of Company-owned facilities used to provide those services.
- (5) The credit will not apply to "out of service" conditions resulting from:
  - (a) Willful neglect, misuse or abuse by the customer.
  - (b) Problems in the customer's premises equipment or in the customer's inside wire.
  - (c) Natural disasters, labor difficulties, governmental orders, civil commotions, general network failure, cable cuts affecting more than 5% of the Company's customers or circumstances beyond the control and/or knowledge of the Company.
  - (d) Temporarily or permanently discontinued service due to non-payment of bills.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.



**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.5 Service Performance Guarantee (Continued)

(B) Residence

- (1) If a residence customer requests installation or repair of Company-owned facilities used to provide service offered under this Tariff, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00 (SPGR). One credit per order or trouble report may be applied for the affected service to which the customer subscribes in this tariff.
- (2) Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.
- (3) Credit will be provided in accordance with the above conditions at the request of the customer.
- (4) Credit will be extended in accordance with the above conditions only for installation or repair of Company-owned facilities used to provide services offered in accordance with this tariff.
- (5) The credit will not apply to "out of service" conditions resulting from:
  - (a) Willful neglect, misuse or abuse by the customer.
  - (b) Problems in the customer's premises equipment or in the customer's inside wire.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.5 Service Performance Guarantee (Continued)

(B) Residence (Continued)

(5) (Continued)

(c) Natural disasters, labor difficulties, governmental orders, civil commotion, general network failure, cable cuts affecting more than 5% of the Company's customers or circumstances beyond the control and/or knowledge of the Company.

(d) Temporarily or permanently discontinued service due to non-payment of bills.

S2.4.6 Provision for Certain Local Taxes and Fees

When any municipality charges, collects, or receives from the Company any license, occupational, privilege, inspection or other similar tax or fee or any franchise fee or payment, or any fee or payment similar in nature thereto, for the use of the streets or other public places or any concession from tariff rates on its telephone service, whether such taxes, fees, or payments be expressed as a lump sum, or as a flat rate, or based on receipts, or based on poles, wires, conduits, or other facilities, or otherwise, so much of the aggregate amount of such payments and concessions as exceeds 1/2 of 1% of the aggregate bills for exchange service of customers receiving service within the municipality will be billed, insofar as practical, pro rata to the customers receiving exchange service within the municipality.

Note: The foregoing does not apply to excise taxes levied by a municipality under Article 13, Chapter 8, Section 5a of the Code of West Virginia which are to be collected on a pro rata basis from customers within the municipality.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.7 Imposition of Treatment

- (A) If a subscriber has a delinquent account for three consecutive billing periods, the Company may impose on the subscriber a Treatment Charge, as specified in Section S4 of this tariff. An account shall be considered delinquent if not paid within thirty days of the rendering date of the bill for which payment has not been received. In order for an amount to be considered delinquent for purposes of imposing a Treatment Charge, the delinquent amount must be greater than \$99.00.
- (B) If a subscriber is current in his account, no prior delinquencies shall be used in determining whether a Treatment charge may be assessed.
- (C) The Company shall notify the subscriber that a Treatment Charge of \$6.00 is assessable after three consecutive delinquencies before a Treatment Charge is assessed. Notification may be made on the subscriber's bill.
- (D) In order for an account to be considered delinquent and to be considered in levying a Treatment Charge, treatment must be actually rendered for that month.
- (E) In the event the service of a subscriber has been twice denied for non-payment within the previous 12 months, service may be terminated in lieu of a third denial. Service then may be re-established at the option of the Company only on the basis of a new application.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

## GENERAL CUSTOMER SERVICES TARIFF

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S2. General Regulations (Continued)

S2.5 Liability of the Company

S2.5.1 Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.

S2.5.2 Use of Facilities of Other Connecting Carriers

When suitable arrangement can be made, facilities of other connecting carriers may be used in conjunction with this Company's facilities in establishing connections to points not reached by this Company's facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

S2.5.3 Indemnifying Agreement

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

**GENERAL CUSTOMER SERVICES TARIFF**

---

S2. General Regulations (Continued)

S2.5 Liability of the Company (Continued)

S2.5.4 Defacement of Premises

The Company is not liable for any defacement of or damage to the premises of a customer resulting from the furnishing of service on such premises or by the removal thereof, when such defacement or damage is not the result of negligence of employees of the Company.

S2.5.5 Period for the Presentation of Claims

Except for claims of overbilling or incorrect billing, the Company will not be liable for damages or penalties in any case where a claim is not presented in writing within sixty days after the alleged delinquency occurs. With respect to claims for overbilling or incorrect billing, the Company will not be liable for refunds of excess charges in any case where the claim is not presented in writing within five years after alleged overbilling or incorrect billing occurs.

S2.5.6 Adjustment of Charges/ Backbilling

In the adjustment of charges for overbilling or incorrect billing by the Telephone Company: (1) when both the excess charge and the time period during which the excess charge was paid can be determined from available records, a refund will be given in the amount of the excess charge for each billing cycle or other time period during which the excess charge was paid; (2) when the exact amount of the excess charge cannot be determined from available records, the Company will estimate the excess charge and will give a refund in the amount of the estimated excess charge for each billing cycle or other time period during which the estimated excess charge was paid; (3) when the time period during which the excess charge was paid cannot be determined from available records, the Company will estimate the time period and will give a refund in the amount of the excess charge for the estimated period, up to a maximum of three years. No adjustment will be made nor refunds given if no records exist to substantiate a claim of overbilling or incorrect billing.

The Company may bill customers for previously incurred, but unbilled charges up to twenty-four months after the service was provided. In all instances of backbilling, the Telephone Company shall provide the subscriber with the option of paying the backbilled amount, without imposition of an interest charge, in monthly installments.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.5 Liability of the Company (Continued)

S2.5.7 Liability Limitations

Specific provisions concerning the Company's liability in particular situations appear throughout these tariffs. However, no tariff provision shall be interpreted to excuse the Company from liability if any, when a court of competent jurisdiction finds that the Company has engaged in gross negligence, willful neglect or willful misconduct.

S2.5.8 Telephone Directories - Errors and Omissions

The Company, except as provided herein, shall not be liable for damages claimed on account of errors in or omissions from its directories nor for the result of the publication of such errors in the directory, nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories. Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to an amount equivalent to such proportion of the customer's service as is affected, the maximum liability not to exceed one-half the service charges for the period from the date of issuance of the directory in which the error occurred to the date of issuance of a new directory containing the proper listings.

In the case of additional or joint user listing in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.5 Liability of the Company (Continued)

S2.5.9 Service in Explosive Atmosphere

- (A) The Company does not guarantee nor make any warranty with respect to service provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or person, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided
- (B) The Company may require each customer to sign an agreement for the furnishing of such service as a condition precedent to the furnishing of such equipment.
- (C) The customer shall furnish, install and maintain sealed conduit with explosive-proof fittings between this service and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this service within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

S2.6 Customer Premises Wiring

S2.6.1 General

- (A) Customer Premises Inside Wire is defined as that wire, including connectors, blocks and jacks, within a customer's premises that extends between the Demarcation Point and those standard jack locations on the customer's premises to which terminal equipment can be connected for access to the Exchange Service Line.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.6 Customer Premises Wiring (Continued)

S2.6.1 General (Continued)

- (B) The demarcation point is provided as part of the Exchange Service Line, WATS or Private Line Services. If a Network Interface Device (NID) is employed as the demarcation point, this NID will normally be installed outside the customer's building at a location determined by the Company which is accessible to the customer. If the NID is installed inside a customer's building due to customer request, and not at the initiative of the Company, charges will apply as specified in Section S4 of this tariff. The normal location of the NID is in close proximity to where the Company facilities attach to the customer's building, wherever practicable.
- (C) When a NID is installed at the customer's request on existing service, a Subsequent Service Order charge and a Premises Visit charge will apply as covered in Section S4 of this Tariff.

S2.6.2 Responsibility of the Customer

- (A) The installation and maintenance of Customer Premises Inside Wire is the sole responsibility of the customer.
- (B) The customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or the customer's agent that may result from any installation or maintenance activity undertaken by that customer or the customer's agent.
- (C) The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer's premises inside wire activity.



**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.6 Customer Premises Wiring (Continued)

S2.6.3 Violation of Regulations

- (A) Where Customer Premises Inside Wire is found to be causing network related harm, the Company will promptly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.
- (B) It is the customer's responsibility to discontinue such use and correct the situation causing the network harm.
- (C) Failure of the customer to discontinue such use to correct the problem will result in suspension of the customer's service until such times as corrections are made.

S2.7 Provision of Network Interface Devices

S2.7.1 General

The following rules will apply to new installations for telephone service using Network Interface Device (NID).

- (A) All wiring on the customer's premises that is connected to the telephone network shall connect to the Company network through the Company provided NID.
- (B) Maintenance of the NID shall be the responsibility of the Company.

Customers are responsible for all maintenance on their side of the Network Interface Device (NID).

When a customer reports trouble on a line, and a repair technician is dispatched to the customer location and no trouble is found or the trouble is found to be on the customer's side of the Network Interface Device (NID), a charge will apply if the customer does not subscribe to a maintenance plan.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.7 Provision of Network Interface Devices (Continued)

S2.7.1 General (Continued)

- (C) For single unit premises, the Company will terminate its network facilities no further than 12 inches upon entering the customer's premises. A single unit location is a premises or building occupied by a single customer.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

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Issued: April 26, 2002

Effective: May 26, 2002

## GENERAL CUSTOMER SERVICES TARIFF

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S2. General Regulations (Continued)

S2.7 Provision of Network Interface Devices (Continued)

S2.7.1 General (Continued)

- (D) In locations with multiple customers, i.e., multiple premises, the Company will terminate its network facilities no further than 12 inches at the minimum point of entry to the building or property.
- (E) The Company will allow customers access to inside wiring at points up to and including the point of demarcation. The customer is no longer required to interconnect through a plug and jack arrangement where a customer's premises is served by no more than two lines. This refers to all one and two-line telephone wiring (including associated jacks) on the customer's side of the demarcation point, whether owned and installed by the customer premises owner, agent, or another vendor.
- (F) The Company shall instruct the customer of the location, purpose and use of the NID.

S2.8 Special Promotions

- (A) The company may, from time to time and in a nondiscriminatory manner, offer specifically designated products and/or services at reduced rates and/or charges, or for no rate and/or charge, for promotional, market research, training and/or experimental purposes. Each individual offering shall be of ninety calendar days or less in duration. Such offerings may be applicable to monthly recurring charges, non-recurring charges or gifts. The promotion may be limited to specific geographic areas and may also be limited to specific customer types (e.g., business or residential) and/or service classifications/designations (e.g., local or toll). These offerings may be made without notice to the Commission, provided that, upon informal request by the Commission, the company shall timely provide details, as appropriate, regarding any such offering for which information is requested.

(C)

(C)

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.9 Toll Presubscription

S2.9.1 General

- (A) Presubscription is a procedure whereby an end user<sup>#</sup> may select and designate an Interexchange Carrier (IC) to access, without dialing an access code, for intraLATA and interLATA calls. The end user may select one (1) IC for both intraLATA and interLATA calls or they may select one (1) IC for interLATA calls and a different IC for IntraLATA calls. The selected ICs are referred to as the end user's primary ICs. The presubscription procedure also allows the agent\* representing a pay telephone to select and designate to the Telephone Company which ICs to access, without dialing an access code, for intraLATA and interLATA calls. Presubscription is available only to End Users served by end offices that have been converted to provide Feature Group D Switched Access Service.

InterLATA presubscription of residence and business lines and/or trunks is furnished in accordance with the detailed provisions of the Federal Communications Commission's Allocation Plan. The plan with all appendices is available for inspection at the main building of the Federal Communications Commission in the Public Reference Room of the Tariff Division. Copies may be obtained from the Federal Communications Commission's Commercial Contractor.

The same detailed provisions also apply to pay telephone presubscription for end offices converting to equal access after February 10, 1990. Pay telephone presubscription for end offices converted to equal access prior to February 10, 1990, will follow a transition schedule. After that date, pay telephone lines will be included in the standard presubscription time line for the end office.

Should a customer want to use other services of the same or another IC, it will be necessary for the customer to dial the necessary access code(s) (i.e., 101XXXX) to reach that IC's service(s).

# For purposes of this section, the term end user also includes Alternative local exchange carriers (ALECs) that are certified to resell local exchange telecommunications service.

- An agent is the person or persons who have the legal authority to give permission for the placement of pay telephones on a premises and who control access to or usage of the pay telephone.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.9 Toll Presubscription (Continued)

S2.9.1 General (Continued)

(B) Please refer to the Frontier Access Services Tariff P.S.C. WV No. 3, Section 9.3, Miscellaneous Services, 9.3.3 Presubscription for the following information:

- (1) End User and Agent Notification, Equal Access Process and Interexchange Carrier End User and Agent Lists
- (2) End User Choice Discrepancy
- (3) Presubscription Charge Application
- (4) Interexchange Carrier (IC) and Carrier Identification Codes (CIC) Consolidation
- (5) Liability of the Telephone Company
- (6) IC Desired Due Date (ICDDD) for PIC Installation
- (7) Nonrecurring Charge for Primary Interexchange Carriers

(C) Changes in Primary Intra/Interexchange Carrier (PIC) Selections

A subscriber cannot change a LEC, PIC, or LPIC except through Third Party Verification (TPV) procedures. Frontier sales representatives must drop off the line when the TPV comes on the line. Confirmation of a LEC, PIC or LPIC change must be obtained by:

**GENERAL CUSTOMER SERVICES TARIFF**

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- S2.           General Regulations (Continued)
- S2.9          Toll Presubscription (Continued)
- S2.9.1        General (Continued)
- (C)    Changes in Primary Intra/Interexchange Carrier (PIC) Selections  
                  (Continued)
- (1)   Written Letter of Authorization (LOA) containing the following:
- (a)   Subscriber's billing name and address
- (b)   Each telephone number subject to the change order
- (c)   Statement of the subscriber's decision to change the LEC,  
                                  PIC or LPIC
- (d)   Statement that the subscriber's designates the LEC or IXC to  
                                  act as the subscriber's agent for executing the change
- (e)   Statement that the subscriber may receive a charge for  
                                  service interruptions
- (2)   Subscriber may use electronic authorization through use of a toll  
                          free number.
- (3)   Subscriber may orally verify the change through an independent  
                          third party.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.9 Toll Presubscription (Continued)

S2.9.1 General (Continued)

- (D) A PIC Freeze option is available to customers who wish to “freeze” their PIC in an effort to prevent unwanted PIC changes. The request or lift of a PIC freeze can only be authorized by the customer. The customer must notify the Telephone Company and sign a PIC Freeze Authorization Form that notes the carrier that the freeze applies to as well as a Personal Identification Number (PIN) or Password. The customer may use the PIN or the Password to “lift” the freeze or to make a change. The customer may also ‘lift’ the freeze by using a three-way call between the carrier, the customer and the Telephone Company. If the customer changes the PIC, a new form must be completed for a freeze to be applied to the new PIC. The freeze will be completed and maintained without charge to the customer. The submitting carrier may also initiate a three-way-call with the LEC and customer to lift the freeze.

**GENERAL CUSTOMER SERVICES TARIFF**

S2. General Regulations (Continued)

S2.9 Toll Presubscription (Continued)

S2.9.2 Rates and Charges

	<u>Billing Code</u>	<u>Nonrecurring Charge</u>
Presubscription Change Charge		
-IntraLATA PIC Change Charge Per line or per trunk	NAPS	\$ 5.00*
-*IntraLATA PIC Change Charge - when made simultaneously with interLATA PIC Change Charge to the same carrier, Per line or per trunk		7.50*
-IntraLATA PIC Change Charge – when made simultaneously with inter LATA PIC Change Charge to a different carrier, Per line or per trunk		10.00*
-**Unauthorized PIC Change Charge IntraLATA		100.00
-IC CIC Consolidation Charge		1.30

\*This charge is billed to the end user which is the subscriber to the Telephone Exchange Service or the agent of the pay telephone, except as set forth in 9.3.3(C) of the West Virginia Access Service Tariff P.S.C. No. 3, or in situations when such charges would be billed to an IC.

\*\*As set forth in 9.3.3(C) of the West Virginia Access Service Tariff P.S.C. No. 3 this charge is billed to the IC submitting an unauthorized presubscription charge for an end user which is the subscriber to the Telephone Exchange Service.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.



**GENERAL CUSTOMER SERVICES TARIFF**

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S2. General Regulations (Continued)

S2.10 Temporary Natural Disaster Credit

- A. Because of a recent natural disaster, the company will provide a pro-rated credit equal to the percentage of the month the customer is out of service. This pro-rated credit applies only to those who lost service because of the disaster. This special credit is temporary and will apply to customers who contact the company by July 31, 2016.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 16-0913-T-T dated July 5, 2016.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service

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(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 19-1039-T-T dated October 31, 2019.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.1 West Virginia Telecommunications Relay Service (TRS)

General

- (A) Local exchange service rates in this tariff are identified with Citizens Telecommunications Company of West Virginia.
- (B) The rates for service not specifically shown in this section are presented in other sections of this tariff.
- (C) Local exchange service rates do not include the provision of a telephone set.

Pursuant to Public Service Commission of West Virginia Case No. 92-0442TRS-CN, a monthly surcharge shall be imposed on all local exchange access lines as defined below:

- (1) Each one-party residential, except Tel-Assistance, line,
- (2) Each one-party business line,
- (3) Twenty-five percent (25%) of total Centrex lines,
- (4) Each Automatic Access Line,
- (5) The Commission has determined that the amount of the surcharge will be \$0.00 per access line and will appear as a separate line item on the customer's bill as "TRS Surcharge" if a charge applies.

(D)  
(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_, dated \_\_\_\_\_

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.2 Local Operator Services

S3.2.1 Operator Assisted Local Calls

A surcharge as shown below will apply when the caller requests operator assistance and the call is completed within the local service area. The call may be billed to the originating telephone, credit card, third number, or collect.

(A) Exceptions:

- (1) For calls to the Company for official telephone business.
- (2) For emergency calls to agency type telephone numbers such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number.
- (3) When the caller identifies himself as being handicapped and unable to place the call due to his handicap.
- (4) When the caller advises he has had service trouble in reaching the terminating number.

(1)	Calling Card	\$0.60
(2)	Station-to-Station	1.25
(3)	Person-to-Person	4.00

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_, dated \_\_\_\_\_

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.2 Local Operator Services (Continued)

S3.2.2 Live Operator Fee

(N)

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

This fee will not apply if:

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

Rates

Nonrecurring Charge

Live Operator Fee, per occurrence	\$1.50
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(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 19-1039-T-T dated October 31, 2019.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.2 Local Operator Services (Continued)

S3.2.3 Local Directory Assistance Service

(A) General

When a party requests assistance in obtaining telephone numbers of customers who are located within the same local calling area as the calling party or who are not located in the same local calling area, but who are located within the State of West Virginia, the charges as set forth following apply.

A customer is allowed two direct dialed Directory Assistance Service calls per telecommunications network access line per month or fraction thereof, at no charge.

Direct dialed Directory Assistance Service calls are calls dialed by the customer and completed without the assistance of a Company operator. The services of a Company operator are not to be used in connection with the completing of direct dialed Directory Assistance Service calls except in the following cases:

- (1) To reach the called Directory Assistance Service number where direct dialing facilities are not available.
- (2) To reach the called Directory Assistance Service when attempts by the customer to direct dial such a call cannot be completed.
- (3) To only record the originating telephone number where no automatic recording equipment is available.

Call allowances are not transferable between separate accounts of the same customer.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.2 Local Operator Services (Continued)

S3.2.3 Local Directory Assistance Service (Continued)

(A) General (Continued)

- (3) To only record the originating telephone number where no automatic recording equipment is available.

Call allowances are not transferable between separate accounts of the same customer.

(B) Directory Connection

- (1) Directory Connection provides an incoming Local Directory Assistance customer requesting telephone numbers of customers who are located within the same local calling area as the calling party, a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling customer).
- (2) The mechanized announcement will instruct the caller that for an additional charge the caller may have the call automatically completed by depressing a specific digit on the touch-tone key pad. All completed calls will be charged the Directory Connection charge, in addition to any other appropriate charges. Customers may request blocking of Directory Connection calls originating from their telephone lines by contacting the Company's customer contact center.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.2 Local Operator Services (Continued)

S3.2.3 Local Directory Assistance Service (Continued)

(B) Directory Connection (Continued)

(3) Directory Connection will only be furnished where facilities and operating conditions permit. Directory Connection will only be available from those coin phones owned and operated by Citizens Telecommunications Company of West Virginia which are equipped for 1 + 411 dialing.

(4) Directory Connection will not be provided to the following services:

- 800 Service
- 976 Service
- 900 Service
- Public Telephone Access Service for Customer- Provided Public Telephones
- Feature Group A Services

(5) Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section S2 of this Tariff.

(C) Rates and Charges

(1) A charge as follows is applicable for each call in excess of two per month to directory assistance: (maximum of two requested telephone numbers per call).



**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.2 Local Operator Services (Continued)

S3.2.3 Local Directory Assistance Service (Continued)

(C) Rates and Charges (Continued)

(1) (Continued)

- |     |                                                  |        |
|-----|--------------------------------------------------|--------|
| (a) | Where direct dialed by a customer<br>Per call    | \$0.50 |
| (b) | Where placed via a Company<br>operator, Per call | 0.80   |

(2) Charges for Directory Assistance Service are not applicable to calls received from the service furnished for the use of persons with a visual, physical or reading handicap, or from Public Telephone Service.

(3) A Directory Connection charge of \$0.35 applies in addition to above charges if utilized by the customer.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.2 Local Operator Services (Continued)

S3.2.4 National Directory Assistance Service

(A) General

The Company furnishes a National Directory Assistance Service for the purpose of aiding customers in obtaining telephone numbers.

- (1) National Directory Assistance Service provides customers with assistance in determining telephone numbers outside the state.
- (2) The application of charges set forth below apply to customer requests for National Directory Assistance Service. Customers are charged when they receive a telephone listing of any party located outside the state.
- (3) There are no call allowances for National Directory Assistance Service.
- (4) National Directory Assistance Service is only available where technically feasible.

(B) Customer Name and Address Service

General

Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address from National Directory Assistance after giving the Directory Assistance Operator a complete telephone number.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.2 Local Operator Services (Continued)

S3.2.4 National Directory Assistance Service (Continued)

(B) Customer Name and Address Service (Continued)

Conditions

- (1) The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.
- (2) The customer will have access to any number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
- (3) National Directory Assistance/Customer Name and Address Service will be available when technically feasible.
- (4) There are no call allowances for Customer Name and Address Service.

(C) Rates

	<u>Rate</u>	
National Directory Assistance Service - Per call	*	(C)
Customer Name and Address Service - Per call	*	(C)

\* - Rates Deregulated (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.3 Rotary Line Service

S3.3.1 General

- (A) Rotary line service provides a means whereby calls made to the first number of a rotary group will be automatically completed over the first idle line in the rotary group. If all lines are busy, the calling party will receive the busy signal.
- (B) This service is furnished only when the rotary numbers are available and only in connection with provision of main services on a rotary basis.
- (C) Refer to Section S6 for the regulations applicable to directory listings in connection with provision of main services on a rotary basis.
- (D) Rotary Telephone Numbers may be reserved for future use, subject to the availability of facilities, at the rate shown below.

S3.3.2 Rates

The rate for each rotary line is the applicable monthly rate for individual line service, in addition to the following rate:

<b>Business Monthly Rate<sup>1</sup></b>	<b>Residence Monthly Rate</b>	
*	\$10.10	(O) (O) (C)(O)

<sup>1</sup> Not applicable to rotary line service provided in connection with automatic access lines.

- (B) Reserved Rotary Telephone Number, each

<b>Business Monthly Rate</b>	<b>Residence Monthly Rate</b>	
*	\$ 7.45	(C)   (O)   (C)(O)

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated.

## GENERAL CUSTOMER SERVICES TARIFF

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S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans

S3.4.1 General

This tariff applies to local exchange telephone service provided under the Frontier Local Calling Plans, which allow seven digit dialing to designated exchanges. The regulations and rates contained herein apply to the exchange areas specified in Section S3.4.4 to this tariff and are in addition to the applicable regulations and rates specified in other tariffs of the Company.

Local exchange telephone service is a voice grade service and is provided in compliance with the following industry standard transmission parameters:

Loop Current:	Not less than 20 mA @ 400 ohm load
Circuit Loss:	(-)8.5db or less
Circuit Noise:	20 dbrnC or less
Power Influence:	80 db or less
Balance (PI – CN):	60 db or more

S3.4.2 Regulations

(A) The Plans are furnished only from central offices which have been arranged to provide these services and are available to individual line business and residence and automatic access line customers.

(B) **Basic Calling Plan** is economy rate exchange service, which provides measured rate calling on all calls within the home exchange and to all other designed local calling area exchanges. Effective December 31, 2013, only customers who subscribe to Enhanced Tel-Assistance (Lifeline) Service may choose the Basic Calling Plan. Customers who do not subscribe to Enhanced Tel-Assistance Service and are Basic Calling Plan customers prior to December 31, 2013, may remain on Basic Calling Plan at the rate specified for Non-Lifeline customers.

**Community Calling Plan** provides for flat rate calling only within the originating exchange; all other calls terminating within the local calling area are measured. (Exception - Bluefield, West Virginia, Community Calling includes Bluefield, Virginia.)

**Community Plus Plan** provides flat rate calling within the originating exchange and Frontier specified nearby exchanges, with measured calling to all other exchanges within the local calling area.

**Premium Calling Plan** provides flat rate calling to all exchanges within the local calling area.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 21-0010-T-PC dated May 20, 2021.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.2 Regulations (Continued)

- (C) Customers may change from one plan to another although Residential Basic Calling Plan is available only to customers who subscribe to Enhanced Tel-Assistance Service. Appropriate service charges will apply to each change as specified in Section S4 of this tariff. (C)  
(C)  
(T)
- (D) Flat rate and measured rate services will not be furnished to the same customer on the same premises where both services are rated on the same exchange, except for customers who have, for example, facsimile machines or any other special type circuit on premise that is not used to access local calling and as otherwise specified in the Company's applicable tariffs. Access lines terminating on a multiline system cannot be mixed between flat rate and measured rate services. This regulation, however, will not be interpreted to prevent completely the provision of both types of service where it is established that one type of service is not being selected to supplement the use of the other type. Residential customers may have different classes of service provided to the same customer or household on the same premises.
- (E) Measured rate service, where applicable, provides for calling to specified areas with each call measured on a time-of-day, day-of-week, distance called, and length of message basis.
- (F) Rates for messages between two points are based on the airline mileage between them, except when the two points are located within the same exchange. Airline mileage between rate centers is determined as specified in this Company's Long Distance Message Telecommunications Service tariff.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 21-0010-T-PC dated May 20, 2021.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.2 Regulations (Continued)

- (G) Calls made to the specified areas should be dialed by the customer on a station-to-station sent paid basis without the assistance of a Company operator. Any calls placed to such exchange services through a Company operator will be subject to all specialized local operator assistance charges shown in the Company's applicable tariffs.
- (H) Local Calling Plans service will not be offered in connection with Public Telephone Service, WATS, Foreign Exchange Service, Feature Group A, or Party-Line services.
- (I) Hotel/motel and Customer Owned Pay Telephone customers may only subscribe to the Business Basic Calling Plan. All charges for the service, including charges for any messages, shall be billed to the hotel/motel, which shall be responsible for any prorating and billing of the charges to the guests.
- (J) Temporary suspension of service (Vacation Rate Service) is not available to customers.
- (K) For the purpose of determining charges, the following applies:
  - (1) A flat monthly rate for provision of incoming calls and access to the local network.
  - (2) Bands "Local" through "D" relate to incremental per call and per minute rates based upon interexchange mileage determined by measuring the airline distance between rate centers within the local calling area. There are no incremental mileage charges associated with calls originating and terminating within a customer's serving exchange.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.2 Regulations (Continued)

(K) (Continued)

- (3) A charge per call and per minute or fraction thereof, for duration of call. Monthly billing is based on cumulative minutes of usage with the total fraction rounded to the next higher minute.
- (4) Chargeable time for all calls begins when connection is established between the calling line and the called line or branch exchange and ends when the calling line "hangs up" thereby releasing the network connection. If the called line "hangs-up", but the calling line does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
- (5) The time-of-day and day-of-week discounts apply to all calls which are originated within the designated discount periods. The charges are determined separately for each rate period and the results are totaled.
- (6) The discount for the reduced rate period given in the following table is expressed as a percent reduction of the sum of the Per Call and Per Minute charges calculated at the rates shown in S3.4.3(H).

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-0300-T-T dated March 13, 2003.



**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.2 Regulations (Continued)

(K) (Continued)

(6) (Continued)

	<u>From</u>	<u>Up to But Not Including</u>	<u>Discount</u>
Weekdays	9:00 pm	9:00 am	70%
Saturdays, Sundays, and certain Holidays (See Note 1)	All Day	All Day	70%

Note 1: Holiday discount applies on New Year's Day (January 1), Independence Day (July 4), Labor Day (first Monday in September), Thanksgiving Day (fourth Thursday in November), and Christmas Day (December 25).

S3.4.3 Rates

(A) Application of Rates

The rates shown herein entitle the customer to local calling from each originating exchange to all other local calling area exchanges as shown in Section S3.4.4 following.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.3 Rates (Continued)

(B) Rate Schedule

<b>Residence - One Party</b>	<b>Monthly Rate Market Area "A" (2)</b>	<b>Monthly Rate Market Area "B" (3)</b>
Basic Calling Plan (4)	\$ 6.00	\$ 6.00
Basic Calling Plan Non-Lifeline (5)	8.50	8.50
Community Calling Plan	15.00	12.00
Community Plus Plan	22.00	19.00
Premium Calling Plan	29.00	26.00
<b>Business - One Party</b>		
Basic Calling Plan	*	*
Community Calling Plan		*
Community Plus Plan		*
Premium Calling Plan (1)	*	*
<b>Business - Automatic Access Line</b>		
Basic Calling Plan	*	*
Premium Calling Plan (1)	*	*

(O)  
|  
(O)

(C)(O)  
| |  
(C)(O)

(C)(O)  
(C)(O)

Note 1 - Reference: Section 14 Pages 11 – 14 of this tariff for Term Rates, Credits and Discounts associated with these plans in Selected Markets

Note 2 – All Exchanges not listed in Market Area "B"

Note 3 – Moorefield Exchange only.

Note 4 – Available only to customers who subscribe to Enhanced Tel-Assistance Service.

Note 5 – Limited to Non-Lifeline customers who subscribed to Basic Calling Plan prior to December 31, 2013.

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 21-0010-T-PC dated May 20, 2021.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service

S3.4 Local Calling Plans (Continued)

S3.4.3 Reserved for future use

(C)

(M)

(M)

(M) Material moved to Section 14 Page 11

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service

S3.4 Local Calling Plans (Continued)

S3.4.3 Reserved for future use

(C)

(M)

(M)

(M) Material moved to Section 14 Page 12

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-0300-T-T dated March 13, 2003.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service

S3.4 Local Calling Plans (Continued)

S3.4.3 Reserved for future use

(C)

(M)

(M)

(M) Material moved to Section 14 Page 13

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-0300-T-T dated March 13, 2003.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service

S3.4 Local Calling Plans (Continued)

S3.4.3 Reserved for future use

(C)

(M)

(M)

(M) Material moved to Section 14 Page 14

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-0300-T-T dated March 13, 2003.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.3 Rates (Continued)

(H) Usage Charges for some or all calls in the local calling area for customers choosing the Basic Calling, Community Calling, or Community Plus Plans preceding. No usage charges apply to the Premium Calling Plan.

**PER MESSAGE, PER MINUTE OR FRACTION THEREOF**

<u>Residence</u>		<u>Full Rate Period</u>	
<u>Distance Bands</u>	<u>Airline Miles</u>	<u>Per Call</u>	<u>Per Minute</u>
Local	-	\$0.015	\$0.028
Band A	1-10	\$0.018	\$0.034
Band B	11-16	\$0.020	\$0.040
Band C	17-22	\$0.023	\$0.046
Band D	23-30	\$0.029	\$0.057

(C)

<u>Business</u>		<u>Full Rate Period</u>	
<u>Distance Bands</u>	<u>Airline Miles</u>	<u>Per Call</u>	<u>Per Minute</u>
Local	-	*	*
Band A	1-10	*	*
Band B	11-16	*	*
Band C	17-22	*	*
Band D	23-30	*	*

(C)(O)

(O)

(C)

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated .

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.3 Rates (Continued)

(I) Hearing and/or Speech Impaired

Residence customers who have been certified to the Company as having a hearing and/or speech impairment which requires them to communicate over telephone facilities by means other than voice and who use Data Transmitting and Receiving terminals of speeds of 110 bauds or less, provided either by the Company or the customer, or any customer utilizing the services of the Telecommunications Relay Service Center will be allowed the time-of-day discount during regular day periods (8:00 am - 9:00 pm).

(T)

(J) Detail Message Billing

The monthly rates for Frontier Local Calling Plans service do not include the provision of monthly billing detail. When a billing detail is furnished, the following charges, plus the applicable Service Charge, will apply. The billing detail includes date of call, called telephone number, answer time, and length of call. The customer must request a detailed bill at least 30 days in advance of the period for which detail is desired. This service is not provided for the Premium Calling Plan.

(T)

	<b>Monthly Rate</b>	<b>Billing Code</b>
Per Customer Bill, Per month	\$2.00	USDBB USDBC USDBP

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-1212-T-T dated September 10, 2002.



**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	<u>Measured Rate Local Service Area</u>			
			Band A	Band B	Band C	Band D
<b>ANAWALT</b>						
<u>Residence</u>						
Basic Calling Plan	None	Anawalt	Bramwell Gary Kimball Maybeury Northfork Pocahontas, VA	Bluefield Bluewell Coalwood Matoaka War Welch	Bradshaw Davy Princeton	laeger
Community Calling Plan	Anawalt	None	Bramwell Gary Kimball Maybeury Northfork Pocahontas, VA	Bluefield Bluewell Coalwood Matoaka War Welch	Bradshaw Davy Princeton	laeger
Community Plus Plan	Anawalt Bramwell Gary Kimball Maybeury Northfork Pocahontas, VA Welch	None	None	Bluefield Bluewell Coalwood Matoaka War	Bradshaw Davy Princeton	laeger

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>			
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>ANAWALT</b> (Continued)						
<u>Residence</u> (Continued)						
Premium Calling Plan	Anawalt Bluefield Bluewell Bradshaw Bramwell Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork Pocahontas, VA Princeton War Welch Welch	None	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		Local	Band A	Band B	Band C	Band D
<b>ANAWALT</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Anawalt	Bramwell Gary Kimball Maybeury Northfork Pocahontas, VA	Bluefield Bluewell Coalwood Matoaka War Welch	Bradshaw Davy Princeton	laeger
Premium Calling Plan	Anawalt Bluefield Bluewell Bradshaw laeger Coalwood Davy Gary Kimball Matoaka Maybeury Northfork Pocahontas, VA Princeton War Welch	None	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>			
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>ARBOVALE</b>						
<u>Residence</u>						
Basic Calling Plan	None	Arbovale	Snowshoe	None	Dailey Marlinton Mill Creek Valley Head	Elkins Hillsboro
Community Calling Plan	Arbovale	None	Snowshoe	None	Dailey Marlinton Mill Creek Valley Head	Elkins Hillsboro
Community Plus Plan	Arbovale Dailey Hillsboro Marlinton Mill Creek Snowshoe Valley Head	None	None	None	None	Elkins
Premium Calling Plan	Arbovale Dailey Elkins Hillsboro Marlinton Mill Creek Snowshoe Valley Head	None	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>ARBOVALE</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Arbovale	Snowshoe	None	Dailey Marlinton Mill Creek Valley Head	Elkins Hillsboro
Premium Calling Plan	Arbovale Dailey Elkins Hillsboro Marlinton Mill Creek Snowshoe Valley Head	None	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area		
			Band A	Band B	Band C
<b>ARNOLDSBURG</b>					
<u>Residence</u>					
Basic Calling Plan	None	Arnoldsburg	Grantsville	Newton Spencer	Gassaway Glennville Ivydale Lawford Smithville Walton
Community Calling Plan	Arnoldsburg	None	Grantsville	Newton Spencer	Gassaway Glennville Ivydale Lawford Smithville Walton
Community Plus Plan	Arnoldsburg Grantsville Spencer	None	None	Newton Glennville	Gassaway Ivydale Lawford Smithville Walton
Premium Calling Plan	Arnoldsburg Gassaway Glennville Grantsville Ivydale Lawford Newton Smithville Spencer Walton	None	None	None	None

(c)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 04-1460-T-T dated September 22, 2004.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>ARNOLDSBURG (Continued)</b>					
<u>Business</u>					
Basic Calling Plan	None	Arnoldsburg	Grantsville	Newton Spencer	Gassaway Glenville Ivydale Lawford Smithville Walton
Premium Calling Plan	Arnoldsburg Gassaway Glenville Grantsville Ivydale Lawford Newton Smithville Spencer Walton	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area		
			Band A	Band B	Band C
<b>ATHENS</b>					
<u>Residence</u>					
Basic Calling Plan	None	Athens	Oakvale Princeton	Bluefield Bluewell Matoaka	Bramwell Maybeury
Community Calling Plan	Athens	None	Oakvale Princeton	Bluefield Bluewell Matoaka	Bramwell Maybeury
Community Plus Plan	Athens Bluefield Oakvale Princeton	None	None	Bluewell Matoaka	Bramwell Maybeury
Premium Calling Plan	Athens Bluefield Bluewell Bramwell Matoaka Maybeury Oakvale Princeton	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Athens	Oakvale Princeton	Bluefield Bluewell Matoaka	Bramwell Maybeury
Premium Calling Plan	Athens Bluefield Bluewell Bramwell Matoaka Maybeury Oakvale Princeton	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.



**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		Local	Band A	Band B	Band C	Band D
<b>AUGUSTA</b>						
<u>Residence</u>						
Basic Calling Plan	None	Augusta	Romney	Burlington Capon Bridge Levels Wardensville	Ft. Ashby Lost River/ Southfork Paw Paw	Moorefield
Community Calling Plan	Augusta	None	Romney	Burlington Capon Bridge Levels Wardensville	Ft. Ashby Lost River/ Southfork Paw Paw	Moorefield
Community Plus Plan	Augusta Burlington Capon Bridge Levels Romney	None	None	Wardensville	Ft. Ashby Lost River/	Moorefield  Southfork Paw Paw
Premium Calling Plan	Augusta Burlington Capon Bridge Ft. Ashby Levels Lost River/ Southfork Moorefield Paw Paw Romney Wardensville	None	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		Local	Band A	Band B	Band C	Band D
<b>AUGUSTA (Continued)</b>						
<u>Business</u>						
Basic Calling Plan	None	Augusta	Romney	Burlington Capon Bridge Levels Wardensville	Ft. Ashby Lost River/ Southfork Paw Paw	Moorefield
Premium Calling Plan	Augusta Burlington Capon Bridge Ft. Ashby Levels Lost River/ Southfork Moorefield Paw Paw Romney Wardensville	None	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>AURORA - EGLON</b>						
<u>Residence</u>						
Basic Calling Plan	None	Aurora-Eglon	Rowlesburg	Davis Kingwood Terra Alta Thomas Tunnelton	Canaan Valley Newburg Parsons Reedsville	Harman
Community Calling Plan	Aurora-Eglon	None	Rowlesburg	Davis Kingwood Terra Alta Thomas Tunnelton	Canaan Valley Newburg Parsons Reedsville	Harman
Community Plus Plan	Aurora-Eglon Canaan Valley Davis Harman Parsons Rowlesburg Thomas	None	None	Kingwood Terra Alta Tunnelton	Newburg Reedsville	None
Premium Calling Plan	Aurora-Eglon Canaan Valley Davis Harman Kingwood Newburg Parsons Reedsville Rowlesburg Terra Alta Thomas Tunnelton	None	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
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**AURORA - EGLON (Continued)**

Business

Basic Calling Plan	None	Aurora-Eglon	Rowlesburg	Davis Kingwood Terra Alta Thomas Tunnelton	Canaan Valley Newburg Parsons Reedsville	Harman
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Premium Calling Plan	Aurora-Eglon Canaan Valley Davis Harman Kingwood Newburg Parsons Reedsville Rowlesburg Terra Alta Thomas Tunnelton	None	None	None	None	None
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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area		
			Band A	Band B	Band C
<b>BELMONT</b>					
<u>Residence</u>					
Basic Calling Plan	None	Belmont	St. Marys Valley Mills Williamstown	Cairo Dallison Ellenboro Parkersburg Pennsboro	Harrisville Lubeck Mineral Wells
Community Calling Plan	Belmont	None	St. Marys Valley Mills Williamstown	Cairo Dallison Ellenboro	Harrisville Lubeck Mineral Wells Parkersburg Pennsboro
Community Plus Plan	Belmont St. Marys Valley Mills Williamstown	None		Cairo Dallison Ellenboro	Harrisville Lubeck Mineral Wells Parkersburg Pennsboro
Premium Calling Plan	Belmont Cairo Dallison Ellenboro Harrisville Lubeck Mineral Wells Parkersburg Pennsboro St. Mary's Valley Mills Williamstown	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BELMONT</b>					
<u>Business</u>					
Basic Calling Plan	None	Belmont	St. Marys Valley Mills Williamstown	Cairo Dallison Ellenboro	Harrisville Lubeck Mineral Wells Parkersburg Pennsboro
Premium Calling Plan	Belmont Cairo Dallison Ellenboro Harrisville Lubeck Mineral Wells Parkersburg Pennsboro St. Mary's Valley Mills Williamstown	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area		
			Band A	Band B	Band C
<b>BIRCH RIVER</b>					
<u>Residence</u>					
Basic Calling Plan	None	Birch River	Widen	Cowen Craigsville Ivydale	Clay Summersville Webster Springs
Community Calling Plan	Birch River	None	Widen	Cowen Craigsville Ivydale	Clay Summersville Webster Springs
Community Plus Plan	Birch River Widen Cowen	None	None	Craigsville Ivydale	Clay Summersville Webster Springs
Premium Calling Plan	Birch River Clay Cowen Craigsville Ivydale Summersville Webster Springs Widen	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Birch River	Widen	Cowen Craigsville Ivydale	Clay Summersville Webster Springs
Premium Calling Plan	Birch River Clay Cowen Craigsville Ivydale Summersville Webster Springs Widen	None	None	None	Clay

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Service</u>	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BLACKSVILLE</b>					
<b>Residence</b>					
Basic Calling Plan	None	Blacksville	Brave, PA Core Daybrook Fairview Mount Morris Spraggs, PA Wadestown	Farmington Hundred Laurel POint Mannington Morgantown New Freeport, PA Rivesville Rogersville, PA Waynesburg, PA	Cameron Cheat Lake Fairmont Graysville, PA Joetown Monongah Worthington
Community Calling Plan	Blacksville	None	Brave, PA Core Daybrook Fairview Mount Morris Spraggs, PA Wadestown	Farmington Hundred Laurel Point Mannington Morgantown New Freeport, PA Rivesville Rogersville, PA Waynesburg, PA	Cameron Cheat Lake Fairmont Graysville, PA Joetown Monongah Worthington
Community Plus Plan	Blacksville Brave, PA Core Daybrook Fairview Graysville, PA Morgantown Mount Morris New Freeport, PA Rogersville, PA Spraggs, PA Wadestown Waynesburg, PA	None	None	Farmington Hundred Laurel Point Mannington Rivesville	Cameron Cheat Lake Fairmont Joetown Monongah Worthington

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BLACKSVILLE</b> (Continued)					
<u>Residence</u> (Continued)					
Premium Calling Plan	Blackville Brave, PA Cameron Cheat Lake Core Daybrook Fairmont Fairview Farmington Graysville, PA Hundred Joetown Laurel Point Mannington Monongah Morgantown Mount Morris New Freeport, PA Rivesville Rogersville, PA Spraggs, PA Wadestown Waynesburg, PA Worthington	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BLACKSVILLE</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Blacksville	Brave, PA Core Daybrook Fairview Mount Morris Spraggs, PA Wadestown	Farmington Hundred Laurel POint Mannington Morgantown New Freeport, PA Rivesville Rogersville, PA Waynesburg, PA	Cameron Cheat Lake Fairmont Graysville, PA Joetown Monongah Worthington
Premium Calling Plan	Blackville Brave, PA Cameron Cheat Lake Core Daybrook Fairmont Fairview Farmington Graysville, PA Hundred Joetown Laurel Point Mannington Monongah Morgantown Mount Morris New Freeport, PA Rivesville Rogersville, PA Spraggs, PA Wadestown Waynesburg, PA Worthington	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b><u>BLUEFIELD</u></b>					
<u>Residence</u>					
Basic Calling Plan	None	Bluefield	Bluefield, VA Bluewell Bramwell Rocky Gap, VA	Anawalt Athens Matoaka Maybeury Northfork Oakvale Princeton	Gary Kimball
Community Calling Plan	Bluefield Bluefield, VA	None	Bluewell Bramwell Rocky Gap, VA	Anawalt Athens Matoaka Maybeury Northfork Oakvale Princeton	Gary Kimball
Community Plus Plan	Bluefield Bluefield, VA Bluewell Bramwell Princeton Rocky Gap, VA	None	None	Anawalt Athens Matoaka Maybeury Northfork Oakvale	Gary Kimball

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BLUEFIELD</b> (Continued)					
<u>Residence</u> (Continued)					
Premium Calling Plan	Anawalt Athens Bluefield Bluefield, VA Bluewell Bramwell Gary Kimball Matoaka Maybeury Northfork Oakvale Princeton Rocky Gap, VA	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Bluefield	Bluefield, VA Bluewell Bramwell Rocky Gap, VA	Anawalt Athens Matoaka Northfork Oakvale Princeton	Gary Kimball
Premium Calling Plan	Anawalt Athens Bluefield Bluefield, VA Bluewell Bramwell Gary Kimball Matoaka Maybeury Northfork Oakvale Princeton Rocky Gap, VA	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BLUEWELL</b>					
<u>Residence</u>					
Basic Calling Plan	None	Bluewell	Bluefield Bluefield, VA Bramwell Matoaka Maybeury Princeton Rocky Gap, VA	Anawalt Athens Northfork Oakvale	Gary Kimball
Community Calling Plan	Bluewell	None	Bluefield Bluefield, VA Bramwell Matoaka Maybeury Princeton Rocky Gap, VA	Anawalt Athens Northfork Oakvale	Gary Kimball
Community Plus Plan	Bluefield Bluefield, VA Bluewell Bramwell Matoaka Maybeury Princeton Rocky Gap, VA	None	None	Anawalt Athens Northfork Oakvale	Gary Kimball
Premium Calling Plan	Anawalt Athens Bluefield Bluefield, VA Bluewell Bramwell Gary Kimball Matoaka Maybeury Northfork Oakvale Princeton Rocky Gap, VA	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BLUEWELL</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Bluewell	Bluefield Bluefield, VA Bramwell Matoaka Maybeury Princeton Rocky Gap, VA	Anawalt Athens Northfork Oakvale	Gary Kimball
Premium Calling Plan	Anawalt Athens Bluefield Bluefield, VA Bluewell Bramwell Gary Kimball Matoaka Maybeury Northfork Oakvale Princeton Rocky Gap, VA	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BRAMWELL</b>					
<u>Residence</u>					
Basic Calling Plan	None	Bramwell	Anawalt Bluefield Bluefield, VA Bluewell Matoaka Maybeury Northfork Pocahontas, VA	Gary Kimball Princeton	Athens Coalwood Davy Oakvale War Welch
Community Calling Plan	Bramwell	None	Anawalt Bluefield Bluefield, VA Bluewell Matoaka Maybeury Northfork Pocahontas, VA	Gary Kimball Princeton	Athens Coalwood Davy Oakvale War Welch
Community Plus Plan	Anawalt Bluefield Bluefield, VA Bluewell Bramwell Matoaka Maybeury Northfork Pocahontas, VA Princeton	None	None	Gary Kimball	Athens Coalwood Davy Oakvale War Welch

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BRAMWELL</b> (Continued)					
<u>Residence</u> (Continued)					
Premium Calling Plan	Anawalt Athens Bluefield Bluefield, VA Bluewell Bramwell Coalwood Davy Gary Kimball Matoaka Maybeury Northfork Oakvale Pocahontas, VA Princeton War Welch	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BRAMWELL</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Bramwell	Anawalt Bluefield Bluefield, VA Bluewell Matoaka Maybeury Northfork Pocahontas, VA	Gary Kimball Princeton	Athens Coalwood Davy Oakvale War Welch
Premium Calling Plan	Anawalt Athens Bluefield Bluefield, VA Bluewell Bramwell Coalwood Davy Gary Kimball Matoaka Maybeury Northfork Oakvale Pocahontas, VA Princeton War Welch	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BRANCHLAND</b>					
<u>Residence</u>					
Basic Calling Plan	None	Branchland	Hamlin	Barboursville East Lynn Griffithsville Milton Wayne	Alum Creek Chapmanville Dunlow Huntington Hurricane Kenova Prichard Scott Depot
Community Calling Plan	Branchland	None	Hamlin	Barboursville East Lynn Griffithsville Milton Wayne	Alum Creek Chapmanville Dunlow Huntington Hurricane Kenova Prichard Scott Depot
Community Plus Plan	Branchland Hamlin East Lynn	None	None	Barboursville Griffithsville	Alum Creek Chapmanville Milton
Dunlow				Wayne	Huntington Hurricane Kenova Prichard Scott Depot

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BRANCHLAND</b> (Continued)					
<u>Residence</u> (Continued)					
Premium Calling Plan	Alum Creek Barboursville Branchland Chapmanville Dunlow East Lynn Griffithsville Hamlin Huntington Hurricane Kenova Milton Prichard Scott Depot Wayne	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area		
			Band A	Band B	Band C
<b>BRANCHLAND</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Branchland	Hamlin	Barboursville East Lynn Griffithsville Milton Wayne	Alum Creek Chapmanville Dunlow Huntington Hurricane Kenova Prichard Scott Depot
Premium Calling Plan	Alum Creek Barboursville Branchland Chapmanville Dunlow East Lynn Griffithsville Hamlin Huntington Hurricane Kenova Milton Prichard Scott Depot Wayne	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area		
			Band A	Band B	Band C
<b>BRUCETON MILLS</b>					
<u>Residence</u>					
Basic Calling Plan	None	Bruceton Mills	None	Cheat Lake Kingwood Reedsville Terra Alta	Laurel Point Morgantown Newburg Rowlesburg Tunnelton
Community Calling Plan	Bruceton Mills	None	None	Cheat Lake Kingwood Reedsville Terra Alta	Laurel Point Morgantown Newburg Rowlesburg Tunnelton
Community Plus Plan	Bruceton Mills Cheat Lake Kingwood Reedsville	None	None	Terra Alta	Laurel Point Morgantown Newburg Rowlesburg Tunnelton
Premium Calling Plan	Bruceton Mills Cheat Lake Kingwood Laurel Point Morgantown Newburg Reedsville Rowlesburg Terra Alta Tunnelton	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>BRUCETON MILLS</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Bruceton Mills	None	Cheat Lake Kingwood Reedsville Terra Alta	Laurel Point Morgantown Newburg Rowlesburg Tunnelton
Premium Calling Plan	Bruceton Mills Cheat Lake Kingwood Laurel Point Morgantown Newburg Reedsville Rowlesburg Terra Alta Tunnelton	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		Local	Band A	Band B	Band C
<b><u>BURLINGTON Residence</u></b>					
Basic Calling Plan	None	Burlington	Keyser Romney	Augusta Ft. Ashby	Lost River/ South Fork Maysville Moorefield
Community Calling Plan	Burlington	None	Keyser Romney	Augusta Ft. Ashby	Lost River/ South Fork Maysville Moorefield
Community Plus Plan	Burlington Keyser Romney	None	None	Augusta Ft. Ashby	Lost River/ South Fork Maysville Moorefield
Premium Calling Plan	Augusta Burlington Ft. Ashby Keyser Lost River/ South Fork Maysville Moorefield Romney	None	None	None	None
<b><u>Business</u></b>					
Basic Calling Plan	None	Burlington	Keyser Romney	Augusta Ft. Ashby	Lost River/ South Fork Maysville Moorefield
Premium Calling Plan	Augusta Burlington Ft. Ashby Keyser Lost River/ South Fork Maysville Moorefield Romney	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>CAMERON</b>					
<u>Residence</u>					
Basic Calling Plan	None	Cameron	None	Hundred* Moundsville* Triadelphia Wadestown	Blacksville Daybrook <sup>1</sup> New Martinsville Pine Grove Reader Wheeling
Community Calling Plan**	Cameron	None	None	Hundred* Moundsville* Triadelphia Wadestown	Blacksville Daybrook <sup>1</sup> New Martinsville Pine Grove Reader Wheeling
Community Plus Plan	Cameron Hundred Moundsville	None	None	Triadelphia Wadestown	Blacksville Daybrook <sup>1</sup> New Martinsville Pine Grove Reader Wheeling

\* Exchange exceptioned to Band A for billing purposes.

\*\* Grandfathered Offering

<sup>1</sup> An Exchange of West Side Company

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>CAMERON</b> (Continued)					
<u>Residence</u> (Continued)					
Premium Calling Plan	Blacksville Cameron Daybrook <sup>1</sup> Hundred Moundsville New Martinsville Pine Grove Reader Triadelphia Wadestown Wheeling	None	None	None	None

<sup>1</sup> An Exchange of West Side Company

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>CAMERON</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Cameron	None	Hundred* Moundsville* Triadelphia Wadestown	Blacksville Daybrook <sup>1</sup> New Martinsville Pine Grove Reader Wheeling
Premium Calling Plan	Blacksville Cameron Daybrook <sup>1</sup> Hundred Moundsville New Martinsville Pine Grove Reader Triadelphia Wadestown Wheeling	None	None	None	None

\* Exchange excepted to Band A for billing purposes.

<sup>1</sup> An Exchange of West Side Company

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>CANAAN VALLEY</b>						
<u>Residence</u>						
Basic Calling Plan	None	Canaan Valley	Harman Davis Thomas	Parsons	Aurora-Eglon Maysville Petersburg Riverton	Elkins
Community Calling Plan	Canaan Valley	None	Harman Davis Thomas	Parsons	Aurora-Eglon Maysville Petersburg Riverton	Elkins
Community Plus Plan	Aurora-Eglon Canaan Valley Petersburg Davis Harman Parsons Thomas	None	None	None	Maysville  Riverton	Elkins
Premium Calling Plan	Aurora-Eglon Canaan Valley Davis Elkins Harman Maysville Parsons Petersburg Riverton Thomas	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>CANAAN VALLEY</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Canaan Valley	Harman Davis Thomas	Parsons	Maysville Petersburg Riverton Aurora-Eglon	Elkins
Premium Calling Plan	Aurora-Eglon Canaan Valley Davis Elkins Harman Maysville Parsons Petersburg Riverton Thomas	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>CAPON BRIDGE</b>					
<u>Residence</u>					
Basic Calling	None Plan	Capon Bridge	Gore, VA	Augusta Levels Paw Paw	Romney Wardensville
Community Calling Plan	Capon Bridge	None	Gore, VA	Augusta Levels Paw Paw	Romney Wardensville
Community Plus Plan	Augusta Capon Bridge Gore, VA Levels Romney Wardensville	None	None	Paw Paw	None
Premium Calling Plan	Augusta Capon Bridge Gore, VA Levels Paw Paw Romney Wardensville	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>CAPON BRIDGE</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Capon Bridge	Gore, VA	Augusta Levels Paw Paw	Romney Wardensville
Premium Calling Plan	Augusta Capon Bridge Gore, VA Levels Paw Paw Romney Wardensville	None	None	None	None

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S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>CHARLES TOWN</b>					
<u>Residence</u>					
Basic Calling Plan	None	Charles Town	Harpers Ferry Shepherdstown	Inwood Martinsburg	Falling Waters Hedgesville
Community Calling Plan	Charles Town	None	Harpers Ferry Shepherdstown	Inwood Martinsburg	Falling Waters Hedgesville
Community Plus Plan	Charles Town Harpers Ferry Martinsburg Shepherdstown	None	None	Inwood	Falling Waters Hedgesville
Premium Calling Plan	Charles Town Falling Waters Harpers Ferry Hedgesville Inwood Martinsburg Shepherdstown	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Charles Town	Harpers Ferry Shepherdstown	Inwood Martinsburg	Falling Waters Hedgesville
Premium Calling Plan	Charles Town Falling Waters Harpers Ferry Hedgesville Inwood Martinsburg Shepherdstown	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>CLAY</b>					
<u>Residence</u>					
Basic Calling Plan	None	Clay	Ivydale	Clendenin Dutch Ridge Newton Widen	Birch River Elkview Gauley Bridge Summersville Walton
Community Calling Plan	Clay	None	Ivydale	Clendenin Dutch Ridge Newton Widen	Birch River Elkview Gauley Bridge Summersville Walton
Community Plus Plan	Clay Ivydale Newton Widen Clendenin	None	None	Dutch Ridge	Birch River Elkview Gauley Bridge Summersville Walton
Premium Calling Plan	Birch River Clay Clendenin Dutch Ridge Elkview Gauley Bridge Ivydale Newton Summersville Walton Widen	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>CLAY</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Clay	Ivydale	Clendenin Dutch Ridge Newton Widen	Birch River Elkview Gauley Bridge Summersville Walton
Premium Calling Plan	Birch River Clay Clendenin Dutch Ridge Elkview Gauley Bridge Ivydale Newton Summersville Walton Widen	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>COALWOOD</b>						
<u>Residence</u>						
Basic Calling Plan	None	Coalwood	Bradshaw Davy Gary Kimball War* Welch	Anawalt laeger Maybeury Northfork	Bluewell Bramwell Matoaka	Bluefield
Community Calling Plan	Coalwood	None	Bradshaw Davy Gary Kimball War* Welch	Anawalt laeger Maybeury Northfork	Bluewell Bramwell Matoaka	Bluefield
Community Plus Plan	Bradshaw Coalwood Davy Gary Kimball War* Welch	None	None	Anawalt laeger Maybeury Northfork	Bluewell Bramwell Matoaka	Bluefield
Premium Calling Plan	Anawalt Bluefield Bluewell Bradshaw Bramwell Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork War* Welch	None	None	None	None	

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Measured Rate Local Service Area				
		Local	Band A	Band B	Band C	Band D
<b>COALWOOD</b> (Continued)						
<u>Business</u>						
		<b>Basic Calling Bluewell Davy</b>	<b>None Bluefield laeger Gary Kimball War* Welch</b>	<b>Coalwood Bramwell Maybeury Northfork</b>	<b>Bradshaw Plan Matoaka</b>	<b>Anawalt</b>
Premium Calling Plan	Anawalt Bluefield Bluewell Bramwell Bradshaw Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork War* Welch	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>COWEN</b>						
<u>Residence</u>						
Basic Calling Plan	None	Cowen	Webster Springs Craigsville*	Birch River Richwood	Hacker Valley Sutton Summersville	Gassaway Hillsboro Marlinton
Community Calling Plan	Cowen	None	Webster Springs Craigsville	Birch River Richwood	Hacker Valley Sutton Summersville	Gassaway Hillsboro Marlinton
Community Plus Plan	Cowen Hacker Valley Sutton Webster Springs Birch River Craigsville Richwood	None	None	None	Summersville	Gassaway Hillsboro Marlinton
Premium Calling Plan	Birch River Cowen Craigsville Gassaway Hacker Valley Hillsboro Marlinton Richwood Summersville Sutton Webster Springs	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Measured Rate Local Service Area				
		Local	Band A	Band B	Band C	Band D
<b>COWEN</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Cowen	Webster Springs Craigsville	Birch River Richwood	Hacker Valley Sutton Summersville	Gassaway Hillsboro Marlinton
Premium Calling Plan	Birch River Cowen Craigsville Gassaway Hacker Valley Hillsboro Marlinton Richwood Summersville Sutton Webster Springs	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>DAVIS</b>					
<u>Residence</u>					
Basic Calling Plan	None	Davis	Canaan Valley Thomas	Aurora-Eglon Harman Parsons	Maysville Petersburg Rowlesburg
Community Calling Plan	Davis	None	Canaan Valley Thomas	Aurora-Eglon Harman Parsons	Maysville Petersburg Rowlesburg
Community Plus Plan	Aurora-Eglon Canaan Valley Davis Harman Parsons Thomas	None	None	None	Maysville Petersburg Rowlesburg
Premium Calling Plan	Aurora-Eglon Canaan Valley Davis Harman Maysville Parsons Petersburg Rowlesburg Thomas	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Davis	Canaan Valley Thomas	Aurora-Eglon Harman Parsons	Maysville Petersburg Rowlesburg
Premium Calling Plan	Aurora-Eglon Canaan Valley Davis Harman Maysville Parsons Petersburg Rowlesburg Thomas	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>			
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>DAVY</b>						
<u>Residence</u>						
Basic Calling Plan	None	Davy	Coalwood Kimball laeger Welch	Bradshaw Gary Northfork War*	Anawalt Bramwell Maybeury	Bluefield Bluewell
Community Calling Plan	Davy	None	Coalwood Kimball laeger Welch	Bradshaw Gary Northfork War*	Anawalt Bramwell Maybeury	Bluefield Bluewell
Community Plus Plan	Coalwood Davy Gary Kimball laeger Northfork Welch	None	None	Bradshaw War*	Anawalt Bramwell Maybeury	Bluefield Bluewell
Premium Calling Plan	Anawalt Bluefield Bluewell Bradshaw Bramwell Coalwood Davy Gary Kimball laeger Maybeury Northfork War* Welch	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>DAVY</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Davy	Coalwood Kimball laeger Welch	Bradshaw Gary Northfork War*	Anawalt Bramwell Maybeury	Bluefield Bluewell
Premium Calling Plan	Anawalt Bluefield Bluewell Bramwell Bradshaw Coalwood Davy Gary Kimball laeger Maybeury Northfork War* Welch	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>DUNLOW</b>						
<u>Residence</u>						
Basic Calling Plan	None	Dunlow	East Lynn	Fort Gay Kermit Wayne	Branchland Prichard	Chapmanville Delbarton
Community Calling Plan	Dunlow	None	East Lynn	Fort Gay Kermit Wayne	Branchland Prichard	Chapmanville Delbarton
Community Plus Plan	Dunlow East Lynn Kermit Wayne Fort Gay	None	None	None	Branchland Prichard	Chapmanville Delbarton
Premium Calling Plan	Branchland Chapmanville Delbarton Dunlow East Lynn Fort Gay Kermit Prichard Wayne	None	None	None	None	None
<u>Business</u>						
Basic Calling Plan	None	Dunlow	East Lynn	Fort Gay Kermit Wayne	Branchland Prichard	Chapmanville Delbarton
Premium Calling Plan	Branchland Chapmanville Delbarton Dunlow East Lynn Fort Gay Kermit Prichard Wayne	None	None	None	None	None

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S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>EAST LYNN</b>					
<u>Residence</u>					
Basic Calling Plan	None	East Lynn	Dunlow Wayne	Branchland Fort Gay Prichard	Barboursville Hamlin Huntington Kenova
Community Calling Plan	East Lynn	None	Dunlow Wayne	Branchland Fort Gay Prichard	Barboursville Hamlin Huntington Kenova
Community Plus Plan	Dunlow East Lynn Wayne	None	None	Branchland Fort Gay Prichard	Barboursville Hamlin Huntington Kenova
Premium Calling Plan	Barboursville Branchland Dunlow East Lynn Fort Gay Hamlin Huntington Kenova Prichard Wayne	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Measured Rate Local Service Area			
		Local	Band A	Band B	Band C
<b>EAST LYNN</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	East Lynn	Dunlow Wayne	Branchland Fort Gay Prichard	Barboursville Hamlin Huntington Kenova
Premium Calling Plan	Barboursville Branchland Dunlow East Lynn Fort Gay Hamlin Huntington Kenova Prichard Wayne	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>FLEMINGTON</b>					
<u>Residence</u>					
Basic Calling Plan	None	Flemington	Bridgeport Grafton Philippi	Clarksburg Fairmont Lumberport Monongah Shinnston West Milford Worthington	Belington Buckhannon Farmington Jane Lew Joetown Mannington Newburg Rivesville Sardis Tunnelton Wallace
Community Calling Plan	Flemington	None	Bridgeport Grafton Philippi	Clarksburg Fairmont Lumberport Monongah Shinnston West Milford Worthington	Belington Buckhannon Farmington Jane Lew Joetown Mannington Newburg Rivesville Sardis Tunnelton Wallace
Community Plus Plan	Bridgeport Clarksburg Fairmont Flemington Grafton Monongah Philippi Shinnston	None	None	Lumberport West Milford Worthington	Belington Buckhannon Farmington Jane Lew Joetown Mannington Newburg Rivesville Sardis Tunnelton Wallace

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S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>FLEMINGTON</b> (Continued)					
<u>Residence</u> (Continued)					
Premium Calling Plan	Belington Bridgeport Buckhannon Clarksburg Fairmont Farmington Flemington Grafton Jane Lew Joetown Lumberport Mannington Monongah Newburg Philippi Rivesville Sardis Shinnston Tunnelton Wallace West Milford Worthington	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>FLEMINGTON</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Flemington	Bridgeport Grafton Philippi	Clarksburg Fairmont Lumberport Monongah Shinnston West Milford Worthington	Belington Buckhannon Farmington Jane Lew Joetown Mannington Newburg Rivesville Sardis Tunnelton Wallace
Premium Calling Plan	Belington Bridgeport Buckhannon Clarksburg Fairmont Farmington Flemington Grafton Jane Lew Joetown Lumberport Mannington Monongah Newburg Philippi Rivesville Sardis Shinnston Tunnelton Wallace West Milford Worthington	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>FORT ASHBY</b>					
<u>Residence</u>					
Basic Calling Plan	None	Ft. Ashby	Ridgeley	Burlington Cumberland, MD Keyser Levels Romney	Augusta Paw Paw
Community Calling Plan	Ft. Ashby	None	Ridgeley	Burlington Cumberland, MD Keyser Levels Romney	Augusta Paw Paw
Community Plus Plan	Ft. Ashby Keyser Romney Ridgeley	None	None	Burlington Cumberland, MD Levels	Augusta Paw Paw
Premium Calling Plan	Augusta Burlington Cumberland, MD Ft. Ashby Keyser Levels Paw Paw Ridgeley Romney	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>FORT ASHBY (Continued)</b>					
<u>Business</u>					
Basic Calling Plan	None	Ft. Ashby	Ridgeley	Burlington Cumberland, MD Keyser Levels Romney	Augusta Paw Paw
Premium Calling Plan	Augusta Burlington Cumberland, MD Ft. Ashby Keyser Levels Paw Paw Ridgeley Romney	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>FRANKFORD</b>						
<u>Residence</u>						
Basic Calling Plan	None	Frankford	None	Lewisburg White Sulphur Springs	Alderson Hillsboro Rainelle Richwood Rupert	Marlinton
Community Calling Plan	Frankford	None	None	Lewisburg White Sulphur Springs	Alderson Hillsboro Rainelle Richwood Rupert	Marlinton
Community Plus Plan	Frankford Lewisburg White Sulphur Springs Hillsboro Marlinton	None	None	None	Alderson Rainelle Richwood Rupert	None
Premium Calling Plan	Alderson Frankford Hillsboro Lewisburg Marlinton Rainelle Richwood Rupert White Sulphur Springs	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area			
			Band A	Band B	Band C	Band D
<b>FRANKFORD</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Frankford	None	Lewisburg White Sulphur Springs	Alderson Hillsboro Rainelle Richwood Rupert	Marlinton
Premium Calling Plan	Alderson Frankford Hillsboro Lewisburg Marlinton Rainelle Richwood Rupert White Sulphur Springs	None	None	None	None	None

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S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>GARY</b>					
<u>Residence</u>					
Basic Calling Plan	None	Gary	Anawalt Coalwood Kimball Maybeury Northfork War Welch	Bradshaw Bramwell Davy laeger	Bluefield Bluewell Matoaka
Community Calling Plan	Gary	None	Anawalt Coalwood Kimball Maybeury Northfork War Welch	Bradshaw Bramwell Davy laeger	Bluefield Bluewell Matoaka
Community Plus Plan	Anawalt Coalwood Davy Gary Kimball Maybeury Northfork War* Welch	None	None	Bradshaw Bramwell laeger	Bluefield Bluewell Matoaka

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>GARY</b> (Continued)					
<u>Residence</u> (Continued)					
Premium Calling Plan	Anawalt Bluefield Bluewell Bradshaw Bramwell Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork War Welch	None	None	None	None

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S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>GARY (Continued)</b>					
<u>Business</u>					
Basic Calling Plan	None	Gary	Anawalt Coalwood Kimball Maybeury Northfork War Welch	Bradshaw Bramwell Davy	Bluefield Bluewell Matoaka laeger
Premium Calling Plan	Anawalt Bluefield Bluewell Bramwell Bradshaw Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork War Welch	None	None	None	None

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S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>GRANTSVILLE</b>					
<u>Residence</u>					
Basic Calling Plan	None	Grantsville	Arnoldsburg	Glenville Lawford Smithville Spencer	Cairo Elizabeth Harrisville
Community Calling Plan	Grantsville	None	Arnoldsburg	Glenville Lawford Smithville Spencer	Cairo Elizabeth Harrisville
Community Plus Plan	Arnoldsburg Grantsville Spencer	None	None	Glenville Lawford Smithville	Cairo Elizabeth Harrisville
Premium Calling Plan	Arnoldsburg Cairo Elizabeth Grantsville Glenville Harrisville Lawford Smithville Spencer	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Grantsville	Arnoldsburg	Glenville Lawford Smithville Spencer	Cairo Elizabeth Harrisville
Premium Calling Plan	Arnoldsburg Cairo Elizabeth Grantsville Glenville Harrisville Lawford Smithville Spencer	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>HACKER VALLEY</b>					
<u>Residence</u>					
Basic Calling Plan	None	Hacker Valley	None	Rock Cave Webster Springs	Burnsville Cowen Gassaway Sutton Walkersville
Community Calling Plan	Hacker Valley	None	None	Rock Cave Webster Springs	Burnsville Cowen Gassaway Sutton Walkersville
Community Plus Plan	Cowen Hacker Valley Sutton Webster Springs	None	None	Rock Cave	Burnsville Gassaway Walkersville
Premium Calling Plan	Burnsville Cowen Gassaway Hacker Valley Rock Cave Sutton Walkersville Webster Springs	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>HACKER VALLEY</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Hacker Valley	None	Rock Cave Webster Springs	Burnsville Cowen Gassaway Sutton Walkersville
Premium Calling Plan	Burnsville Cowen Gassaway Hacker Valley Rock Cave Sutton Walkersville Webster Springs	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b><u>HARMAN</u></b>						
<u>Residence</u>						
Basic Calling Plan	None	Harman	Canaan Valley	Davis Parsons Riverton	Elkins Franklin Thomas	Aurora-Eglon
Community Calling Plan	Harman	None	Canaan Valley	Davis Parsons Riverton	Elkins Franklin Thomas	Aurora-Eglon
Community Plus Plan	Aurora-Eglon Canaan Valley Davis Harman Parsons Thomas	None	None	Riverton Franklin	Elkins	None
Premium Calling Plan	Aurora-Eglon Canaan Valley Davis Elkins Franklin Harman Parsons Riverton Thomas	None	None	None	None	None
<u>Business</u>						
Basic Calling Plan	None	Harman	Canaan Valley	Davis Parsons Riverton	Elkins Franklin Thomas	Aurora-Eglon
Premium Calling Plan	Aurora-Eglon Canaan Valley Davis Elkins Franklin Harman Parsons Riverton Thomas	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Measured Rate Local Service Area			
		Local	Band A	Band B	Band C
<b>HARPERS FERRY</b>					
<u>Residence</u>					
Basic Calling Plan	None	Harpers Ferry	Charles Town Shepherdstown	Inwood Martinsburg	Falling Waters Hedgesville
Community Calling Plan	Harpers Ferry	None	Charles Town Shepherdstown	Inwood Martinsburg	Falling Waters Hedgesville
Community Plus Plan	Charles Town Harpers Ferry Martinsburg Shepherdstown	None	None	Inwood Hedgesville	Falling Waters
Premium Calling Plan	Charles Town Falling Waters Harpers Ferry Hedgesville Inwood Martinsburg Shepherdstown	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Harpers Ferry	Charles Town Shepherdstown	Inwood Martinsburg	Falling Waters Hedgesville
Premium Calling Plan	Charles Town Falling Waters Harpers Ferry Hedgesville Inwood Martinsburg Shepherdstown	None	None	Inwood	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Measured Rate Local Service Area				
		Local	Band A	Band B	Band C	Band D
<b>HILLSBORO</b>						
<u>Residence</u>						
Basic Calling Plan	None	Hillsboro	Marlinton	None	Frankford Richwood	Arbovale Cowen Craigsville Lewisburg Rupert Snowshoe Webster Springs White Sulphur Springs
Community Calling Plan	Hillsboro	None	Marlinton	None	Frankford Richwood	Arbovale Cowen Craigsville Lewisburg Rupert Snowshoe Webster Springs White Sulphur Springs
Community Plus Plan	Arbovale Frankford Hillsboro Lewisburg Marlinton Snowshoe	None	None	None	Richwood	Cowen Craigsville Rupert Webster Springs White Sulphur Springs

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area			
			Band A	Band B	Band C	Band D
<b>HILLSBORO</b> (Continued)						
<u>Residence</u>						
Premium Calling Plan	Arbovale Cowen Craigsville Frankford Hillsboro Lewisburg Marlinton Richwood Rupert Snowshoe Webster Springs White Sulphur Springs.	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>HILLSBORO</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Hillsboro	Marlinton	None	Frankford Richwood	Arbovale Cowen Craigsville Lewisburg Rupert Snowshoe Webster Springs White Sulphur Springs
Premium Calling Plan	Arbovale Cowen Craigsville Frankford Hillsboro Lewisburg Marlinton Richwood Rupert Snowshoe Webster Springs White Sulphur Springs	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Band A	Measured Rate Local Service Area		
				Band B	Band C	Band D
<b>HUNDRED</b>						
<u>Residence</u>						
Basic Calling Plan	None	Hundred	New Freeport, PA Wadestown	Blacksville Cameron Daybrook Fairview Farmington Joetown Mannington Pine Grove Smithfield	Core Mt. Morris New Martinsville Reader Rivesville Shinnston Wallace Worthington	Moundsville
Community Calling Plan	Hundred	None	New Freeport, PA Wadestown	Blacksville Cameron Daybrook Fairview Farmington Joetown Mannington Pine Grove Smithfield	Core Mt. Morris New Martinsville Reader Rivesville Shinnston Wallace Worthington	Moundsville
Community Plus Plan	Cameron Hundred New Freeport, PA New Martinsville Pine Grove Reader Smithfield Wadestown	None	None	Blacksville Daybrook Fairview Farmington Joetown Mannington	Core Mt. Morris Rivesville Shinnston Wallace Worthington	Moundsville

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>HUNDRED</b> (Continued)						
<u>Residence</u> (Continued)						
Premium Calling Plan	Blacksville Cameron Core Daybrook Fairview Farmington Hundred Joetown Mannington Mt. Morris Moundsville New Freeport, PA New Martinsville Pine Grove Reader Rivesville Shinnston Smithfield Wadestown Wallace Worthington	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Measured Rate Local Service Area				
		Local	Band A	Band B	Band C	Band D
<b>HUNDRED</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Hundred	New Freeport, PA Wadestown	Blacksville Cameron Daybrook Fairview Farmington Joetown Mannington Pine Grove Smithfield	Core Mt. Morris New Martinsville Reader Rivesville Shinnston Wallace Worthington	Moundsville
Premium Calling Plan	Blacksville Cameron Core Daybrook Fairview Farmington Hundred Joetown Mannington Mt. Morris Moundsville New Freeport, PA New Martinsville Pine Grove Reader Rivesville Shinnston Smithfield Wadestown Wallace Worthington	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		Local	Band A	Band B	Band C	Band D
<b><u>IVYDALE</u></b>						
<u>Residence</u>						
<b>Basic Calling Arnoldsburg Plan</b>		None	Ivydale Dutch Ridge Newton	Widen	Clendenin Summersville Walton	Birch River
Community Calling Plan	Ivydale	None	Clay Newton	Birch River Widen	Arnoldsburg Clendenin Summersville Walton	Dutch Ridge
Community Plus Plan	Clay Dutch Ridge Ivydale Newton	None	None	Birch River Widen	Arnoldsburg Clendenin Summersville Walton	None
Premium Calling Plan	Arnoldsburg Birch River Clay Clendenin Dutch Ridge Ivydale Newton Summersville Walton Widen	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	<u>Measured Rate Local Service Area</u>			
			Band A	Band B	Band C	Band D
<b><u>IVYDALE</u></b> (Continued)						
<u>Business</u>						
<b>Basic Calling Dutch Ridge Plan</b>		None	Ivydale Newton	Clay Widen	Birch River Clendenin Summersville Walton	Arnoldsburg
Premium Calling Plan	Arnoldsburg Birch River Clay Clendenin Ivydale Newton Summersville Walton Widen Dutch Ridge	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		Local	Band A	Band B	Band C
<b>JOETOWN</b>					
<u>Residence</u>					
Basic Calling Plan	None	Joetown	Farmington Lumberport Mannington Sardis Shinnston Smithfield Wallace Worthington	Bridgeport Clarksburg Fairmont Fairview Hundred Monongah Salem Wadestown	Blacksville Daybrook Flemington Pine Grove Reader Rivesville West Milford
Community Calling Plan	Joetown	None	Farmington Lumberport Mannington Sardis Shinnston Smithfield Wallace Worthington	Bridgeport Clarksburg Fairmont Fairview Hundred Monongah Salem Wadestown	Blacksville Daybrook Flemington Pine Grove Reader Rivesville West Milford
Community Plus Plan	Fairmont Farmington Joetown Lumberport Mannington Monogah Sardis Shinnston Smithfield Wallace Worthington	None	None	Bridgeport Clarksburg Fairview Hundred Salem Wadestown	Blacksville Daybrook Flemington Pine Grove Reader Rivesville West Milford

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>JOETOWN</b> (Continued)					
<u>Residence</u> (Continued)					
Premium Calling Plan	Blacksville Bridgeport Clarksburg Daybrook Fairmont Fairview Farmington Flemington Hundred Joetown Lumberport Mannington Monogah Pine Grove Reader Rivesville Salem Sardis Shinnston Smithfield Wadestown Wallace West Milford Worthington	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>JOETOWN</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Joetown	Farmington Lumberport Mannington Sardis Shinnston Smithfield Wallace Worthington	Bridgeport Clarksburg Fairmont Fairview Hundred Monongah Salem Wadestown	Blacksville Daybrook Flemington Pine Grove Reader Rivesville West Milford
Premium Calling Plan	Blacksvillet Bridgeport Clarksburg Daybrook Fairmont Fairview Farmington Flemington Hundred Joetown Lumberport Mannington Monogah Pine Grove Reader Rivesville Salem Sardis Shinnston Smithfield Wadestown Wallace West Milford Worthington	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>KIMBALL</b>					
<u>Residence</u>					
Basic Calling Plan	None	Kimball	Anawalt Coalwood Davy Gary Maybeury Northfork Welch	Bramwell Matoaka War	Bluefield Bluewell Bradshaw laeger
Community Calling Plan	Kimball	None	Anawalt Coalwood Davy Gary Maybeury Northfork Welch	Bramwell Matoaka War	Bluefield Bluewell Bradshaw laeger
Community Plus Plan	Anawalt Coalwood Davy Gary Kimball Maybeury Northfork Welch	None	None	Bramwell Matoaka War	Bluefield Bluewell Bradshaw laeger

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
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**KIMBALL** (Continued)

Residence (Continued)

Premium Calling Plan	Anawalt Bluefield Bluewell Bradshaw Bramwell Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork War Welch	None	None	None	None
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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>

**KIMBALL** (Continued)

Business

Basic Calling Plan	None	Kimball	Anawalt Coalwood Davy Gary Maybeury Northfork Welch	Bramwell Matoaka War	Bluefield Bluewell Bradshaw laeger
Premium Calling Plan	Anawalt Bluefield Bluewell Bramwell Bradshaw Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork War Welch	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>LETART</b>					
<u>Residence</u>					
Basic Calling Plan	None	Letart	Leon Mason New Haven Point Pleasant	Ravenswood Ripley	Apple Grove Buffalo
Community Calling Plan	Letart	None	Leon Mason New Haven Point Pleasant	Ravenswood Ripley	Apple Grove Buffalo
Community Plus Plan	Leon Letart Mason New Haven Point Pleasant Ripley	None	None	Ravenswood Buffalo	Apple Grove
Premium Calling Plan	Apple Grove Buffalo Leon Letart Mason New Haven Point Pleasant Ravenswood Ripley	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>LETART</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Letart	Leon Mason New Haven Point Pleasant	Ravenswood Ripley	Apple Grove Buffalo
Premium Calling Plan	Apple Grove Buffalo Leon Letart Mason New Haven Point Pleasant Ravenswood Ripley	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>LEVELS</b>					
<u>Residence</u>					
Basic Calling Plan	None	Levels	Paw Paw	Augusta Capon Bridge Fort Ashby Romney	None
Community Calling Plan	Levels	None	Paw Paw	Augusta Capon Bridge Fort Ashby Romney	None
Community Plus Plan	Augusta Capon Bridge Levels Paw Paw Romney	None	None	Fort Ashby	None
Premium Calling Plan	Augusta Capon Bridge Fort Ashby Levels Paw Paw Romney	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Levels	Paw Paw	Augusta Capon Bridge Fort Ashby Romney	None
Premium Calling Plan	Augusta Capon Bridge Fort Ashby Levels Paw Paw Romney	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>					
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>	
<b>MARLINTON</b>							
<u>Residence</u>							
Basic Calling Plan	None	Marlinton	Hillsboro	Snowshoe	Arbovale Dailey Mill Creek Valley Head	Cowen Frankford Richwood Webster Springs White Sulphur Springs	(C)
Community Calling Plan	Marlinton	None	Hillsboro	Snowshoe	Arbovale Dailey Mill Creek Valley Head	Cowen Frankford Richwood Webster Springs White Sulphur Springs	(C)
Community Plus Plan	Arbovale Frankford Hillsboro Marlinton Snowshoe	None	None	None	Dailey Mill Creek Valley Head	Cowen Richwood Webster Springs White Sulphur Springs	(C)
Premium Calling Plan	Arbovale Cowen Dailey Frankford Hillsboro Marlinton Mill Creek Richwood Snowshoe Valley Head Webster Springs White Sulphur Springs	None	None	None	None	None	(C)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-0276-T-T dated March 1, 2003.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Service	<u>Local</u>	<u>Measured Rate Local Service Area</u>					
			<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>		<u>Band D</u>
<b>MARLINTON</b> (Continued)								
<u>Business</u>								
Basic Calling Plan	None		Marlinton	Hillsboro	Snowshoe	Arbovale Dailey Mill Creek Valley Head	Cowen Frankford Richwood Webster Springs White Sulphur Springs	(C)
Premium Calling Plan	Arbovale Cowen Dailey Frankford Hillsboro Marlinton Mill Creek Richwood Snowshoe Valley Head Webster Springs White Sulphur Springs		None	None	None	None	None	(C)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-0276-T-T dated March 1, 2003.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>MATOAKA</b>					
<u>Residence</u>					
Basic Calling Plan	None	Matoaka	Bluewell Bramwell Maybeury Princeton	Anawalt Athens Bluefield Kimball Northfork	Coalwood Gary Oakvale Welch
Community Calling Plan	Matoaka	None	Bluewell Bramwell Maybeury Princeton	Anawalt Athens Bluefield Kimball Northfork	Coalwood Gary Oakvale Welch
Community Plus Plan	Bluefield Bluewell Bramwell Matoaka Maybeury Princeton	None	None	Anawalt Athens Kimball Northfork	Coalwood Gary Oakvale Welch
Premium Calling Plan	Anawalt Athens Bluefield Bluewell Bramwell Coalwood Gary Kimball Matoaka Maybeury Northfork Oakvale Princeton Welch	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>MATOAKA</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Matoaka	Bluewell Bramwell Maybeury Princeton	Anawalt Athens Bluefield Kimball Northfork	Coalwood Gary Oakvale Welch
Premium Calling Plan	Anawalt Athens Bluefield Bluewell Bramwell Coalwood Gary Kimball Matoaka Maybeury Northfork Oakvale Princeton Welch	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	<u>Measured Rate Local Service Area</u>			
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>MAYBEURY</b>						
<u>Residence</u>						
Basic Calling Plan	None	Maybeury	Anawalt Bluewell Bramwell Gary Kimball Matoaka Northfork Pocahontas, VA	Bluefield Coalwood Princeton Welch	Athens Davy War	Bradshaw laeger
Community Calling Plan	Maybeury	None	Anawalt Bluewell Bramwell Gary Kimball Matoaka Northfork Pocahontas, VA	Bluefield Coalwood Princeton Welch	Athens Davy War	Bradshaw laeger
Community Plus Plan	Anawalt Bluefield Bluewell Bramwell Gary Kimball Matoaka Maybeury Northfork Pocahontas, VA	None	None	Coalwood Princeton Welch	Athens Davy War	Bradshaw laeger

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>			
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>MAYBEURY</b> (Continued)						
<u>Residence</u> (Continued))						
Premium Calling Plan	Anawalt Athens Bluefield Bluewell Bradshaw Bramwell Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork Pocahontas, VA Princeton War Welch	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>			
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>MAYBEURY</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Maybeury	Anawalt Bluewell Bramwell Gary Kimball Matoaka Northfork Pocahontas, VA	Bluefield Coalwood Princeton Welch	Athens Davy War	Bradshaw laeger
Premium Calling Plan	Anawalt Athens Bluefield Bluewell Bramwell Bradshaw Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork Pocahontas, VA Princeton War Welch	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		Local	Band A	Band B	Band C	Band D
<b>MAYSVILLE</b>						
<u>Residence</u>						
Basic Calling Plan	None	Maysville	Petersburg	Moorefield	Burlington Canaan Valley Davis Lost River/ South Fork Thomas	Riverton
Community Calling Plan	Maysville	None	Petersburg	Moorefield	Burlington Canaan Valley Davis Lost River/ South Fork Thomas	Riverton
Community Plus Plan	Maysville Moorefield Petersburg	None	None	None	Burlington Canaan Valley Davis Lost River/ South Fork Thomas	Riverton
Premium Calling Plan	Burlington Canaan Valley Davis Lost River/ South Fork Maysville Moorefield Petersburg Riverton Thomas	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>MAYSVILLE</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Maysville	Petersburg	Moorefield	Burlington Canaan Valley Davis Lost River/ South Fork Thomas	Riverton
Premium Calling Plan	Burlington Canaan Valley Davis Lost River/ South Fork Maysville Moorefield Petersburg Riverton Thomas	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>MILL CREEK*</b>						
<u>Residence</u>						
Basic Calling Plan	None	Mill Creek*	None	Elkins	Belington Rock Cave Snowshoe	Buckhannon Harman Arbovale Marlinton Webster Springs
Community Calling Plan	Mill Creek*	None	None	Elkins	Belington Rock Cave Snowshoe	Buckhannon Harman Arbovale Marlinton Webster Springs
Community Plus Plan	Elkins Mill Creek* Arbovale Snowshoe	None	None	None	Belington Rock Cave	Buckhannon Harman Marlinton Webster Springs
Premium Calling Plan	Belington Buckhannon Elkins Harman Mill Creek* Rock Cave Arbovale Marlinton Snowshoe Webster Springs	None	None	None	None	None

\*Mill Creek includes the former Dailey and Valley Head Exchanges.

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Measured Rate Local Service Area				
		Local	Band A	Band B	Band C	Band D
<b>MILL CREEK*</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Mill Creek*	None	Elkins	Belington Rock Cave Snowshoe	Buckhannon Harman Arbovale Marlinton Webster Springs
Premium Calling Plan	Belington Buckhannon Elkins Harman Mill Creek* Rock Cave Arbovale Marlinton Snowshoe* Webster Springs	None	None	None	None	None

\* Mill Creek includes the former Dailey and Valley Head Exchanges.

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>MOOREFIELD</b>						
<u>Business and Residence</u>						
Basic Calling Plan	None	Moorefield	Lost River/ South Fork Petersburg	Maysville	Burlington Wardensville	Augusta Romney
Community Calling Plan	Moorefield	None	Lost River/ South Fork Petersburg	Maysville	Burlington Wardensville	Augusta Romney
Community Plus Plan	Lost River/ South Fork Moorefield Petersburg	None	None	Maysville	Burlington Wardensville	Augusta Romney
Premium Calling Plan	Augusta Burlington Lost River/ South Fork Maysville Moorefield Petersburg Romney Wardensville	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>MOUNT MORRIS</b>					
<u>Residence</u>					
Basic Calling Plan	None	Mt. Morris	Blacksville Bobtown, PA Core Core, pa Daybrook Greensboro, PA Laurel Point Morgantown Mt. Morris, PA	Carmichaels, PA Cheat Lake Fairview Rivesville Wadestown	Farmington Hundred Mannington Monongah Reedsville Worthington
Community Calling Plan	Mt. Morris	None	Blacksville Bobtown, PA Core Core, pa Daybrook Greensboro, PA Laurel Point Morgantown Mt. Morris, PA	Carmichaels, PA Cheat Lake Fairview Rivesville Wadestown	Farmington Hundred Mannington Monongah Reedsville Worthington
Community Plus Plan	Blacksville Bobtown, PA Carmichaels, PA Cheat Lake Core Core, PA Daybrook Fairmont Greensboro, PA Laurel Point Monogah Morgantown Mount Morris Mt. Morris, PA	None	None	Fairview Rivesville Wadestown	Farmington Hundred Mannington Reedsville Worthington

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**GENERAL CUSTOMER SERVICES TARIFF**

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- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
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**MOUNT MORRIS** (Continued)

Residence (Continued)

Premium Calling Plan	Blacksville Bobtown, PA Carmichaels, PA Cheat Lake Core, PA Core Daybrook Fairmont Fairview Farmington Greensboro, PA Hundred Laurel Point Mannington Monongah Morgantown Mt. Morris, PA Mt. Morris Reedsville Rivesville Wadestown Worthington	None	None	None	None
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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>MOUNT MORRIS</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Mt. Morris	Blacksville Bobtown, PA Core Core, PA Daybrook Greensboro, PA Laurel Point Morgantown Mt. Morris, PA	Carmichaels, PA Cheat Lake Fairview Rivesville Wadestown	Fairmont Farmington Hundred Mannington Monongah Reedsville Worthington
Premium Calling Plan	Blacksville Bobtown, PA Carmichaels, PA Cheat Lake Core, PA Core Daybrook Fairmont Fairview Farmington Greensboro, PA Hundred Laurel Point Mannington Monongah Morgantown Mt. Morris, PA Mt. Morris Reedsville Rivesville Wadestown Worthington	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band</u>	<u>Band C</u>
<b>NEW HAVEN</b>					
<u>Residence</u>					
Basic Calling Plan	None	New Haven	Letart Mason Pomeroy, OH	Point Pleasant Ravenswood	Leon Ripley
Community Calling Plan	New Haven	None	Letart Mason Pomeroy, OH	Point Pleasant Ravenswood	Leon Ripley
Community Plus Plan	Leon Letart Mason New Haven Point Pleasant Ripley Pomeroy, OH	None	None	Ravenswood	None
Premium Calling Plan	Leon Letart Mason New Haven Point Pleasant Pomeroy,OH Ravenswood Ripley	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>NEW HAVEN</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	New Haven	Letart Mason Pomeroy, OH	Point Pleasant Ravenswood	Leon Ripley
Premium Calling Plan	Leon Letart Mason New Haven Point Pleasant Pomeroy, OH Ravenswood Ripley	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>NEWTON</b>					
<u>Residence</u>					
Basic Calling Plan	None	Newton	Ivydale	Arnoldsburg Clay Clendenin Walton	Dutch Ridge Elkview Spencer Widen
Community Calling Plan	Newton	None	Ivydale	Arnoldsburg Clay Clendenin Walton	Dutch Ridge Elkview Spencer Widen
Community Plus Plan	Clay Ivydale Newton Clendenin	None	None	Arnoldsburg Walton	Dutch Ridge Elkview Spencer Widen
Premium Calling Plan	Arnoldsburg Clay Clendenin Dutch Ridge Elkview Ivydale Newton Spencer Walton Widen	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>NEWTON</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Newton	Ivydale	Arnoldsburg Clay Clendenin Walton	Dutch Ridge Elkview Spencer Widen
Premium Calling Plan	Arnoldsburg Clay Clendenin Dutch Ridge Elkview Ivydale Newton Spencer Walton Widen	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>NORTHFORK</b>					
<u>Residence</u>					
Basic Calling Plan	None	Northfork	Anawalt Bramwell Gary Kimball Maybeury Welch	Bluefield Bluewell Coalwood Davy Matoaka	Bradshaw laeger Princeton War
Community Calling Plan	Northfork	None	Anawalt Bramwell Gary Kimball Maybeury Welch	Bluefield Bluewell Coalwood Davy Matoaka	Bradshaw laeger Princeton War
Community Plus Plan	Anawalt Bramwell Gary Kimball Maybeury Northfork Welch	None	None	Bluefield Bluewell Coalwood Davy Matoaka	Bradshaw laeger Princeton War
Premium Calling Plan	Anawalt Bluefield Bluewell Bradshaw Bramwell Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork Princeton War Welch	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>NORTHFORK</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Northfork	Anawalt Bramwell Gary Kimball Maybeury Welch	Bluefield Bluewell Coalwood Davy Matoaka	Bradshaw laeger Princeton War
Premium Calling Plan	Anawalt Bluefield Bluewell Bramwell Bradshaw Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork Princeton War Welch	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>OAKVALE</b>					
<u>Residence</u>					
Basic Calling Plan	None	Oakvale	Athens Princeton	Bluefield Bluewell	Bramwell Matoaka
Community Calling Plan	Oakvale	None	Athens Princeton	Bluefield Bluewell	Bramwell Matoaka
Community Plus Plan	Athens Bluefield Oakvale Princeton	None	None	Bluewell Matoaka	Bramwell
Premium Calling Plan	Athens Bluefield Bluewell Bramwell Matoaka Oakvale Princeton	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Oakvale	Athens Princeton	Bluefield Bluewell	Bramwell Matoaka
Premium Calling Plan	Athens Bluefield Bluewell Bramwell Matoaka Oakvale Princeton	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>PARSONS</b>					
<u>Residence</u>					
Basic Calling Plan	None	Parsons	None	Belington Canaan Valley Davis Elkins Harman Thomas	Aurora-Eglon Philippi Rowlesburg Tunnelton
Community Calling Plan	Parsons	None	None	Belington Canaan Valley Davis Elkins Harman Thomas	Aurora-Eglon Philippi Rowlesburg Tunnelton
Community Plus Plan	Aurora-Eglon Canaan Valley Davis Harman Parsons Thomas	None	None	Belington Elkins	Rowlesburg Philippi Tunnelton
Premium Calling Plan	Aurora-Eglon Belington Canaan Valley Davis Elkins Harman Parsons Philippi Rowlesburg Thomas Tunnelton	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)  
S3.4 Local Calling Plans (Continued)  
S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
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**PARSONS** (Continued)

Business

Basic Calling Plan	None	Parsons	None	Belington Canaan Valley Davis Elkins Harman Thomas	Aurora-Eglon Philippi Rowlesburg Tunnelton
Premium Calling Plan	Aurora-Eglon Belington Canaan Valley Davis Elkins Harman Parsons Philippi Rowlesburg Thomas Tunnelton	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>PAW PAW</b>					
<u>Residence</u>					
Basic Calling Plan	None	Paw Paw	Levels	Berkeley Springs Capon Bridge	Augusta Fort Ashby Romney
Community Calling Plan	Paw Paw	None	Levels	Berkeley Springs Capon Bridge	Augusta Fort Ashby Romney
Community Plus Plan	Augusta Capon Bridge Levels Paw Paw	None	None	Berkeley Springs	Fort Ashby Romney
Premium Calling Plan	Augusta Berkeley Springs Capon Bridge Fort Ashby Levels Paw Paw Romney	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Paw Paw	Levels	Berkeley Springs Capon Bridge	Augusta Fort Ashby Romney
Premium Calling Plan	Augusta Berkeley Springs Capon Bridge Fort Ashby Levels Paw Paw Romney	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and <u>Plan Options</u> <u>D</u>	Flat Rate	<u>Measured Rate Local Service Area</u>				
		<u>Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C Band</u>
<b>PETERSBURG</b>						
<u>Residence</u>						
Basic Calling Plan	None	Petersburg	Maysville Moorefield	None	Canaan Valley Davis	Franklin Riverton <b>Lost River/ South</b>
<b>Fork</b>						
Community Calling Plan	Petersburg	None	Maysville Moorefield	None	Canaan Valley Davis Lost River/ South Fork	Franklin Riverton
Community Plus Plan	Maysville Moorefield Petersburg	None	None	None	Canaan Valley Davis Lost River/ South Fork	Franklin Riverton
Premium Calling Plan	Canaan Valley Davis Franklin Lost River/ South Fork Maysville Moorefield Petersburg Riverton	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and <i>Plan Options</i>	Flat Rate	<u>Measured Rate Local Service Area</u>				
		<u>Local Service Band D</u>	<i>Local</i>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>PETERSBURG</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Petersburg	Maysville Moorefield	None	Canaan Valley Davis Lost River/ South Fork	Franklin Riverton
Premium Calling Plan	Canaan Valley Davis Franklin Lost River/ South Fork Maysville Moorefield Petersburg Riverton	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>PINE GROVE</b>					
<u>Residence</u>					
Basic Calling Plan	None	Pine Grove	Reader Smithfield	Hundred Middlebourne New Martinsville Paden City Wallace	Cameron Joetown Lumberport Mannington Salem Sardis Sistersville Wadestown West Union
Community Calling Plan	Pine Grove	None	Reader Smithfield	Hundred Middlebourne New Martinsville Paden City Wallace	Cameron Joetown Lumberport Mannington Salem Sardis Sisterville Wadestown West Union
Community Plus Plan	Hundred New Martinsville Pine Grove Reader Smithfield Wadestown	None	None	Middlebourne Paden City Wallace	Cameron Joetown Lumberport Mannington Salem Sardis Sisterville West Union

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
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**PINE GROVE** (Continued)

Residence (Continued)

Premium Calling Plan	Cameron Hundred Joetown Lumberport Mannington Middlebourne New Martinsville Paden City Pine Grove Reader Salem Sardis Sistersville Smithfield Wadestown Wallace West Union	None	None	None	None
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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>PINE GROVE</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Pine Grove	Reader Smithfield	Hundred Middlebourne New Martinsville Paden City Wallace	Cameron Joetown Lumberport Mannington Salem Sardis Sistersville Wadestown West Union
Premium Calling Plan	Cameron Hundred Joetown Lumberport Mannington Middlebourne New Martinsville Paden City Pine Grove Reader Salem Sardis Sistersville Smithfield Wadestown Wallace West Union	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>PRINCETON</b>					
<u>Residence</u>					
Basic Calling Plan	None	Princeton	Athens Bluewell Matoaka Oakvale	Bluefield Bramwell Maybeury	Anawalt Northfork
Community Calling Plan	Princeton	None	Athens Bluewell Matoaka Oakvale	Bluefield Bramwell Maybeury	Anawalt Northfork
Community Plus Plan	Athens Bluefield Bluewell Matoaka Oakvale Princeton	None	None	Bramwell Maybeury	Anawalt Northfork
Premium Calling Plan	Anawalt Athens Bluefield Bluewell Bramwell Matoaka Maybeury Northfork Oakvale Princeton	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>PRINCETON</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Princeton	Athens Bluewell Matoaka Oakvale	Bluefield Bramwell Maybeury	Anawalt Northfork
Premium Calling Plan	Anawalt Athens Bluefield Bluewell Bramwell Matoaka Maybeury Northfork Oakvale Princeton	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>READER</b>					
<u>Residence</u>					
Basic Calling Plan	None	Reader	New Martinsville Pine Grove	Middlebourne Paden City Sistersville Smithfield	Cameron Hundred Joetown Mannington Salem Wadestown Wallace West Union
Community Calling Plan	Reader	None	New Martinsville Pine Grove	Middlebourne Paden City Sistersville Smithfield	Cameron Hundred Joetown Mannington Salem Wadestown Wallace West Union
Community Plus Plan	Hundred Middlebourne New Martinsville Pine Grove Reader Smithfield Wadestown	None	None	Paden City Sistersville	Cameron Joetown Mannington Salem Wallace West Union

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
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**READER** (Continued)

Residence (Continued)

Premium Calling Plan	Cameron Hundred Joetown Mannington Middlebourne New Martinsville Paden City Pine Grove Reader Salem Sistersville Smithfield Wadestown Wallace West Union	None	None	None	None
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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>READER</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Reader	New Martinsville Pine Grove	Middlebourne Paden City Sistersville Smithfield	Cameron Hundred Joetown Mannington Salem Wadestown Wallace West Union
Premium Calling Plan	Cameron Hundred Joetown Mannington Middlebourne New Martinsville Paden City Pine Grove Reader Salem Sistersville Smithfield Wadestown Wallace West Union	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>REEDSVILLE</b>					
<u>Residence</u>					
Basic Calling Plan	None	Reedsville	Kingwood Newburg Tunnelton	Bruceton Mills Cheat Lake Grafton  Laurel Point <sup>(1)</sup> Morgantown Rowlesburg Terra Alt	Core <sup>(1)</sup> Egdon Fairmont Mt. Morris Rivesville
Community Calling Plan	Reedsville	None	Kingwood Newburg Tunnelton	Bruceton Mills Cheat Lake Grafton  Laurel Point <sup>(1)</sup> Morgantown Rowlesburg Terra Alt	Core <sup>(1)</sup> Egdon Fairmont Mt. Morris Rivesville
Community Plus Plan	Kingwood Morgantown Newburg Reedsville Tunnelton	None	None	Bruceton Mills Cheat Lake Grafton Laurel Point <sup>(1)</sup> Rowlesburg Terra Alt	Core <sup>(1)</sup> Egdon Fairmont Mt. Morris Rivesville

<sup>(1)</sup> An Exchange of West Side Company

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>REEDSVILLE</b> (Continued)					
<u>Residence</u> (Continued)					
Premium Calling Plan	Bruceton Mills Cheat Lake Core <sup>(1)</sup> Eglon Fairmont Grafton Kingwood Laurel Point <sup>(1)</sup> Morgantown Mt. Morris Newburg Reedsville Rivesville Rowlesburg Terra Alta Tunnelton	None	None	None	None

<sup>(1)</sup> An Exchange of West Side Company



**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>REEDSVILLE</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Reedsville	Kingwood Newburg Tunnelton	Bruceton Mills Cheat Lake Grafton Laurel Point <sup>(1)</sup> Morgantown Rowlesburg Terra Alta	Core <sup>(1)</sup> Eglon Fairmont Mt. Morris Rivesville
Premium Calling Plan	Bruceton Mills Cheat Lake Core <sup>(1)</sup> Eglon Fairmont Grafton Kingwood Laurel Point <sup>(1)</sup> Morgantown Mt. Morris Newburg Reedsville Rivesville Rowlesburg Terra Alta Tunnelton	None	None	None	None

<sup>(1)</sup> An Exchange of West Side Company

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		Local	Band A	Band B	Band C	Band D
<b>ROMNEY</b>						
<u>Residence</u>						
Basic Calling Plan	None	Romney	Augusta Burlington	Fort Ashby Levels	Capon Bridge Lost River/ South Fork Paw Paw Wardensville	Moorefield
Community Calling Plan	Romney	None	Augusta Burlington	Fort Ashby Levels	Capon Bridge Lost River/ South Fork Paw Paw Wardensville	Moorefield
Community Plus Plan	Augusta Burlington Capon Bridge Fort Ashby Levels Romney	None	None	None	Lost River/ South Fork Paw Paw Wardensville	Moorefield
Premium Calling Plan	Augusta Burlington Capon Bridge Fort Ashby Levels Lost River/ South Fork Moorefield Paw Paw Romney Wardensville	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area			
			Band A	Band B	Band C	Band D
<b>ROMNEY</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Romney	Augusta Burlington	Fort Ashby Levels	Capon Bridge Lost River/ South Fork Paw Paw Wardensville	Moorefield
Premium Calling Plan	Augusta Burlington Capon Bridge Fort Ashby Levels Lost River/ South Fork Moorefield Paw Paw Romney Wardensville	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Measured Rate Local Service Area			
		Local	Band A	Band B	Band C
<b>RUPERT</b>					
<u>Residence</u>					
Basic Calling Plan	None	Rupert	Rainelle	Meadow Bridge	Alderson Frankford Hinton Lewisburg Richwood
Community Calling Plan	Rupert	None	Rainelle	Meadow Bridge	Alderson Frankford Hinton Lewisburg Richwood
Community Plus Plan	Lewisburg Rainelle Rupert	None	None	Meadow Bridge	Alderson Frankford Hinton Richwood
Premium Calling Plan	Alderson Frankford Hinton Lewisburg Meadow Bridge Rainelle Richwood Rupert	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>RUPERT</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Rupert	Rainelle	Meadow Bridge	Alderson Frankford Hinton Lewisburg Richwood
Premium Calling Plan	Alderson Frankford Hinton Lewisburg Meadow Bridge Rainelle Richwood Rupert	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>ST. MARYS</b>					
<u>Residence</u>					
Basic Calling Plan	None	St. Marys	Belmont	Cairo Dallison Ellenboro Harrisville Pennsboro Williamstown Valley Mills	Mineral Wells Parkersburg
Community Calling Plan	St. Marys	None	Belmont	Cairo Dallison Ellenboro Harrisville Pennsboro Williamstown Valley Mills	Mineral Wells Parkersburg
Community Plus Plan	Belmont St. Marys Ellenboro Valley Mills Williamstown	None	None	Cairo Dallison Harrisville Pennsboro	Mineral Wells Parkersburg
Premium Calling Plan	Belmont Cairo Dallison Ellenboro Harrisville Mineral Wells Parkersburg Pennsboro St. Marys Williamstown Valley Mills	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>ST. MARYS</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	St. Marys Dallison	Belmont	Cairo Parkersburg Ellenboro Harrisville Pennsboro Williamstown Valley Mills	Mineral Wells
Premium Calling Plan	Belmont Cairo Dallison Ellenboro Harrisville Mineral Wells Parkersburg Pennsboro St. Marys Williamstown Valley Mills	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area		
			Band A	Band B	Band C
<b>SARDIS</b>					
<u>Residence</u>					
Basic Calling Plan	None	Sardis	Clarksburg Joetown Lumberport Salem Shinnston Wallace West Milford	Bridgeport Farmington Mannington Smithfield Worthington	Fairmont Fairview Flemington Grafton Jane Lew Monongah Pine Grove Rivesville West Union Weston
Community Calling Plan	Sardis	None	Clarksburg Joetown Lumberport Salem Shinnston Wallace West Milford	Bridgeport Farmington Mannington Smithfield Worthington	Fairmont Fairview Flemington Grafton Jane Lew Monongah Pine Grove Rivesville West Union Weston
Community Plus Plan	Bridgeport Clarksburg Joetown Lumberport Salem Sardis Shinnston Wallace West Milford	None	None	Farmington Mannington Smithfield Worthington	Fairmont Fairview Flemington Grafton Jane Lew Mononga Pine Grove Rivesville West Union Weston

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>SARDIS</b> (Continued)					
<u>Residence</u> (Continued)					
Premium Calling Plan	Bridgeport Clarksburg Fairmont Fairview Farmington Flemington Grafton Joetown Jane Lew Lumberport Mannington Monongah Pine Grove Rivesville Salem Sardis Shinnston Smithfield Wallace West Milford Worthington West Union Weston	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>SARDIS</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Sardis	Clarksburg Joetown Lumberport Salem Shinnston Wallace West Milford	Bridgeport Farmington Mannington Smithfield Worthington	Fairmont Fairview Flemington Grafton Jane Lew Monongah Pine Grove Rivesville West Union Weston
Premium Calling Plan	Bridgeport Clarksburg Fairmont Fairview Farmington Flemington Grafton Joetown Jane Lew Lumberport Mannington Monongah Pine Grove Rivesville Salem Sardis Shinnston Smithfield Wallace West Milford Worthington West Union Weston	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area		
			Band A	Band B	Band C
<b>SHEPHERDSTOWN</b>					
<u>Residence</u>					
Basic Calling Plan	None	Shepherdstown	Charles Town Harpers Ferry Martinsburg	Falling Waters Hedgesville Inwood	None
Community Calling Plan	Shepherdstown	None	Charles Town Harpers Ferry Martinsburg	Falling Waters Hedgesville Inwood	None
Community Plus Plan	Charles Town Harpers Ferry Martinsburg Shepherdstown	None	None	Falling Waters Hedgesville Inwood	None
Premium Calling Plan	Charles Town Falling Waters Harpers Ferry Hedgesville Inwood Martinsburg Shepherdstown	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Shepherdstown	Charles Town Harpers Ferry Martinsburg	Falling Waters Hedgesville Inwood	None
Premium Calling Plan	Charles Town Falling Waters Harpers Ferry Hedgesville Inwood Martinsburg Shepherdstown	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>SMITHFIELD</b>					
<u>Residence</u>					
Basic Calling Plan	None	Smithfield	Joetown Pine Grove Wallace	Hundred Lumberport Mannington Reader Salem Sardis Shinnston	Clarksburg Daybrook Fairview Farmington Middlebourne New Martinsville Wadestown West Milford West Union Worthington
Community Calling Plan	Smithfield West Milford West Union Worthington	None	Joetown Pine Grove Wallace	Hundred Lumberport Mannington Reader Salem Sardis Shinnston	Clarksburg Daybrook Fairview Farmington Middlebourne New Martinsville Wadestown West Milford West Union Worthington
Community Plus Plan	Hundred Joetown New Martinsville Pine Grove Reader Smithville Wadestown Wallace	None	None	Lumberport Mannington Reader Salem Sardis Shinnston	Clarksburg Daybrook Fairview Farmington Middlebourne New Martinsville  West Milford West Union Worthington

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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
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**SMITHFIELD** (Continued)

Residence (Continued)

Premium Calling Plan	Clarksburg Daybrook Fairview Farmington Hundred Joetown Lumberport Mannington Middlebourne New Martinsville Pine Grove Reader Salem Sardis Shinnston Smithfield Wadestown Wallace West Milford West Union Worthington	None	None	None	None
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**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>SMITHFIELD</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Smithfield	Joetown Pine Grove Wallace	Hundred Lumberport Mannington Reader Salem Sardis Shinnston	Clarksburg Daybrook Fairview Farmington Middlebourne New Martinsville Wadestown West Milford West Union Worthington
Community Calling Plan	Clarksburg Daybrook Fairview Farmington Hundred Joetown Lumberport Mannington Middlebourne New Martinsville Pine Grove Reader Salem Sardis Shinnston Smithfield Wadestown Wallace West Milford West Union Worthington	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plans Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>SNOWSHOE</b>						
<u>Residence</u>						
Basic Calling Plan	None	Snowshoe	Arbovale	Marlinton	Dailey Mill Creek Valley Head	Hillsboro Hacker Valley Webster Springs
Community Calling Plan	Snowshoe	None	Arbovale	Marlinton	Dailey Mill Creek Valley Head	Hillsboro Hacker Valley Webster Springs
Community Plus Plan	Arbovale Dailey Hillsboro Marlinton Mill Creek Snowshoe Valley Head	None	None	None	None	Hacker Valley Webster Springs
Premium Calling Plan	Arbovale Dailey Hillsboro Marlinton Mill Creek Snowshoe Valley Head Webster Springs Hacker Valley	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>SNOWSHOE</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Snowshoe	Arbovale	Marlinton	Dailey Mill Creek Valley Head	Hillsboro Hacker Valley Webster Springs
Premium Calling Plan	Arbovale Dailey Hillsboro Marlinton Mill Creek Snowshoe Valley Head Webster Springs Hacker Valley	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Measured Rate Local Service Area			
		Local	Band A	Band B	Band C
<b>THOMAS</b>					
<u>Residence</u>					
Basic Calling Plan	None	Thomas	Canaan Valley Davis	Aurora-Eglon Parsons Maysville	Harman Rowlesburg Terra Alta Tunnelton
Community Calling Plan	Thomas	None	Canaan Valley Davis	Aurora-Eglon Parsons Rowlesburg	Harman Maysville  Terra Alta Tunnelton
Community Plus Plan	Aurora-Eglon Canaan Valley Davis Harman Parsons Thomas	None	None	None	Maysville Rowlesburg Terra Alta Tunnelton
Premium Calling Plan	Aurora-Eglon Canaan Valley Davis Harman Maysville Parsons Rowlesburg Terra Alta Thomas Tunnelton	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and <i>Plan Options</i>	Flat Rate	<u>Measured Rate Local Service Area</u>			
		<u>Local Service</u>	<i>Local</i>	<u>Band A</u>	<u>Band B</u> <u>Band C</u>
<b>THOMAS</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Thomas	Canaan Valley Davis	Aurora-Eglon Parsons	Harman Maysville Rowlesburg Terra Alta Tunnelton
Premium Calling Plan	Aurora-Eglon Canaan Valley Davis Harman Maysville Parsons Rowlesburg Terra Alta Thomas Tunnelton	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate <u>Local Service</u>	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>WADESTOWN</b>						
<u>Residence</u>						
Basic Calling Plan	None	Wadestown	Blacksville Daybrook Fairview Hundred	Cameron Core Farmington Joetown Mannington Mount Morris Rivesville	Fairmont Laurel Point Lumberport Monongah Morgantown Pine Grove Reader Shinnston Smithfield Wallace Worthington	None
Community Calling Plan	Wadestown	None	Blacksville Daybrook Fairview Hundred	Core Farmington Joetown Mannington Mount Morris Rivesville	Fairmont Laurel Point Lumberport Monongah Morgantown Pine Grove Reader Shinnston Smithfield Wallace Worthington	None
Community Plus Plan	Blacksville Core Daybrook Fairview Hundred Morgantown Pine Grove Reader Smithfield Wadestown	None	None	Cameron  Farmington Joetown Mannington Mount Morris Rivesville	Fairmont Laurel Point Lumberport Monongah Shinnston Wallace Worthington	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>WADESTOWN</b> (Continued)						
<u>Residence</u> (Continued)						
Premium Calling Plan	Blacksville Cameron Core Daybrook Fairmont Fairview Farmington Hundred Joetown Laurel Point Lumberport Mannington Monongah Morgantown Mount Morris Pine Grove Reader Rivesville Shinnston Smithfield Wadestown Wallace Worthington	None	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>WADESTOWN</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Wadestown	Blacksville Daybrook Fairview Hundred	Cameron Core Farmington Joetown Mannington Mount Morris Rivesville	Fairmont Laurel Point Lumberport Monongah Morgantown Pine Grove Reader Shinnston Smithfield Wallace Worthington	None
Premium Calling Plan	Blacksville Cameron Core Daybrook Fairmont Fairview Farmington Hundred Joetown Laurel Point Lumberport Mannington Monongah Morgantown Mount Morris Pine Grove Reader Rivesville Shinnston Smithfield Wadestown Wallace Worthington	None	None	None	None	None

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**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>WALKERSVILLE</b>						
<u>Residence</u>						
Basic Calling Plan	None	Walkersville	Rock Cave	Buckhannon Burnsville Weston	Glenville Hacker Valley Jane Lew Sutton	None
Community Calling Plan	Walkersville	None	Rock Cove	Buckhannon Burnsville Weston	Glenville Hacker Valley Jane Lew Sutton	None
Community Plus Plan	Buckhannon Jane Lew Walkersville Weston Rock Cave	None	None	Burnsville	Glenville Hacker Valley Sutton	None
Premium Calling Plan	Buckhannon Burnsville Glenville Hacker Valley Jane Lew Rock Cave Sutton Walkersville Weston	None	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>WALKERSVILLE</b> (Continued)						
<u>Business</u>						
Basic Calling Plan	None	Walkersville	Rock Cave	Buckhannon Burnsville Weston	Glenville Hacker Valley Jane Lew Sutton	None
Premium Calling Plan	Buckhannon Burnsville Glenville Hacker Valley Jane Lew Rock Cave Sutton Walkersville Weston	None	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>WALLACE</b>					
<u>Residence</u>					
Basic Calling Plan	None	Wallace	Joetown Lumberport Salem Sardis Smithfield	Bridgeport Clarksburg Farmington Mannington Pine Grove Shinnston West Milford Worthington	Fairmont Fairview Flemington Hundred Jane Lew Monongah Reader Wadestown West Union
Community Calling Plan	Wallace	None	Joetown Lumberport Salem Farmington Sardis Mannington Smithfield	Bridgeport Clarksburg Flemington Hundred Pine Grove Shinnston West Milford Worthington	Fairmont Fairview  Jane Lew Monongah Reader Wadestown West Union
Community Plus Plan	Clarksburg Joetown Lumberport Salem Sardis Shinnston Smithfield Wallace	None	None	Bridgeport Farmington Mannington Pine Grove West Milford Worthington	Fairmont Fairview Flemington Hundred Jane Lew Monongah Reader Wadestown West Union

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.



**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>WALLACE</b> (Continued)					
<u>Residence</u> (Continued)					
Premium Calling Plan	Bridgeport Clarksburg Fairmont Fairview Farmington Flemington Hundred Jane Lew Joetown Lumberport Mannington Monongah Pine Grove Reader Salem Sardis Shinnston Smithfield Wadestown Wallace West Union West Milford Worthington	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area		
			Band A	Band B	Band C
<b>WALLACE</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Wallace	Joetown Lumberport Salem Sardis Smithfield	Bridgeport Clarksburg Farmington Mannington Pine Grove Shinnston West Milford Worthington	Fairmont Fairview Flemington Hundred Jane Lew Monongah Reader Wadestown West Union
Premium Calling Plan	Bridgeport Clarksburg Fairmont Fairview Farmington Flemington Hundred Jane Lew Joetown Lumberport Mannington Monongah Pine Grove Reader Salem Sardis Shinnston Smithfield Wadestown Wallace West Union West Milford Worthington	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area		
			Band A	Band B	Band C
<b>WARDENSVILLE</b>					
<u>Residence</u>					
Basic Calling Plan	None	Wardensville	None	Augusta Lost River/ South Fork	Capon Bridge Moorefield Romney
Community Calling Plan	Wardensville	None	None	Augusta Lost River/ South Fork	Capon Bridge Moorefield Romney
Community Plus Plan	Capon Bridge Lost River/ South Fork Moorefield Wardensville	None	None	Augusta	Romney
Premium Calling Plan	Augusta Capon Bridge Lost River/ South Fork Moorefield Romney Wardensville	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Wardensville	None	Augusta Lost River/ South Fork	Capon Bridge Moorefield Romney
Community Plus Plan	Capon Bridge Lost River/ South Fork Moorefield Wardensville	None	None	Augusta	Romney

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>WAYNE</b>					
<u>Residence</u>					
Basic Calling Plan	None	Wayne	East Lynn Prichard	Barboursville Branchland Dunlow Fort Gay Huntington Kenova	Hamlin Milton
Community Calling Plan	Wayne	None	East Lynn Prichard	Barboursville Branchland Dunlow Fort Gay Huntington Kenova	Hamlin Milton
Community Plus Plan	Dunlow East Lynn Huntington Wayne	None	None	Barboursville Branchland Kenova	Hamlin Milton
Prichard	Fort Gay				
Premium Calling Plan	Barboursville Branchland Dunlow East Lynn Fort Gay Hamlin Huntington Kenova Milton Prichard Wayne	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	Local	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>

**WAYNE** (Continued)

Business

Basic Calling Plan	None	Wayne	East Lynn Prichard	Barboursville Branchland Dunlow Fort Gay Huntington Kenova	Hamlin Milton
Premium Calling Plan	Barboursville Branchland Dunlow East Lynn Fort Gay Hamlin Huntington Kenova Milton Prichard Wayne	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>			
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>WEBSTER SPRINGS</b>						
<u>Residence</u>						
Basic Calling Plan	None	Webster Springs	Cowen	Hacker Valley	Birch River Craigsville Richwood Sutton	Dailey Marlington Mill Creek Snowshoe Valley Head
Community Calling Plan	Webster Springs	None	Cowen	Hacker Valley	Birch River Craigsville Richwood Sutton	Dailey Marlington Mill Creek Snowshoe Valley Head
Community Plus Plan	Cowen Hacker Valley Sutton Webster Springs	None	None	None	Birch River Craigsville Richwood	Dailey Marlington Mill Creek Snowshoe Valley Head

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>WEBSTER SPRINGS</b> (Continued)					
<u>Residence</u> (Continued)					
Premium Calling Plan	Birch River Cowen Craigsville Dailey Hacker Valley Marlinton Mill Creek Richwood Snowshoe Sutton Valley Head Webster Springs	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Measured Rate Local Service Area</u>				
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
<b>WEBSTER SPRINGS</b>						
(Continued)						
<u>Business</u>						
Basic Calling Plan	None	Webster Springs	Cowen	Hacker Valley	Birch River Craigsville Richwood Sutton	Dailey Marlinton Mill Creek Snowshoe Valley Head
Premium Calling Plan	Birch River Cowen Craigsville Dailey Hacker Valley Marlinton Mill Creek Richwood Snowshoe Sutton Valley Head Webster Springs	None	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.



**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Measured Rate Local Service Area				
		Local	Band A	Band B	Band C	Band D
<b>WELCH</b>						
<u>Residence</u>						
Basic Calling Plan	None	Welch	Coalwood Davy Gary Kimball Northfork	Anawalt Bradshaw laeger Maybeury War	Bramwell Matoaka	Bluefield Bluewell
Community Calling Plan <b>Matoaka</b>	Welch	None	Coalwood  <b>Bluewell</b> Gary Kimball Northfork	Anawalt <b>Davy</b>  laeger Maybeury War	Bramwell	Bluefield <b>Bradshaw</b>
Community Plus Plan	Bradshaw Coalwood Davy Gary Kimball laeger Northfork Welch	None	None	Anawalt Maybeury War	Bramwell Matoaka	Bluefield Bluewell
Premium Calling Plan	Anawalt Bluefield Bluewell Bradshaw Bramwell Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork War Welch	None	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Measured Rate Local Service Area

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>
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**WELCH (Continued)**

Business

Basic Calling Plan	None	Welch	Coalwood Davy Gary Kimball Northfork	Anawalt Bradshaw laeger Maybeury War	Bramwell Matoaka	Bluefield Bluewell
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Premium Calling Plan	Anawalt Bluefield Bluewell Bramwell Bradshaw Coalwood Davy Gary Kimball laeger Matoaka Maybeury Northfork War Welch	None	None	None	None	None
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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>WIDEN</b>					
<u>Residence</u>					
Basic Calling Plan	None	Widen	Birch River	Clay Craigsville Ivydale Summersville	Newton
Community Calling Plan	Widen	None	Birch River	Clay Craigsville Ivydale Summersville	Newton
Community Plus Plan	Clay Birch River Widen	None	None	Craigsville Ivydale Summersville	Newton
Premium Calling Plan	Birch River Clay Craigsville Ivydale Newton Summersville Widen	None	None	None	None
<u>Business</u>					
Basic Calling Plan	None	Widen	Birch River	Clay Craigsville Ivydale Summersville	Newton
Premium Calling Plan	Birch River Clay Craigsville Ivydale Newton Summersville Widen	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	<u>Measured Rate Local Service Area</u>			
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b><u>WORTHINGTON</u></b>					
<u>Residence</u>					
Basic Calling Plan	None	Worthington	Fairmont Fairview Farmington Joetown Lumberport Mannington Monongah Rivesville Shinnston	Bridgeport Clarksburg Daybrook Flemington Grafton Sardis Wallace  West Milford	Blacksville Core Hundred Laurel Point Morgantown Mount Morris Salem Smithfield Wadestown
Community Calling Plan	Worthington	None	Fairmont Fairview Farmington Joetown Lumberport Mannington Monongah Rivesville Shinnston	Bridgeport Clarksburg Daybrook Flemington Grafton Sardis Wallace  West Milford	Blacksville Core Hundred Laurel Point Morgantown Mount Morris Salem Smithfield Wadestown
Community Plus Plan	Fairmont Fairview Farmington Joetown Lumberport Mannington Monongah Rivesville Shinnston Worthington	None	None	Bridgeport Clarksburg Daybrook Flemington Grafton Sardis Wallace	Blacksville Core Hundred Laurel Point Morgantown Mount Morris Salem Smithfield Wadestown West Milford

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

- S3. Local Exchange Service (Continued)
- S3.4 Local Calling Plans (Continued)
- S3.4.4 Local Calling Plan Exchanges (Continued)

<u>Exchange and Plan Options</u>	<u>Flat Rate Local Service</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>		
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>
<b>WORTHINGTON (Continued)</b>					
<u>Residence</u> (continued)					
Premium Calling Plan	Blacksville Bridgeport Clarksburg Core Daybrook Fairmont Fairview Farmington Flemington Grafton Hundred Joetown Laurel Point Lumberport Mannington Monongah Morgantown Mount Morris Rivesville Salem Sardis Shinnston Smithfield Wadestown Wallace West Milford Worthington	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service (Continued)

S3.4 Local Calling Plans (Continued)

S3.4.4 Local Calling Plan Exchanges (Continued)

Exchange and Plan Options	Flat Rate Local Service	Local	Measured Rate Local Service Area		
			Band A	Band B	Band C
<b>WORTHINGTON</b> (Continued)					
<u>Business</u>					
Basic Calling Plan	None	Worthington	Fairmont Fairview Farmington Joetown Lumberport Mannington Monongah Rivesville Shinnston	Bridgeport Clarksburg Daybrook Flemington Grafton Sardis Wallace	Blacksville Core Hundred Laurel Point Morgantown Mount Morris Salem Smithfield Wadestown West Milford
Premium Calling Plan	Blacksville Bridgeport Clarksburg Core Daybrook Fairmont Fairview Farmington Flemington Grafton Hundred Joetown Laurel Point Lumberport Mannington Monongah Morgantown Mount Morris Rivesville Salem Sardis Shinnston Smithfield Wadestown Wallace West Milford Worthington	None	None	None	None

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC dated March 27, 2002.

## GENERAL CUSTOMER SERVICES TARIFF

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### S3.5 Enhanced Tel-Assistance Service

#### S3.5.1 General

The Enhanced Tel-Assistance Service is an offering designed to help qualified, low-income, individuals pay for their Local Exchange Service. Such qualified low-income customers will receive a federal credit reducing the rate for local telephone service. In addition, Enhanced Tel-Assistance customers who elect Basic Calling Plan will receive a credit for usage charges.

A qualifying low-income individual means a consumer who is a recipient of:

- Medicaid
- Supplemental Nutrition Assistance Program
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Veterans Pension
- Survivors Pension

(O)(N)  
| (N)  
(O)

The Department of Human Services shall establish, by rules and regulations, procedures to inform persons of their eligibility, assist in proving their eligibility, and determine on a continuing basis the eligibility of persons receiving Enhanced Tel-Assistance Service and communicate such determinations to the Company.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 16-1585-T-T dated December 2, 2016.

### GENERAL CUSTOMER SERVICES TARIFF

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S3. Local Exchange Service (Continued)

S3.5 Enhanced Tel-Assistance Service (Continued)

S3.5.2 Applications and Regulations

- (A) Enhanced Tel-Assistance Service is exchange service and, as such, is subject to the regulations governing Local Exchange Service in Section 3.4 of this tariff. The rates specified therein for Enhanced Tel-Assistance Service apply in addition to the rates for Local Exchange Service in Section 3.4, preceding, except as may otherwise be specified following.
- (B) Enhanced Tel-Assistance Service are available to qualified, low-income individuals and is provided with Local Exchange Service (Basic Calling Plan, Community Calling Plan, Community Plus Plan and Premium Calling Plan).
- (C) No other exchange service may be provided on the same premises with an Enhanced Tel-Assistance Service to either the Enhanced Tel-Assistance Service customer or any other person. In addition, an Enhanced Tel-Assistance Service customer may not subscribe to foreign central office, foreign exchange or foreign zone services.
- (D) Enhanced Tel-Assistance Service customers subscribing to Basic Calling Plan will receive a state usage allowance not to exceed \$2.00 per month. Such usage may be either local or Company provided long distance service (this includes all intraLATA toll calls billed by the local exchange carrier). (O)
- (E) Enhanced Tel-Assistance customers will receive a Federal credit for support in the amount of \$9.25 and will be applied to the monthly local exchange service charge. (D)  
(O)
- (F) Enhanced Tel-Assistance customers may subscribe to a-la-carte features located in Section 11 of this tariff.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0917-T-T dated August 1, 2012.



**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.5 Enhanced Tel-Assistance Service (Continued)

S3.5.2 Applications and Regulations (Continued)

- (G) Enhanced Tel-Assistance customers may subscribe to package and bundle offerings located in Section 14 of this tariff. Credits as identified in (E) above will apply. No credit will apply for usage credits.
- (H) Enhanced Tel-Assistance customers are exempt from E-911 and the TRS surcharge.
- (I) Enhanced Tel-Assistance Service shall be made available only to qualified customers who are certified by the West Virginia Department of Health and Human Resources to the Telephone Company as eligible for Enhanced Tel-Assistance Service.
- (J) Eligibility for Enhanced Tel-Assistance service shall be subject to initial and continuing verification by the Department of Health and Human Resources.
- (K) When the Telephone Company receives notice from the Department of Health and Human Resources, or from the customer, that the customer is no longer eligible for Enhanced Tel-Assistance Service, the Telephone Company will then notify the customer that the Enhanced Tel-Assistance Service will be discontinued.
- (L) A customer, requesting the establishment of local exchange service in combination with Enhanced Tel-Assistance Service, who is in the process of being certified by the Department of Health and Human Resources as eligible for Enhanced Tel-Assistance Service will be provided their requested choice of local exchange service as specified in this tariff. If such certification is obtained within 30 days of the customer's exchange service establishment date, the customer will be credited the difference between the tariffed rate service provided and the Enhanced Tel-Assistance Service monthly charges, prorated to reflect the portion of the initial 30 days billed.

(C)

(C)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 11-0788-T-T, dated July 25, 2011.

## GENERAL CUSTOMER SERVICES TARIFF

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S3. Local Exchange Service (Continued)

S3.5 Enhanced Tel-Assistance Service (Continued)

S3.5.2 Applications and Regulations (Continued)

- (M) The Telephone Company shall not disconnect or interrupt an Enhanced Tel-Assistance customer for failure to pay toll or long distance charges.
- (N) An Enhanced Tel-Assistance customer who may be required to pay a deposit will have the deposit waived if the customer voluntarily elects Enhanced Tel-Assistance Toll Restriction Service. This service is available to Enhanced Tel-Assistance customers only and is provided free of charge. Enhanced Tel-Assistance Toll Restriction service allows the completion of local calls, calls to the operator for the completion of collect and third number billed calls, calls to 911 and other N11 service codes, calls to Toll Free Service telephone numbers, and local Directory Assistance calls. However, this service prevents the origination of all intraLATA, interLATA and interstate calls, 700/900 calls, calls to non-local Directory Assistance and Service Request, Verification and Interrupt Services. In addition, this service prevents the billing of collect and third number calls to the Enhanced Tel-Assistance line.
- (O) The Telephone Company may initiate Enhanced Tel-Assistance Toll Restriction Service if an Enhanced Tel-Assistance customer has a delinquent balance for toll and/or long distance charges of \$20.00 or more.
- (P) Pursuant to Article 2C, Chapter 24 of the West Virginia Code (including, but not necessarily limited to, West Virginia Code Section 24-2C-1, 24-2C-4(a)&(c), and 24-2C-5(b)), and in order to simplify the record keeping for the tax credit for the provision of Tel-Assistance Service, the methodology by which the Telephone Company will calculate the revenue deficiency for the provision of Tel-Assistance Service will be to freeze the revenue deficiency at the level previously approved by the Commission for the 2004 tax year, until further Order of the Commission to the contrary. (O)
- (Q) Frontier follows the Federal Rules for certification and verification of continued Tel-Assistance/Lifeline service as defined by section 54.410 of the Code of Federal Regulations.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 16-1585-T-T dated December 2, 2016.

**GENERAL CUSTOMER SERVICES TARIFF**

S3. Local Exchange Service Continued)

S3.5 Enhanced Tel-Assistance Service (Continued)

S3.5.3 Rates and Charges

(A) An existing customer, eligible for Enhanced Tel-Assistance Service may apply for such service without paying a service ordering charge or line connection charge. Should an existing Enhanced Tel-Assistance Service customer lose his or her eligibility and change to another class of residential service, the Company will not apply a service charge to the customer.

Applicable Service Charges, in Section S4 will apply for initial installation of new service or for transferring service from one location to another location.

(B) The monthly rate for Enhanced Tel-Assistance Service for Local Calling Plans are as follows. Refer to Section 14 of this tariff for rates for Packages and Bundles.

<u>Residence One-Party</u>	<u>Monthly Rate Market Area "A" <sup>(1)</sup></u>	<u>Monthly Rate Market Area "B" <sup>(2)</sup></u>	<u>Billing Code</u>
Basic Calling Plan <sup>(3)</sup>	\$6.00	\$6.00	R1LIF
Community Calling Plan	\$15.00	\$12.00	RUSS2
Community Plus Plan	\$22.00	\$19.00	RUSS3
Premium Calling Plan	\$29.00	\$26.00	RUSS4
Federal Lifeline Broadband Credit <sup>(4)</sup>	\$9.25	\$9.25	LLFED
Federal Lifeline Voice Credit <sup>(5)</sup>	\$7.25	\$7.25	LLSLC

(D)

(1) All Exchanges not listed in Market Area "B"

(2) Moorefield Exchange only

(3) \$2.00 State Enhanced Tel-Assistance Maximum usage credit applies pursuant to 3.5.2.(D).

(4) Broadband – service that includes qualifying broadband service.

(5) Voice – voice service with no qualifying broadband service as defined by 47 C.F.R. § 54.403 (a)(2).

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 19-1086-T-T dated November 26, 2019.

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.6 Electronic Bill Payment Program

S3.6.1 General

Frontier Online Bill Payment program is a voluntary program available to customers to view and/or pay their telephone bill on-line. Frontier customers can go to Frontieronline.com to register, view invoices and make payments. Once a customer registers for the service, a paper bill will continue to come for two months. After two months, the customer may opt to no longer receive a paper bill.

S3.6.2 Regulations

1. Frontier Online Bill Payment is a discretionary service.
2. An Email reminder will be sent to customer when their bill is available
3. If the customer opts to receive only the electronic bill and not the paper bill, the monthly recurring charge will be waived. If the customer requests both a paper copy and electronic copy of the bill, the monthly recurring charge for the duplicate electronic bill copy will apply.

S3.6.3

Rates  
Monthly

Rate for duplicate Online Bill Payment, Residence	\$2.00	(C)
Rate for duplicate Online Bill Payment, Business	*	(C)

+ - Rates Deregulated (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No.  
dated

**GENERAL CUSTOMER SERVICES TARIFF**

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S3. Local Exchange Service (Continued)

S3.7 Convenience Fee

(N)

S3.7.1 General

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

S3.7.2 Regulations

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.

S3.7.3 Rates

Nonrecurring Charge

Convenience Fee, per occurrence \$4.50

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S4. Service Charges

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0391-T-T dated April 19, 2012.

## GENERAL CUSTOMER SERVICES TARIFF

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S4. Service Charges (Continued)

S4.1 Definitions

S4.1.1 Service Charges

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

(A) Network Access Establishment and Change - Applicable for receiving, recording and processing a customer's order for installations, moves or changes. The network access charge varies according to the type of activity involved. When an order for service contains more than one activity, the highest network access charge will apply. Network access charges are classified as network access establishment and network access change.

(B) Premises Visit - New Installs - Applicable for a required trip to the customer's premises where new additional facilities are required at the premises to provide new service.

Premises Visits - Subsequent Visits - Applicable to relocations of Special Network Termination Equipment at the request of an existing customer and where no other charge is specifically indicated for on-site labor time.

(C) Central Office Line Connection Work - Work associated with testing and connecting the line within the central office and extending the line from the serving central office to the customer's premises. Includes, but is not limited to central office connections and cable cross connections.

(D) Installation Charge - These charges are identified and presented throughout this tariff as part of the offering of service features

**GENERAL CUSTOMER SERVICES TARIFF**

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S4. Service Charges (Continued)

S4.1.2 Protector (Also referred to as NID)

Point of connection between inside wire and outside wire.

S4.1.3 Termination Charge

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

S4.1.4 Restoration Charge

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

S4.2 General

- (A) Service charges are applicable for services furnished to the customers as herein provided and may be required to be paid before the work is started.
- (B) Service charges do not apply when service is reestablished at a location which has been destroyed by fire or made untenable by fire, or in connection with the establishing of service at a new location occupied by the customer on account of the old location being untenable for reasons beyond the control of the customer. If service is established at a new location and the customer later moves back to the old location, the service charges are made in connection with the re-establishment of service at the old location. However, in incidents in sections of the state, where governed by this tariff, for the purpose of providing relief in times of flood, hurricane, or tornado and declared as a disaster area by the Governor of West Virginia, federal government and/or both, no service charges would apply.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.



**GENERAL CUSTOMER SERVICES TARIFF**

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S4. Service Charges (Continued)

S4.2 General (Continued)

(B) (Continued)

Service charges also do not apply for:

- (1) Normal maintenance and repair of the Company's equipment and service including work functions which are not required due to the subscriber's request.
- (2) An upgrade or downgrade of exchange service.
- (3) Company initiated orders, e.g., a number change required by a cutover or regrade, replacement at the Company's initiative of obsolete equipment or services, etc.
- (4) Record orders issued for correction purposes.
- (5) Change or correction in name or billing address for widows or widowers only when there is no connection, disconnection, move or change in service.
- (6) No service charges other than termination charges apply for the disconnection, discontinuance, or removal of equipment or service.
- (7) Service charges do not apply for the re-establishment of service, for the same subscriber, at a location which has been destroyed or made untenable by fire, wind, or water. Service charges do apply for establishment of service at a new location for a temporary period, for establishment of a service at a new and permanent location, or for re-establishment of service at the same location for other than the previous subscriber.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

---

S4. Service Charges (Continued)

S4.2 General (Continued)

(B) (Continued)

Service charges also do not apply for: (Continued)

- (8) When all required service facilities are already in-place, a service charge does not apply for a subscriber to connect an item of customer-provided terminal equipment to his existing service under the provisions of FCC Rules and Regulations. If additional facilities are required for requested, the appropriate service charges will apply.
- (9) Service charges may not apply as stated in Section S.2.8., Special Promotions.
- (C) A network access charge will be applicable in addition to any appropriate service charges in Section S4.3. Only one network access charge is applicable for all installations, connections or changes requested on one account at one time.
- (1) The Network Access Establishment Charge is applicable for requests for (1) initial connection of telephone service; (2) connection of additional local exchange lines, local private lines, tie lines, off-premises stations and other services involving central office connections.
- (2) The Network Access Change Charge is applicable for all changes and additions to existing service, except as covered in (1) above.
- (3) The network access establishment and network access change charge cannot be applied on the same order. Only the service charge appropriate for the greatest degree of work is applicable.

**GENERAL CUSTOMER SERVICES TARIFF**

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S4. Service Charges (Continued)

S4.2 General (Continued)

- (D) A premises visit charge is applicable if a premises visit is required to complete any requested work on the customer's premises with the exception of restoral of service.
- (E) The central office line connection work charge applies for the connection of local exchange lines, local private lines, outside station lines, and any testing and connection functions carried out within the central office.
- (F) Each terminal of a tie line, or local private line, and an off-premises station line is treated as an exchange line for the purpose of applying service charges.
- (G) The charges applicable for changes in telephone numbers are as follows:
  - (1) Where a local exchange line number is changed the network access change charge plus the central office line connection work charge will apply.
  - (2) These charges do not apply when, in the judgment of the Company, a change in a telephone number is necessary for continuation of satisfactory service.
- (H) Changes in the locations of terminations to points outside the customer's premises are considered new installations at the new location.

(M)

(M)

Material moved to Section 4, Page 6.1

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-0048-T-T, dated February 3, 2003.

**GENERAL CUSTOMER SERVICES TARIFF**

---

S4. Service Charges (Continued)

S4.2 General (Continued)

- (l) Residential service charges as specified in S4.3(A) through (C). for the establishment of Basic Local Exchange Service may be paid in twelve equal installments over a twelve month period. (BASIC - TMBSC, Non-Basic - TMNSC). Also reference General Regulation S2.4.3(A).

(M)  
|  
(M)

Residence customers may elect to pay their service connection initial, installation, move, substitution and other non-recurring charges associated with service orders including restoration charges and maintenance service charges in monthly installments for up to a 12 month period. A minimum billing of \$5.00 per month is applicable regardless of the number of months over which the payment is spread. When installment billing is requested, it will be applied to all non-recurring charges associated with a given service order, subject to the following:

- (a) Installment billing may be used only by residence customers.
- (b) Charges will be billed in twelve monthly installments unless the customer chooses a shorter payment period.
- (c) A customer may not pay a portion of the charges and then request installment billing for the remaining charges.
- (d) More than one installment plan may be in effect for the same customer at the same time. However, only one installment plan for restoration charges may be in effect at the same time.
- (e) If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill.
- (f) Installment billing payments will continue even though an account is temporarily suspended.
- (g) No interest or carrying charges will be applied.

Material previously appeared in Section  4 , Page  6

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-0048-T-T, dated February 3, 2003.

**GENERAL CUSTOMER SERVICES TARIFF**

---

S4. Service Charges (Continued)

S4.2 General (Continued)

(J) Service charges do not apply to the following situations:

- (1) An existing customer who is eligible for Tel-Assistance will not be charged to establish Tel-Assistance service, to change to another class of residential service, or to remove Tel-Assistance Service. However, a new customer requesting residential service, or any existing residential customer relocating, will be billed the appropriate non-recurring charges listed in S4.3.
- (2) Customers who subscribe to Custom Calling Services within ninety (90) days following a central office conversion.
- (3) Incidents in sections of the state, where governed by this tariff, for the purpose of providing relief in times of flood, hurricane, or tornado and declared as a disaster area by the Governor of West Virginia, federal government and/or both.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S4. Service Charges (Continued)

S4.3 Schedule of Charges

		<u>Nonrecurring Charge Business</u>	<u>Nonrecurring Charge Residence</u>	
(A)	Network Access			
	(1) Establishment [as specified in S4.2(C)(1)],	*	\$12.00	(C) (O)
	(2) Change [as specified in S4.2(C)(2)],	*	9.50	(C) (O)
(B)	Premises Visit - New Installs	*	20.00	(C) (O)
	Subsequent Visits First 15 minutes, Each	*	12.00	(C) (O)
	Additional 15 minutes - Each	*	6.00	(C) (O)
(C)	Central Office Line Connection Work, Per line or trunk	*	20.00	(C) (O)
(D)	Treatment Charge	*	6.00	(C)
(E)	Restoration Charge	*	15.00	(C) (O)
(F)	Relocation of drop and/or Network Interface Device(NID) First 15 Minutes, Each premises	*	28.00	(C) (O)
	Each Additional 15 minutes or fraction thereof, Each premises	*	10.00	(C) (O)

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No.  
dated .

**GENERAL CUSTOMER SERVICES TARIFF**

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S4. Service Charges (Continued)

S4.4 Installation Charges

Installation charges for service other than that furnished for basic telephone service are identified and presented throughout this tariff if applicable as a part of the offering of service features. These charges apply in addition to the charges listed in S4.3 preceding as appropriate.

Installation charges do not apply where service is established without connection or change of service.

S4.5 Termination Charge

- (A) A termination charge is determined by applying any percentage of unexpired time to the initial service period.
  - (1) The basic termination charge and the initial service period are indicated where applicable in this tariff covering the service items to which they apply. The initial service period is shown in brackets following the amount of the basic termination charge.
- (B) When a customer discontinues one or more units of a group of the same item, the equipment latest installed shall be considered as the equipment first discontinued.
- (C) When a customer cancels an order for service carrying a basic termination charge prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company in engineering, ordering and providing the equipment and disposing of it, less credits obtained through disposal, the termination charge in this event will not exceed the basic charge.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S4. Service Charges (Continued)

S4.6 Restoration Charge

(A) In the event service is temporarily suspended for non-payment of charges, such service will be restored upon payment of charges due or at the discretion of the Company, a substantial portion thereof, and in addition a restoration charge will apply. Premises Visit Charge will apply only if necessary.

S4.7 Maintenance of Service Charge

This Service is deregulated under the terms of Case #93-0425-T-PC.

S4.8 Relocation of Drop and/or Network Interface Device

Applies to the relocation of the drop and/or Network Interface Device (NID), requested by the customer. No further Premises Visit charges will apply.

S4.9 Return Check Charge

A return check charge will be applied to each check dishonored by the bank.

A fee for each returned check, each instance, will be charged at the maximum as allowed by law.

S4.10 (Reserved for Future Use)

(C)

(O)

(O)



GENERAL CUSTOMER SERVICES TARIFF

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S4. Service Charges (Continued)

S4.10 (Reserved for Future Use) (Continued)

(C)

(O)

(O)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0391-T-T dated April 19, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

S4. Service Charges (Continued)

S4.11 Special Network Termination Equipment

(A) The following charges apply for special network termination equipment provided as a Demarcation Point for the connection of customer equipment.

	<b>Installation Charge</b>	
		(O) (O)
(1) Ancillary Devices Series, Per termination	*	(C)(O)
(2) Data Equipment Universal, Per termination	*	(C)(O)
Programmed, Per termination	*	(C)(O)
(3) Key and PBX System 50-Pin Miniature Ribbon connector <sup>1</sup> , Per termination	*	(C)(O)

Treatment Charge

The Treatment Charge applies if a customer has three (3) consecutive delinquent bills.

<sup>1</sup> Central Office and PBX lines will be consecutively wired beginning with the first position unless otherwise specified by the customer.

\* - Rates Deregulated (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated .

**GENERAL CUSTOMER SERVICES TARIFF**

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S4. Service Charges (Continued)

S4.12 Business Traffic Study Service

A. General

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

B. Regulations

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

C. Rates

Monthly

- |                                                             |   |     |
|-------------------------------------------------------------|---|-----|
| Set up Charge and first week per access line or trunk group | * | (C) |
| Each additional week per access line or trunk group         | * | (C) |

\* - Rates Deregulated (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated .

**GENERAL CUSTOMER SERVICES TARIFF**

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S5. Charges Applicable Under Special Conditions

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

## GENERAL CUSTOMER SERVICES TARIFF

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S5. Charges Applicable Under Special Conditions

S5.1 Construction Charges

S5.1.1 General

- (A) Construction charges are applicable to customers under certain conditions for the establishment or rearrangement of telephone service when suitable plant facilities are not available or when the construction of the necessary facilities involves excessive costs.
- (B) Construction charges apply in addition to the rate for the class of service furnished and any service connection charge, service change charge, installation charge, non-recurring charge, mileage charge or other similar charges that may apply.
- (C) Title to all construction, provided wholly or partly at a customer's expense, is vested in the Company.
- (D) The word "cost", when used in this Section, means the inplant cost consisting of labor, engineering, materials, supervision, and other overhead expenses associated with the construction. Estimated cost will be quoted to the customer and receipt of these dollars is required before construction can begin. If the actual cost of construction exceeds the estimated costs the customer may be required to pay the additional charges.
- (E) When attachments are made to poles of other companies in lieu of providing new pole line construction for which construction charges would be applicable under the provisions of this Section, the attachment rental charges to the Company for such attachments may be assessed to the applicant(s) in whole or in part as the particular circumstances may warrant.

**GENERAL CUSTOMER SERVICES TARIFF**

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S5. Charges Applicable Under Special Conditions (Continued)

S5.1 Construction Charges (Continued)

S5.1.1 General (Continued)

- (F) Except as otherwise provided herein, the regulations in this tariff contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction proposed by the Company is desired.
- (G) When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the costs incurred in securing, clearing, and retaining such right-of-way.
- (H) Where a customer elects to provide and install underground conduit, dig and backfill trenches, and provide and erect poles, it must be in accordance with the specification of the Company.

S5.1.2 Construction on Public Highways

- (A) No construction charge is applicable for the general provision of service along public highways or other public easements, except as follows:

Where an applicant desires service in an area not presently served and where there is no foreseeable potential growth, the Company will provide 2500 feet of new construction at no charge, and all other construction charges will be borne by the applicant.

**GENERAL CUSTOMER SERVICES TARIFF**

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S5. Charges Applicable Under Special Conditions (Continued)

S5.1 Construction Charges (Continued)

S5.1.3 Construction on Private Property

(A) Distribution Facilities

- (1) No charge is made for construction of distribution facilities on private property, when such construction conforms to Company construction practices and is to be used in serving customers in general. Where an applicant desires any type of construction other than that determined to be appropriate by the Company, the applicant may be required to bear the increased costs incurred by the Company.
- (2) Where construction of distribution facilities is provided on private property and is not to be used in serving customers in general, the applicant may be required to bear all costs incurred by the Company for construction in excess of 500 feet.

(B) Service Entrance Facilities

- (1) Construction charges will not apply to the drop facility which extends from the distribution facility to the general location of the NID, protector, or other demarcation point when such construction conforms to the Company's construction practices. Where an applicant desires any type of construction other than that determined to be appropriate by the Company, the applicant may be required to bear the increased cost incurred by the Company.

**GENERAL CUSTOMER SERVICES TARIFF**

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S5. Charges Applicable Under Special Conditions (Continued)

S5.1 Construction Charges (Continued)

S5.1.3 Construction on Private Property (Continued)

(B) Service Entrance Facilities (Continued)

- (2) Cable or wire installed in conduit will be maintained and replaced at the expense of the Company where the conduit has been inspected in place by the Company and approved, but repairs or replacements of cable or wire in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
- (3) Where armored cable is laid in a trench, the trench shall be constructed and backfilled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable - including the cost of installing - less the estimated cost to the Company of installing such aerial drop as would be (or is) required to furnish the same service.
- (4) Where facilities are changed from aerial to underground in addition to the above, the customer may be charged the cost of dismantling and removing the aerial facilities.

(C) Supporting Structures for Plant Facilities for Extension Lines

Where for the purpose of furnishing extension lines, it is necessary to lay underground conduit, to trench, or to set poles on the customer's premises, the customer is required to provide and install such underground conduit, to dig and back fill trenches and to provide and erect such poles or the Company will perform the work at the customer's expense.



**GENERAL CUSTOMER SERVICES TARIFF**

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S5. Charges Applicable Under Special Conditions (Continued)

S5.1 Construction Charges (Continued)

S5.1.4 Rearrangement of Existing Plant

When the Company is requested to move or change existing plant for which no specific charge is quoted in this Tariff, the person at whose request such move or change is made may be required to bear the costs incurred.

S5.1.5 Construction Required for Temporary Service

When construction is required for temporary service and there is no immediate prospect of reusing the plant provided, the customer may be required to bear all or a portion of the cost of such construction, plus the estimated cost of removal of the plant minus net salvage.

S5.1.6 Special Types of Construction

When a special type of construction other than those covered preceding is desired by a customer or where the individual requirements of a particular situation make the construction unusually expensive, the customer is required to pay the additional expense incurred by the Company, determined as follows: the difference between the expense incurred by the Company for such construction, facilities or installation and the expense which would otherwise be incurred for a normal type of construction or facilities or a normal installation.

S5.1.7 Charges Applicable for Facility Extension

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

(N)

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 23-0017-T-T dated January 18, 2023.

**GENERAL CUSTOMER SERVICES TARIFF**

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S5.2 Connections with Certain Facilities and/or Equipment of Others

S5.2.1 Regulations

- (A) Technical requirements are governed by the FCC Part 68 and recording of phone conversations are governed by applicable State and Federal Law.
- (B) The customer shall be responsible for the payment of Company charges, as specified in Section S4.3, for visits by the Company to the customer's premises where a service difficulty or trouble report results from the customer-provided equipment or system.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S6. Directory Listings (Continued)

S6.1 Regulations Applicable to Directory Listings

- (A) The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory and the directory assistance records.
- (B) The listing of customers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence of arrangement. In accepting listings as requested by customers or prospective customers the Company will not be a party to controversies between customers as a result of the publication of such listings in its directories.
- (C) Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its judgment such listings would tend to delay or impede the use of the service.
- (D) The company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when in its judgment the clearness of the listing and the identification of the customer is not impaired thereby.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S6. Directory Listings (Continued)

S6.1 Regulations Applicable to Directory Listings (Continued)

- (E) Except as hereinafter provided only one listing is furnished without charge for each Main Service, Automatic Access line or Centrex System. Where a number of main line services are provided on a rotary basis they are considered as one service. If additional listings are required to properly identify the customer, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of main station lines, the number of trunk lines in a PBX system, or the number of Centrex Network Accesses associated with that service. Directory listings showing the appropriate Centrex local access number may be furnished indented under the main listing or additional listings at the charge for additional listings. Such listings may be specific departments, locations, or titles of key personnel.
- (F) Additional listings on rotary numbers usually bear the call number of the first line of the rotary group but, at the customer's request, they may bear any one of the rotary numbers.
- (G) Street numbers, followed by the names of streets, will be used in identifying the location of the customer except when in the judgment of the Company names of buildings, apartment houses or communities serve as a better means of identification. The use of floor, room, or suite numbers of buildings or apartment houses, or other such designations is not permitted.
- (H) Listings are not provided in connection with public telephone service except when the listing will facilitate the operations of the Company. No additional listings are permitted. Listings in connection with semipublic telephone service are furnished under the same rates and regulations as other business service.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

## GENERAL CUSTOMER SERVICES TARIFF

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S6. Directory Listings (Continued)

S6.1 Regulations Applicable to Directory Listings (Continued)

- (I) When in the judgement of the Company the use of reference or other listings in excess of the number of listings permitted without extra charge as previously outlined, are needed for better identification of the customer or governmental offices to facilitate the Company's operations, such listings may be provided without charge.
- (J) By not requesting a non-published telephone number, the customer agrees to the release of his name, address, and/or telephone number.

S6.2 Business Listings

- (A) Generally, business listings consist of a name, a designation descriptive of the customer's business if not self-explanatory, the address at which service is rendered, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted but may be that of a second party designated by the customer. Additional listings may be furnished in the names of partners or members of the firm, if the customer is a partnership or firm; the names of officers of the corporation where the customer is a corporation; and for any business establishment, the names of associates or employees of the customer. Business additional listings may also be the bona fide names of individuals, firms or corporations which the customer owns or controls, or is duly authorized to and actually does represent.
- (B) All listings of a customer's services which are located on the same premises must bear the same address, except in the case of outside stations of PBX or Centrex systems when the address may be shown as the premises where the outside station is located.

**GENERAL CUSTOMER SERVICES TARIFF**

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S6. Directory Listings (Continued)

S6.2 Business Listings (Continued)

S6.2.1 Business Designations

(A) The designation in a business listing consists of a word or phrase, abbreviated where necessary, that describes the general nature of the customer's business. Designations will not be used where the name under which the customer is doing business is sufficient to indicate the nature of the business. The listing of an individual, together with his title and the name of the business with which he is associated or represents, in lieu of a designation of the general nature of the business, is not permitted. Likewise, the listing of the name of a firm or corporation, followed by the name or name and title of an individual connected therewith, in lieu of a business designation is not permitted.

(B) Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may for purposes of identification include abbreviated designations of titles. Also, the title "Mrs." or "Miss" is permitted. Degrees are permitted when they serve as a means of better identification; however, titles and designations will be omitted when a degree is used which conveys adequate information.

S6.2.2 Trade Names

A trade name created by adding a term such as Company, Agency, Shop, Works, etc., to the name of a commodity or service will not be accepted as a listing unless the customer shows satisfactory evidence that he is authorized to do business under the trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, or which in its judgement are otherwise objectionable or unnecessary for identification purposes.



## GENERAL CUSTOMER SERVICES TARIFF

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S6. Directory Listings (Continued)

S6.3 Residence Listings

Generally, residence listings consist of a name, the address of the premises at which service is rendered, and the telephone number. The primary listing is ordinarily the name of the individual who contracts for the service, but the listing may be in the name of a second party so designated by the customer. Additional listings may be furnished in the names of relatives, including those by marriage, domestic employees of the customer, or other persons residing in the customer's home who are recognized as a part of the customer's domestic establishment.

S6.3.1 Special Residence Designations

Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc. may, for the purposes of identification include abbreviated designations of titles. Also, the title "Mrs." or "Miss" is permitted.

S6.3.2 Dual Name Listings

- (A) Dual name listings may be provided for customers subscribing to residence service who share the same surname and reside at the same address and for a person known by two first names.
- (B) Dual name listings may be provided as the primary listing at no recurring charge for the addition of the second name to the listing.
- (C) Dual name listings may be provided as an additional listing at the customer's option at the regular additional listing rate.

**GENERAL CUSTOMER SERVICES TARIFF**

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S6. Directory Listings (Continued)

S6.3 Residence Listings (Continued)

S6.3.2 Dual Name Listings (Continued)

- (D) The service charge specified in Section S4.3.A(3) for residence service applies for (1) changing a primary single name directory listing to a primary dual name directory listing, (2) changing an additional dual name directory listing to a primary dual name directory listing, or (3) changing the primary or additional dual name directory listing once established when not accomplished on an order for which a service ordering charge is applicable.

S6.4 Non-Published Telephone Numbers

The telephone numbers of nonpublished service are not listed in either the Company's alphabetical directory or information records available to the general public.

The telephone numbers of unlisted service are not listed in the Company's alphabetical directory but are available in directory information records available to the general public.

Incoming calls to non-published telephone numbers 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. The acceptance by the Company of the customer's request to furnish a non-published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the customer.

**GENERAL CUSTOMER SERVICES TARIFF**

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S6. Directory Listings (Continued)

S6.4 Non-Published Telephone Numbers (Continued)

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing or non-published telephone number in directory or disclosing said number to any person shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund for any monthly charges which the Company may have made for such non-published telephone number. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published telephone number or the disclosing of said number to any person.

The telephone number, name and address of the calling party may be displayed at a Public Safety Answering Point (PSAP) located on the premises of a customer subscribing to 911 Service, on a call-by-call basis only, for the purpose of responding to emergency calls from non-published numbers. The number will also appear on the Calling Number Identification Display (CNID) unless blocked on a per call or per line basis.

S6.4.1 Rate Application

A monthly rate applies for each non-published telephone number except when provided for the following services:

- (A) Foreign exchange service where the customer is also furnished local exchange service.
- (B) Additional service furnished to the same customer who has other service listed in the directory at the same address.

**GENERAL CUSTOMER SERVICES TARIFF**

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S6. Directory Listings (Continued)

S6.4 Non-Published Telephone Numbers (Continued)

S6.4.1 Rate Application (Continued)

- (C) To a customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the customer is listed under the telephone number of the PBX, Centrex service furnished to such establishments, or customer owned coin-operated telephone service furnished to such establishment.
- (D) Service which is installed for a temporary period.
- (E) To additional service furnished to the same customer who has service listed in the Telephone Directory at a different address provided:
  - (1) The listed service is in the same local exchange.
  - (2) Arrangements have been made that calls to the listed number will be answered at all times.
- (F) To Inward Wide Area Telephone Service.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S6. Directory Listings (Continued)

S6.4 Non-Published Telephone Numbers (Continued)

S6.4.2 Rates and Charges

	<u>Monthly Rate</u>	<u>Billing Code</u>
-Each non-published telephone number	\$ 1.55	NP
-Each unlisted telephone number	1.15	NL

S6.5 Additional Listing Charges

S6.5.1 General

- (A) Additional (paid) directory listings are accepted for a minimum chargeable period of the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In case the additional listing does not appear in the directory, the minimum chargeable period is for one month. Listing charges date from the day the directory assistance records are posted. Directory assistance records are posted at the time the application for the listing is made, or at any time up to and including the closing date of the directory, as desired by the customer. The customer to the service assumes responsibility for all charges for additional listings associated with his service.

**GENERAL CUSTOMER SERVICES TARIFF**

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S6. Directory Listings (Continued)

S6.5 Additional Listing Charges (Continued)

S6.5.1 General (Continued)

(B) Listing charges are automatically discontinued upon termination of the main service with which associated and additional listing charges may be discontinued upon request after the expiration of the minimum chargeable period. Charges for additional listings of those other than the customer may be discontinued upon request of the customer in case the listed party becomes a customer to exchange service similar in classification to that under which such party already is listed, i.e., business or residence, or in case of the death of the listed party, or if such party moves from the premises at which the exchange service listed is furnished.

S6.5.2 Rates

		<b>Monthly Rate</b>
(A)	Additional Name Listings	
	(1) Business	\$9.55
	(2) Residence	1.55
(B)	Alternate	
	(1) Business	1.35
	(2) Residence	1.35
	(3) Foreign - Residence	1.35
	(4) Foreign - Business	2.35

(C)  
(I)

Issued by authority of an order of the Public Service Commission of West Virginia in  
Case No. \_\_\_\_\_ dated \_\_\_\_\_.

## GENERAL CUSTOMER SERVICES TARIFF

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S6. Directory Listings (Continued)

S6.6 Miscellaneous Listings

S6.6.1 Reference Listings

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

S6.6.2 Foreign Listings

Listings in the alphabetical section of the directory of an exchange other than that from which the customer is served are furnished at the regular rate for additional listings.

S6.6.3 Indented Listings

Indented listings are employed where a customer has more than one listing for service under the same name at one or more locations. An indented listing may be either a business listing or a residence listing where the name in the second listing would be a repetition of that in the first.

S6.6.4 Caption Listings

Listings may be indented under a caption or sub-caption at no additional charge for the caption arrangement when in the judgment of the Company the captions will facilitate the use of service.

The captions must be an essential part of the indented listings which follow and may include names of departments, branches of the business or titles of officials.

## GENERAL CUSTOMER SERVICES TARIFF

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S6. Directory Listings (Continued)

S6.6 Miscellaneous Listings (Continued)

S6.6.4 Caption Listings (Continued)

Listings that are variations of the same general line of business, or which in the judgment of the Company appear to advertise the extent of the customer's business, are not permitted in listings to be indented under captions.

S6.6.5 Additional Listings for Names Spelled More Than One Way

Customers whose names may be spelled differently from the way such names are commonly pronounced may arrange for additional listings of their names alternately spelled, at the regular additional listing rate.

Listings of alternate spelling are not allowed when in the judgment of the Company they are desired for the purpose of securing a preferential position in the directory or for advertising purposes.

S.6.6.6 Alternate (Directive) Listings

Customers may obtain listings which refer calling parties to certain other telephone numbers. Alternate listings are of two general types as described below.

(A) Nights, Sundays, and Holidays

- (1) This type of alternate listing refers calling parties to an alternate telephone number to be used after business hours and on Sundays and holidays. The monthly rate for such listings is the regular additional listing rate per month for each line of the "Note:" and to each listing included under the "Note:" of the alternate directory listing. (ACTB) (ACTR).



**GENERAL CUSTOMER SERVICES TARIFF**

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S6. Directory Listings (Continued)

S6.6 Miscellaneous Listings (Continued)

S.6.6.6 Alternate (Directive) Listings (Continued)

(A) Nights, Sundays, and Holidays (Continued)

(2) Names of individuals are not permitted in listings of this type, however, telephone numbers may be shown of those entitled to use the service, in connection with which the alternate listing is to be provided, and who are agreeable to the use of their numbers in such alternate listing. Listings of this type may indicate the telephone numbers of members of the immediate family of the customer desiring the alternate listing.

(B) If No Answer Dial

Alternate listings which refer calling parties to other telephone numbers in case no answer is received at the preceding listing telephone may indicate the telephone number of customers who are agreeable to the use of their numbers in such listings. This type of alternate listing is charged for at the regular rate for an additional listing.

**GENERAL CUSTOMER SERVICES TARIFF**

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S6. Directory Listings (Continued)

S6.6 Miscellaneous Listings (Continued)

S6.6.7 Temporary Listings

(A) Residence customers who lease their premises for periods of less than one year and who request the Company to render service to their tenants without a change in the customer billing, may arrange for the listing of such tenants on "Directory Assistance" records only.

(B) A charge for an additional listing applies with a minimum charge of \$1.00 for any listing period. All charges including such additional listing charges will continue to be rendered in the name of the customer, who shall continue to remain responsible for all such charges.

S6.7 Extra Line of Information

An extra line of information contains descriptive text that does not have a telephone number.

	<u>Monthly Rate</u>	
Extra Line of Information, per line		
Business	\$13.50	
Residence	\$5.50	(1)

**GENERAL CUSTOMER SERVICES TARIFF**

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S7. Coin Telephone Service

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S7. Coin Telephone Service

S7.1 Public Telephones

S7.1.1 Message Charges

Charges for local messages from public telephones have been deregulated and completed long distance messages are charged at the applicable long distance telephone rates.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S7. Coin Telephone Service (Continued)

S7.4 Customer Owned Public Telephone (COPT)

S7.4.1 General

Service for customer-owned pay telephones is a type of business individual line measured rated, exchange service designed for use with customer-owned pay telephones. In addition to the following regulations, customers must also comply with all Rules and Regulations of the Public Service Commission of West Virginia.

S7.4.2 Regulations

(A) Explanation of Terms - Call Screening

Call Screening, where technically available, when used in connection with service for COPTs, is an optional arrangement whereby outgoing calls which are routed to a Company operator, will be processed either on a bill to third number, collect call or calling card basis as instructed by the calling party.

Third number and collect calls to access lines for COPTs are not allowed.

Coin Supervision/Transmission

COPT optional Coin Supervision/Transmission provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. The signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.

- (B) Service for COPTs will be furnished where, in addition to use by the customer, there is a requirement for service by persons other than the customer, the customer's employees or the customer's representatives. An executed copy of the Public Service Commission of West Virginia's Registration Form must accompany each request for service.

**GENERAL CUSTOMER SERVICES TARIFF**

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S7. Coin Telephone Service (Continued)

S7.4 Customer Owned Public Telephone (COPT) (Continued)

S7.4.2 Regulations (Continued)

- (C) The COPT must be so arranged as to permit its user to place calls to Universal Emergency Number 911 Services, the Company's operator, 800 Service numbers and Switched Access Service Feature Group B without charge.
- (D) The COPT must also be arranged as to permit the completion of long distance calls and calls within the local service area of the service.
- (E) Only one COPT will be permitted to be connected to each service for COPT.
- (F) Dialing instructions must be prominently displayed on the COPT. The COPT must be clearly identified as being provided by the customer and not the Company. Such information must also advise the user as to where and how to direct claims and inquiries, and to report malfunctioning telephones.
- (G) It is the responsibility of the customer to place a notice at locations of COPTs that will identify the COPT provider's name, address, telephone number, Public Service Commission registration number, and the street address or other physical location of the telephone.
- (H) If service for COPT is the end user's only exchange telephone service, the billing account for the service for COPT must be the end user of the service.
- (I) Extension service as relates to COPTs is not allowed.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S7. Coin Telephone Service (Continued)

S7.4 Customer Owned Public Telephone (COPT) (Continued)

S7.4.2 Regulations (Continued)

- (I) If service for COPTs is the end user's only exchange telephone service, the billing account for the service for COPTs must be the end user of the service.
- (J) Extension service as relates to COPTs is not allowed.
- (K) A credit equal to the applicable interstate Subscriber Line Charge as specified in Citizens' F.C.C. No. 1 Tariff will be applied to COPTs lines which are subject to an Interstate Subscriber Line Charge.

S7.4.3 Rates and Charges

- (A) Access line service for COPTs are provided by Frontier Local Calling Plan, Business One-Party, Basic Calling Plan Rates in addition to local usage rates.

	<b>Monthly Rate</b>	<b>Billing Code</b>	
-Access Line Rate - Each Business One-Party, Basic Calling Plan	(1)	TCCC PTAL	(C)
-Local usage rates & regulations apply	(2)	N/A	(C)
			(O)
-Coin Supervision/Transmission - Per line	2.10	PTCST	

Note (1) Refer to Section S3.4.3(B) for the appropriate rate. (N)

Note (2) Refer to Section S3.4.3(H) for local usage rates. (C)

- (B) Service Charges are applied on the same basis as an individual line business service covered in Section S4 of this tariff.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 05-0550-T-T, dated April 26, 2004.

**GENERAL CUSTOMER SERVICES TARIFF**

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- S7.        Coin Telephone Service (Continued)
- S7.4      Customer Owned Public Telephone (COPT) (Continued)
- S7.4.3    Rates and Charges (Continued)
- (C)      Maintenance charges are applied on the same basis as for individual line business service covered in Section S4 of this tariff.
  - (D)      Other rates and regulations in this tariff not discussed herein that pertain to business service apply.
  - (E)      Directory listings in connection with two-way COPT access lines are furnished under the same rates and regulations in tariff Section S6 as other business service.
  - (F)      Code Restrictions are available as covered in Section S11 of this tariff.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.



**GENERAL CUSTOMER SERVICES TARIFF**

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S8. Digital Channel Service

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 020-0112-T-NC, dated March 27, 2002.

## GENERAL CUSTOMER SERVICES TARIFF

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S8. Digital Channel Service (Continued)

S8.1 General

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility.

Digital Channel Service is a local exchange service. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises. Digital Channel Service may be entirely Direct Inward Dialing, Direct Outward Dialing or two-way.

Digital Channel Service is not an access service. The subscriber will need to subscribe to a Primary Interexchange Carrier or use 101XXXX dialing to complete calls that require interexchange carrier transport. (C)

S8.2 Types of Digital Channel Service

(A) Direct Inward Dialing Only

One-way digital transport facility that allows for an outside caller to call an internal extension without having to pass through an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Tariff.

(B) Direct Outward Dialing Only

One-way digital transport facility that allows for an internal caller to dial directly from an extension without having to go through an operator or attendant.

**GENERAL CUSTOMER SERVICES TARIFF**

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S8. Digital Channel Service (Continued)

S8.2 Types of Digital Channel Service (Continued)

(C) Two-Way

Two-way digital transport facility that allows for both incoming and outgoing calls without the aid of an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Tariff.

S8.3 Terms and Conditions

(A) Availability of Service

Digital Channel Service is subject to the availability of facilities and is only offered where technically feasible.

(B) Use of Service

Digital Channel Service is provisioned for voice grade service and shall meet or exceed the minimum data transmission speed.

(C) Service Provision Location

Digital Channel Service may be provided from the subscriber's normal central office or from a foreign central office, subject to the availability of facilities.

(D) Service from a Foreign Central Office

DS1 (1.544 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a foreign Central Office.

(E) Central Office Designation Change

A subscriber requested change in the central office designation used to provide Digital Channel Service will be considered to be a disconnection of existing service and a connection of new service.

**GENERAL CUSTOMER SERVICES TARIFF**

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S8. Digital Channel Service (Continued)

S8.3 Terms and Conditions (Continued)

(F) Minimum Block of Subscriber Numbers

Digital Channel Service will be provided in increments of digital transport facilities. One or more digital transport facilities must be subscribed to whether or not all 24 lines are to be used within any one digital transport facility.

(G) Unused DID Numbers

The customer must arrange its switching equipment to provide for the interception of assigned but unused Direct Inward Dial numbers.

(H) Optional 3 Year Plan

An optional 3 year plan is available. If the customer subscribes to this plan then reduced monthly charges apply. Non-recurring charges are the same with or without the 3 year plan.

(I) Minimum Subscriber Period

The minimum subscriber service period for digital ports and for digital transport facilities is one month. In the case of termination of the subscriber's service, the charge for Digital Channel Service is to the date of termination of the subscriber's service, but the minimum charge is the established rate for one month and if the three year plan is selected then the balance of charges for the remainder of the 3 year period apply.

(J) Temporary Suspension of Service

Temporary suspension of service is available for all digital transport facilities and only if all digital transport facilities are suspended.

**GENERAL CUSTOMER SERVICES TARIFF**

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S8. Digital Channel Service (Continued)

S8.3 Terms and Conditions (Continued)

(K) Exemption for 911 Non-Voice Lines

- a. The Company will apply the appropriate E911 Fee to each channel of Digital Channel Service (DCS) installed unless a 911 Non-Voice Lines Certificate of Exemption is provided.
- b. If a Certificate of Exemption is not received prior to installation of DCS, the 911 Fee will be applied. Exempt status will become effective on the "effective date of change" on the certification.
- c. The exemption certification process will be explained to the customer ordering DCS service. However, it is the customer's responsibility to request the exemption certificate, have it signed by an authorized representative and indicate the number of channels that will be used for non-voice purposes only.
- d. If any exemption claimed on this certificate is found to be false, Customer agrees to indemnify Frontier for any 911 charge, interest and penalties including all legal and collection fees or any other costs that may be assessed against Frontier or Customer by any authority or jurisdiction for which this exemption has been claimed by Customer.
- e. The customer must notify the Company in writing within 30 days of an exempted DCS service change or re-termination such that the 911 fee exemption is no longer applicable.

(L) Crediting the 911 Fee

The Company will cease billing the 911 Surcharge when certification is received as stated in S8.3 (K) b preceding. No retroactive refunds will be provided.

**GENERAL CUSTOMER SERVICES TARIFF**

S8. Digital Channel Service (Continued)

S8.4 Rates and Charges

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

<u>Digital Channel Service</u>	<u>Nonrecurring Charge</u> <sup>1</sup>	<u>Monthly Charge</u> <sup>2</sup>	<u>Discounted Monthly Charge With 3 Year Plan</u> <sup>2</sup>	(C)
Port – Basic Calling Plan	*	*	*	
Port – Premium Calling Plan	*	*	*	
Digital Transport Facility	*	*	*	
Interoffice Mileage (1.5 Megabit/Sec) Fixed Per Mile or Fraction Thereof	Refer to: Frontier WV Access Service Tariff Section 20.1.5	Refer to: Frontier WV Access Service Tariff Section 20.1.5		
Direct Inward Dialing Numbers	Refer to: Section 11.4.2 (A) (B)	Refer to: Section 11.4.2 (A) (B)		
Subscriber Line Charge per DS0	Not Applicable	Refer to FCC No. 1 Tariff	Refer to FCC No. 1 Tariff	

\* - Rates Deregulated (N)

<sup>1</sup> Service Charges outlined in Section S4 also apply. (C)

<sup>2</sup> In addition to these monthly recurring charges, usage rates apply to the Basic Calling Plan as outlined in Frontier Local Calling Plans, Section S3.4.3(C). Digital Channel Service customers must choose between the Basic Calling Plan and the Premium Calling Plan as defined in Section S3.4.2(B). (C)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

**GENERAL CUSTOMER SERVICES TARIFF**

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S9. Foreign Exchange Service and Foreign Central Office Service

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

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S9. Foreign Exchange Service

S9.1.1 General

- (A) Foreign Exchange Service permits a customer to obtain exchange service from an exchange outside and/or within the local calling service area within the Local Access Transport Area (LATA).

S9.2 Regulations, Rates and Charges

(A) Intracompany Foreign Exchange Service

Subscribers to Foreign exchange service are required to contract for service in the exchange from which they would normally be served and to limit the use of the foreign exchange service to calls within the local service area of that foreign exchange. This Company will provide service to the subscriber at the individual line, key system or trunk rate at the foreign exchange.

(B) Intercompany Foreign Exchange Service

Subscribers to foreign exchange service are required to contract for access line service in the exchange from which they would normally be served and to limit the use of the foreign exchange service to calls within the local service area of that foreign exchange. This company will rent a terminal in the foreign exchange and provide it to the subscriber at the individual line or trunk rate at the foreign exchange.



**GENERAL CUSTOMER SERVICES TARIFF**

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S9. Foreign Exchange Service (Continued)

S9.2 Regulations, Rates and Charges (Continued)

(C) Monthly Charges

The following can be used to determine foreign exchange mileage charges:

Only individual lines and PBX trunks are offered.

The distance is measured airline from the central office of the serving exchange to the central office of the foreign exchange.

Monthly Rate - Per 1/4 mile                      \$0.48                      FSM3

Intercompany Foreign Exchange - Non-adjacent Exchange Service is furnished jointly by two telephone companies (toll or local calling).

Monthly Rate - Per 1/4 mile                      \$0.48                      FEIM

Intercompany Foreign Exchange - Adjacent Exchange Service is furnished jointly by two telephone companies and connecting company is the Serving Company (Incoming).

Monthly Rate - Per 1/4 mile                      \$0.48                      FEMA

Intercompany Foreign Exchange - Adjacent Exchange Service is furnished jointly by two telephone companies and The Company is the Serving Company (Outgoing).

Monthly Rate - Per 1/4 mile                      \$0.48                      FRIM

**GENERAL CUSTOMER SERVICES TARIFF**

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S9. Foreign Exchange Service (Continued)

S9.2 Regulations, Rates and Charges (Continued)

(C) Monthly Charges (Continued)

When an outgoing line is a primary business line, the following additional rate applies:

Monthly Rate	\$20.07	LOOP
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Special repeaters where required for satisfactory transmission will be provided at the following rate:

Monthly Rate - Each	\$162.78	RPEQ
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Channel terminals for all types of foreign exchange channels where required will be provided at the following rate:

Monthly Rate - Per channel	\$108.18	FEIG
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**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service

(N)

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1157-T-T, dated August 14, 2003

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Issued: July 31, 2003

Effective: August 15, 2003

## GENERAL CUSTOMER SERVICES TARIFF

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S10. Versaline Centrex Service

(N)

S10.1 General

- (A) Versaline Centrex Service (Versaline) is a digital central office based switching system that provides premium, versatile, and advanced communication features and service to multi-line business customers. Versaline includes various features and the ability to establish groups of lines with common and/or unique characteristics.
- (B) Versaline Service is only offered from digital central offices and is subject to availability of required facilities, conditions and central office technology.
- (C) Frontier Communications (the Company) will determine what type of central office configuration is required to conform to facility standards of the Company, including transmission requirements. Additional charges for special arrangements to meet signaling and transmission requirements may apply.  
  
Feature availability is based on central office technology serving any given exchange.
- (D) Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Company. CPE provided by the customer must be compatible with Versaline features.
- (E) Directory listings for Versaline Service will be provided in accordance with regulations and rates as specified in Section S6 of this tariff.
- (F) Service charges as specified in Section S4 of this tariff apply to all customer requested moves and changes performed at the customer's premises.

**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued)

(N)

S10.1 General (Continued)

- (G) Maintenance of Service Charges, as set forth in Section S4 of this tariff apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities for equipment.
- (H) The Local Exchange Calling scope for Versaline stations will be the Business Premium Calling Plan as specified in Section S3.4.2 (B).
- (I) Temporary suspension of service, vacation service, or seasonal service does not apply to Versaline Service.
- (J) Versaline stations of the same system but located in different exchanges will be subject to foreign exchange mileage as specified in Section S9 of this Tariff.
- (K) Versaline Service features are available to PBX and Key System customers. Refer to Section 10.5(A)(4) for trunk additive. Versaline Service cannot be used as a surrogate for the Automatic Access Line or Business Line serving a PBX or Key System.
- (L) The rates contained herein are for central office facilities and local intercom loops only. The applicable interexchange mileage and termination charges will be charged for private line, foreign exchange lines, tie lines, and WATS.
- (M) End User Common Line (EUCL) Charges will be billed to each Versaline Service Line as set forth in Section 4.8.4 of Citizens Telecommunications Companies FCC No 1 tariff.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1157-T-T, dated August 14, 2003

**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued)

(N)

S.10.2 Versaline Centrex Service Arrangements

(A) Subscription Components

(1) Versaline Station Line Service

Monthly Rate includes:

- Versaline loop
- Local exchange calling
- Versaline system and station features
- Versaline station-to-station calling

(2) System Size Bands:

- 2 lines and greater

(3) Contract Terms:

Contract Periods

- 12 Months
- 24 Months
- 36 Months

(4) Optional Add-On Features listed in Section 10.2(B)(2) apply. The contract period for the Optional Features is based upon the initial contract period for the Digital Versaline System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued)

(N)

S10.2 Versaline Centrex Service Arrangements (Continued)

(B) Service Features

(1) System and Station Features

System Features

- Automatic Identification of Outward Dialing (AIOD)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Equal Access
- Intercept Announcements - Common
- Intercom Dialing (Station to Station 4 digit)
- Local Exchange Calling \*
- Off Premises Stations \*\*
- Touch Calling
- 911 Emergency Service

\* Refer to the Premium Calling Plan as specified in Section S3.4.4 for the Local Exchange Calling scope.

\*\* Applicable only to Off Premises Stations within the exchange and served from the same Central Office.

**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued) (N)

S10.2 Versaline Centrex Service Arrangements (Continued)

(B) Service Features (Continued)

(1) System and Station Features (Continued)

Station Features

- Blind Transfer Recall
- Busy/No Answer Split
- Call Forward
  - Busy
  - Fixed
  - Variable
  - No Answer Variable
  - No Answer (30 seconds)
- Caller ID Name and Number
- Call Hold - Code Dialed
- Call Park
  - Directed
  - Multiple
- Call Pick-Up
  - Directed
  - Directed Any Station
  - Directed Barge In
  - Directed Exempt
- Call Transfer
- Call Waiting (Customer Specific)
  - All Calls
  - Cancel
  - Dial
  - Inhibit
  - Originating

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**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued) (N)

S10.2 Versaline Centrex Service Arrangements (Continued)

(B) Service Features (Continued)

(1) System and Station Features (Continued)

Station Features

- Consultation Hold
- Data-Call Protection
- Direct Line
  - Hot Line
  - Manual Line
  - Warm Line
- Directed Call Pickup
- Distinctive Call Waiting Tones
- Distinctive Ringing
- Do Not Disturb
- Executive Busy Override
- Executive Busy Override - Exempt
- Group Intercom (dependent on customer Equipment)
- Hunting (Customer Specific)
  - Circular
  - Uniform Call Distribution (UDC)
  - Sequential
  - Stop

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**GENERAL CUSTOMER SERVICES TARIFF**

---

S10. Versaline Centrex Service (Continued) (N)

S10.2 Versaline Centrex Service Arrangements (Continued)

(B) Service Features (Continued)

(1) System and Station Features (Continued)

Station Features

- Last Number Redial
- Line Restriction
  - Fully
  - Semi
  - Toll
  - Code
  - Multi-Level
- Make Busy
- Remote Activation
  - Variable
  - Of Call Waiting Call
- Ring Again
- Speed Calling
  - Short List (8)
  - Long List (30)
  - Group List
- Station-to-station Dialing (4 digit)
- Three Way Calling
- Touch Tone

**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued) (N)

S10.2 Versaline Centrex Service Arrangements (Continued)

(B) Service Features (Continued)

(2) Optional Add-On Features

- Authorization Codes (AC)
- Automatic Call Distribution (ACD)
- Automatic Route Selection (ARS)
- Conference Calling - Six Port
- Custom Intercept Announcements
- Customer Data Changes (CDC)
- Delay Announcements for Queued Calls
- FX Facilities Access
- Meet-Me-Conference (Up to 30 ports)
- Multiple Appearance Directory Numbers (MADNs)
  - Single-Call-Arrangement (SCA)
  - Multiple-Call-Arrangement (MCA)
- Music On Hold
- OutWATS Access
- Paging Access
  - Loudspeaker Access
  - Code Access
  - Radio Access

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1157-T-T, dated August 14, 2003

**GENERAL CUSTOMER SERVICES TARIFF**

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- S10. Versaline Centrex Service (Continued) (N)
- S10.2 Versaline Centrex Service Arrangements (Continued)
- (B) Service Features (Continued)
- (2) Optional Add-On Features (Continued)
- Private Line Facilities Access
  - Queuing for Multiline Hunt Groups
  - Special Service Facilities Access
  - Station Message Detail Recording (SMDR)
  - Tie Facility Access
  - 800 Service Access

**GENERAL CUSTOMER SERVICES TARIFF**

---

S10. Versaline Centrex Service (Continued) (N)

S10.2 Versaline Centrex Service Arrangements (Continued)

(B) Service Features (Continued)

(3) Attendant Feature Packages

- Access to Paging
- Autodial
- Automatic Recall
- Busy Verification
- Call Hold
- Call Park
- Call Selection
- Camp-On
- Code Calling Line Termination
- Conference
- Console Activation of Call Forward
- Console Test
- Control of Trunk Group Access
- Delayed Operation
- Display of Queued Calls by ICI Key
- Flexible Console Alerting
- Interposition Calls

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1157-T-T, dated August 14, 2003

**GENERAL CUSTOMER SERVICES TARIFF**

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- S10. Versaline Centrex Service (Continued) (N)
- S10.2 Versaline Centrex Service Arrangements (Continued)
- (B) Service Features (Continued)
- (3) Attendant Feature Packages (Continued)
- Locked-Loop Operation
  - Lockout
  - Multiple Listed Directory Numbers
  - Position Busy
  - Priority Console Alerting
  - Recorded Announcement
  - Secrecy
  - Serial Call
  - Speed Call
  - Transfer
  - Two-Way Split
  - Wildcard Key

**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued)

(N)

S10.3 Terms and Conditions

(A) Terms

- (1) Versaline Service is provided for a minimum of one month beginning on the service installation date. Month-to-month rates are subject to changes per approval of the appropriate regulatory agency.
- (2) Versaline Service is also offered on a contractual basis, commencing on the date that service is installed, for fixed terms of twelve months (one year), twenty-four months (two years), or thirty-six months (three years). For the contract period, Versaline rates offered by the Company will not change. Versaline customers who subscribe to fixed term contracts will receive reduced pricing to the Versaline Station Line month-to-month rate as stated in Section 10.5(A)(1).
- (3) A Versaline customer is required to retain as a minimum, the initial number of lines under their original contract. Subsequent Versaline Station Line additions will be rated at the existing contract rates as an addendum to the existing contract for the remainder of the initial term.

**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued)

(N)

S10.3 Terms and Conditions (Continued)

(A) Terms (Continued)

- (4) In the event that Versaline service is terminated by the customer prior to completion of the initial contract period, a termination charge will apply. The termination charge will be an amount representing the difference between (1) the charges billed for services provided pursuant to the contract, and (2) the charges applicable under the Company's month-to-month Versaline rates, for a period representing the greater of 50% of the term of the contract or the actual number of months in which service was provided pursuant to the Contract. The termination charge is payable immediately upon termination of a contract.
- (5) When the contract term expires, a Versaline Customer may select a new contract period or continue with month-to-month service at rates offered in the tariff in effect at that time.



**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions

(A) Versaline Station Line Service - Includes the following:

- System and station features
- Intercom (station to station) calling
- Loop facilities from the system dial switching equipment to the Network interface of the Versaline station line
- Local exchange network access calling

(B) System and Station Features

(1) System Features Definitions

**Automatic Identification of Outward Dialing (AIOD)** identifies all calls leaving the customer group by the station number from which calls are placed.

**Direct Inward Dialing (DID)** allows a station user to receive local or long distance calls from outside of the business group, without the aid of an attendant.

**Direct Outward Dialing (DOD)** allows a station user to place local or long distance calls outside of the business group, without the aid of an attendant.

**Equal Access** provides the ability to access an InterLATA carrier of choice.

**Intercept Announcements - Common** alerts callers when stations are disconnected with a standard office intercept announcement.

## GENERAL CUSTOMER SERVICES TARIFF

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S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(B) System and Station Features (Continued)

(1) System Features Definitions (Continued)

**Intercom Dialing (Station to Station)** allows abbreviated (4 digits) dialing between Versaline stations.

**Local Exchange Calling** provides a station user exchange network calling to and from a Versaline station.

**Off Premises Stations** allows for stations served from the same central office to be located in a building(s) other than the one housing primary Versaline.

**911 Emergency Service** allows a station to report an emergency by dialing **911**.

(2) Station Features Definitions

**Blind Transfer Recall** allows a set user to transfer a call to another party without waiting for that party to answer. If the party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

**Call Forward Busy** allows incoming calls to a busy line to be automatically routed to a preselected Versaline line. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

**Call Forward Fixed** provides an automatic connection between a calling station going off hook and a predetermined terminating number.

## GENERAL CUSTOMER SERVICES TARIFF

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(B) System and Station Features (Continued)

(2) Station Features Definitions (Continued)

**Call Forward No Answer** allows an incoming call to be forwarded to a predetermined number within the customer group if the called station does not answer within a designated number of ringing cycles.

**Call Forward Busy/No Answer Split** is a single feature that allows the customer to specify the destination of a forwarded call.

**Call Forward Remote Activation** allows a station to activate and deactivate Call Forward from his station. Activation\ deactivation can be performed from another phone served by their own central office, or from another central office.

**Call Forward Variable** allows a station user to redirect all incoming calls for that line to another directory number. The number that calls are forwarded to is restricted by the line's class-of-service. Activation\deactivation and the forward-to destination are controlled by the station user.

**Call Forward No Answer (30 seconds)** allows incoming calls to a Versaline line to be automatically routed to a preselected Versaline line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

**Call Forward No Answer Variable Timer** allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group

**Call Forward of a Call Waiting Call** allows a station user to have calls that are enqueued against their busy station for a set period of time to automatically be forwarded to a pre-determined station.

GENERAL CUSTOMER SERVICES TARIFF

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S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(B) System and Station Features (Continued)

(2) Station Features Definitions (Continued)

**Call Hold** allows a station user to "hold" any calling progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call

**Call Park** allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

**Call Park Directed** allows a station user to park calls against another DN within the customer group by flashing the hook switch and dialing the Call Park Directed access code. The parked call can be retrieved from any station by dialing the retrieval access code and the parked DN.

**Call Park Multiple** allows a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer group.

**Call Pick-Up** allows a station to answer incoming calls to another station within a defined call pickup group by completing a pickup dial code. This feature is provided on individual stations within a customer group.

**Directed Call Pick-Up** allows a Versaline line user to answer calls directed to a specific Versaline line from any other Versaline line in the customer group by dialing a feature code and the number of the ringing station.

GENERAL CUSTOMER SERVICES TARIFF

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(B) System and Station Features (Continued)

(2) Station Features Definitions (Continued)

**Call Pick-Up Directed Any Station** is a terminating line option which allows any station in the business group to answer/pick-up on the incoming calls terminating at the station assigned with the feature.

**Call Pick-Up Directed Barge-In** allows a station user to answer a call that is ringing on any other line within the same customer group. To answer the station user dials the access code, receives a special dial tone, and then dials the extension number of the station to be picked-up or barged into.

**Call Pick-Up Directed Exempt** allows a station user to answer a call that is ringing on any other line within the same customer group. Once the call is picked-up this feature will not allow the call to be barged into.

**Call Transfer** allows a station user to transfer calls to another station either within or outside the business group by flashing the switchhook and dialing the transfer-to number.

**Call Waiting All Calls** allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon one of the calls.

**Call Waiting (customer specific)** informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

GENERAL CUSTOMER SERVICES TARIFF

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(B) System and Station Features (Continued)

(2) Station Features Definitions (Continued)

**Call Waiting Cancel** permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call.

**Call Waiting Dial** allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

**Call Waiting Inhibit** prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

**Call Waiting Originating** allows a station user to impose Call Waiting tones on a called station within the customer group.

**Consultation Hold** permits the transferring party to talk privately with the destination before transferring the call.

**Data - Call Protection** allows the assignment to individual lines within the customer group of No Double-Connect. This option does not allow the connection of test or busy-verification circuits to the line while the line is busy. This option protects data calls from interruption.

**Direct Line - Hot Line** allows a station user to automatically place a call to a pre-selected DN by lifting the receiver.

**GENERAL CUSTOMER SERVICES TARIFF**

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(B) System and Station Features (Continued)

(2) Station Features Definitions (Continued)

**Direct Line - Manual Line** - automatically places a call to an operator when the station user goes off hook.

**Direct Line - Warm Line** is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a Hot Line.

**Distinctive Call Waiting Tones** permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

**Distinctive Ringing** provides a different and distinct ringing cadence for intragroup and DID calls allowing the station user to identify the type of call.

**Do Not Disturb** allows station users to prevent incoming calls from ringing their station. Calls can be diverted to an attendant, another station, a busy tone or a recorded announcement.

**Executive Busy Override** allows a single line set user to gain access to a busy station by flashing the switchhook (during busy tone and dialing a feature code).

## GENERAL CUSTOMER SERVICES TARIFF

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(B) System and Station Features (Continued)

(2) Station Features Definitions (Continued)

**Executive Busy Override Exempt** will not allow Executive Busy Override to be activated against the line by a station user within the customer group.

**Hunting (customer specific)** is a call completion feature that increases the likelihood of an incoming call being completed within a customer-defined group of lines. Three types of hunting are available

Directory Number Hunting (DNH) - may be either circular or sequential

- Circular hunting hunts all lines in the group regardless of the starting point.
- Sequential hunting starts at the number dialed and ends with the last number in the group.

Multi-Line Hunting - Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from the pilot number to the last number in the group.

Distributed Line Hunting (DLH) - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

**Last Number Redial** allows a station user to redial the last number dialed by utilizing an access code rather than dialing the entire number.



## GENERAL CUSTOMER SERVICES TARIFF

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(B) System and Station Features (Continued)

(2) Station Features Definitions (Continued)

**Line Restriction Fully** permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It also prevents the customer from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the customer group.

**Line Restriction Semi** permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and/or receive calls via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

**Line Restriction Toll** permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

**Line Restriction Code** allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

GENERAL CUSTOMER SERVICES TARIFF

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S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(B) System and Station Features (Continued)

(2) Station Features Definitions (Continued)

**Line Restriction Multi-Level** allows the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NXX) or a six-digit area code (NPA) and (NXX) basis.

**Make Busy** allows a station user to temporarily make a particular station appear busy to incoming callers. Make Busy causes the hunt feature to skip over a station during the search for an idle station. Make Busy can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

**Ring Again** allows a station user when encountering a busy station within the customer group to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

**Speed Calling Short List** provides a Versaline line user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

**Speed Calling Long List** provides a station user with abbreviated dialing. The individual long list provides two digit codes and is dedicated to one station user.

GENERAL CUSTOMER SERVICES TARIFF

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S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(B) System and Station Features (Continued)

(2) Station Features Definitions (Continued)

**Speed Calling Group List** allows two or more station users within a customer group to have access to the same Speed Calling list. The list can be from 10 up to 69 numbers and can only be updated from a specified line, called the controller.

**Stop Hunt** allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will stop the search for an idle line at that station. Stop Hunt can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

**Touch Tone** equips all station lines for touch call dialing.

**Three Way Calling** permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

## GENERAL CUSTOMER SERVICES TARIFF

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S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(C) Optional Add-On Features

**Authorization Codes (AC)** allows the customer to define a set or sets of dialing privileges and associated dialing codes for each set or sets. AC permits certain dialing privileges to authorized personnel.

**Automatic Call Distribution (ACD)** provides advanced call distribution and queuing capabilities as an integrated function of Versaline Service.

**Automatic Route Selection (ARS)** allows an outgoing call to be completed automatically by the most cost-effective route available. The caller is alerted by a tone if the outgoing call is accessing an expensive call route for completion.

**Conference Calling - Six Port** allows station users to establish a conference call consisting of more than three conferees without the assistance of the attendant. The conferees can include lines in the same customer group, lines belonging to another customer group, and stations reached through trunks.

**Custom Intercept Announcements** - allows a custom announcement to be provided to a business group. These announcements are applicable on originating calls that violate restrictions or the dialing plan and terminating calls to nonworking directory numbers assigned to the business group.

**Customer Data Changes (CDC)** - provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

## GENERAL CUSTOMER SERVICES TARIFF

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(C) Optional Add-On Features (Continued)

**Delay Announcements for Queued Calls** informs a caller that their call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

**Meet-Me-Conference (Up to 30 ports)** allows conferees to hold a conference on a thirty-party conference bridge by dialing a directory number at a specified time.

**Multiple Appearance Directory Numbers (MADNs)** is a software number that has no real switch hardware attached but is given all the database characteristics associated with a normal line. MADNs can be configured in either a single-call-arrangement (SCA) or a multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADNs at any given time. The MCA allows more than one set in the MADNs group to be simultaneously active. MCA is available only within a Versaline customer group.

**Music on Hold** allows a customer group to have music and/or an announcement applied to a calling line while on hold.

**Paging Access** provides a central office interface to customer provided paging equipment such as loudspeaker, code, and radio.

**Queuing for Multiline Hunt Groups** allows calls to hunt groups with all lines busy to be queued with an announcement or music.

## GENERAL CUSTOMER SERVICES TARIFF

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(C) Optional Add-On Features (Continued)

**Special Service Facilities Access** allows station users to gain access to the following by dialing an access code:

- **Foreign Exchange (FX) Facilities Access** provides access to and from an InterLATA or IntraLATA Foreign Exchange circuit or Foreign Central Office Circuit.
- **OutWATS Access** provides the customer access to an interexchange carrier for bulk toll calling.
- **Private Line Facilities Access** provides the customer access to a Private Line or Dedicated Circuit.
- **Tie Facility Access** provides the customer access to and from an InterLATA or IntraLATA tie facility.
- **800 Service Access** permits 800 Service Access to terminate in the Versaline Service System.

**Station Message Detail Recording (SMDR)** provides a detailed customer report of calling activity of chargeable and non-chargeable calls for each customer group.

**GENERAL CUSTOMER SERVICES TARIFF**

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(D) Attendant Feature Package

These features will be provided where facilities are available.

**Access to Paging** - allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

**Autodial** - permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

**Automatic Recall** - allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

**Busy Verification** - feature allows an attendant to determine whether stations or trunks are busy or idle.

**Call Hold** - allows an attendant to hold a call manually on the loop by pressing a key.

## GENERAL CUSTOMER SERVICES TARIFF

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(D) Attendant Feature Package (Continued)

**Call Park** - allows the attendant to park calls against any directory number in the customer group.

**Call Selection** - enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

**Camp-On** - allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

**Code Calling Line Termination** - Allows the attendant to access customer provided code-call equipment using an access code and a called party code.

**Conference** - allows the attendant to establish a conference with up to 30 conferees.

**Console Activation of Call Forward** - allows attendants to activate, deactivate, and program Call Forwarding for stations.

**Console Test** - allows attendant to test the functional operations of a console.



## GENERAL CUSTOMER SERVICES TARIFF

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(D) Attendant Feature Package (Continued)

**Control of Trunk Group Access** - allows the attendant to control the access to all stations and incoming trunks to various trunk groups by operating corresponding keys.

**Delayed Operation** - allows the attendant to place a call for a calling station while the calling station waits on hook.

**Display of Queued Calls by ICI Key** - provides console operators with a visual indication of the number of calls queued to be answered.

**Flexible Console Alerting** - allows an attendant to be alerted to a call requiring attention.

**Interposition Calls** - allows an attendant to call, speak to, and transfer a call to another attendant.

**Locked-Loop Operation** - allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, automatic and manual. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

**Lockout** - prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

GENERAL CUSTOMER SERVICES TARIFF

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(D) Attendant Feature Package (Continued)

**Multiple Listed Directory Numbers** – allows each directory number to be assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

**Position Busy** - allows the attendant to make the console unavailable to additional queued calls.

**Priority Console Alerting** - allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

**Recorded Announcement** - feature permits the routing of either originated or extended attendant calls to an optional announcement.

**Secrecy** - allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

**Serial Call** - allows an attendant to extend a call to more than one station.

**Speed Call** - allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

GENERAL CUSTOMER SERVICES TARIFF

---

S10. Versaline Centrex Service (Continued)

(N)

S10.4 Definitions (Continued)

(D) Attendant Feature Package (Continued)

**Transfer** - allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

**Two-Way Split** - allows the attendant to talk privately to either the calling party of the called party.

**Wildcard Key** - allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

**GENERAL CUSTOMER SERVICES TARIFF**

S10. Versaline Centrex Service (Continued)

S10.5 Rates and Charges

(A) Recurring Charges

(1) Versaline Station Line Service

The following monthly rates and charges are in addition to the non-recurring rates and charges as referenced in Section S4 of this tariff.

<u>Period</u>	<u>Monthly Recurring Charge</u>	(O) (O)
Month to Month	*	(C)(O)
12 Month Contract	*	(C)(O)
24 Month Contract	*	(C)(O)
36 Month Contract	*	(C)(O)

\* - Rates Deregulated

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued)

(N)

S10.5 Rates and Charges (Continued)

(A) Recurring Charges (Continued)

(2) Monthly Credits

Monthly Credit will be applied to the monthly rate for Versaline Customers who purchase Citizens Long Distance Service and/or Citizens Business DSL or Dedicated Internet Service.

1. A \$1.00 per month credit will be applied to each Versaline, if the customer selects Citizens Long Distance as their Interlata and Intralata preferred interexchange carrier (PIC).
2. A \$1.00 per month Credit will be applied to each Versaline if the customer subscribes to Citizens Business DSL or Dedicated Internet Service.
3. A \$2.00 per month credit will be applied to each Versaline if the customer subscribes to both, Citizens Long Distance and Citizens Business DSL or Dedicated Internet Service (1. and 2. preceding).

**GENERAL CUSTOMER SERVICES TARIFF**

S10. Versaline Centrex Service (Continued)

S10.5 Rates and Charges (Continued)

(A) Recurring Charges (Continued)

(2) Optional Add-On Features

<u>Optional Add-On Features</u> <sup>a</sup>	<u>MRC</u> #	<u>NRC</u> ##	(O) (C)(O)
Authorization Codes (AC), per group 100	*	*	(C)(O)
Automatic Call Distribution (ACD) <sup>1</sup>	*	*	
Automatic Route Selection (ARS) <sup>1</sup>	*	*	
Conference Calling (Six Port)	*	*	
Custom Intercept Announcements, Each	*	*	
Customer Data Changes (CDC) <sup>1</sup>	*	*	
Delay Announcements for Queued Calls, per announcement	*	*	
Meet-Me-Conference (Up to 30 ports)	*	*	(C)(O)
Multiple Appearance Directory Numbers (MADNs)			
Single-Call-Arrangement (SCA) Each	*		(C)(O)
Multiple-Call-Arrangement (MCA) Each <sup>2</sup>	*		(C)(O)
Music on Hold <sup>3</sup>	*	*	(C)(O)

\* - Rates Deregulated

(N)

Notes:

- a Optional features are available only where facilities and conditions permit.
- # Monthly Recurring Charge - MRC
- ## Non-recurring Charge - NRC
- 1 Offered on an Individual Case Basis (ICB) arrangement.
- 2 Available only within a Versaline customer group.
- 3 Does not include music source.

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**GENERAL CUSTOMER SERVICES TARIFF**

S10. Versaline Centrex Service (Continued)

S10.5 Rates and Charges (Continued)

(A) Recurring Charges (Continued)

(2) Optional Add-On Features (Continued)

<u>Optional Add-On Features</u> <sup>a</sup>	<u>MRC</u> <sup>#</sup>	<u>NRC</u> <sup>##</sup>	(O) (C)(O)
Paging Access			
Loudspeaker Access	*	*	(C)(O)
Code Access	*	*	
Radio Access	*	*	(C)(O)
Queuing for Multiline Hunt Groups	*		
Special Service Facilities Access <sup>1</sup>			
FX Facilities Access	Note 1	Note 1	(O)
OutWATS Access	Note 1	Note 1	
Private Line Facilities Access	Note 1	Note 1	
Tie Facility Access	Note 1	Note 1	
800 Service Access	Note 1	Note 1	(O)
Station Message Detail Recording (SMDR) <sup>2</sup>	*	*	(C)(O)

\* - Rates Deregulated (N)

Notes:

- a Optional features are available only where facilities and conditions permit.
- # Monthly Recurring Charge - MRC
- ## Non-recurring Charge - NRC (C)
- 1 Refer to appropriate tariffs for mileage and termination charges
- 2 Offered on an Individual Case Basis (ICB) arrangement.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued)

S10.5 Rates and Charges (Continued)

(A) Recurring Charges (Continued)

(3) Attendant Feature Package

<u>Attendant Feature Package</u>	<u>Monthly Recurring Charge</u>	(O) (O)
Attendant Feature Package <sup>1</sup> Per attendant	*	(C)(O)
See Section 10.2(B)(3) for package features		

Note 1 Available where facilities and conditions permit.

\* - Rates Deregulated

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

S10. Versaline Centrex Service (Continued)

S10.5 Rates and Charges (Continued)

(A) Recurring Charges (Continued)

(4) PBX and Systems<sup>1</sup> (C)

System and Station Versaline Service features may be extended to PBX and Key System customers at the applicable Automatic Access Line or Business Line rates as specified in Section S3 and the following:

	<b>Monthly Recurring Charge</b>	
Versaline PBX Add-On Rate - Per Trunk	*	(O) (O)
<hr/>		
Versaline Business Line Add-On Rate - Per Line	*	(C)(O) (C)(O)

(B) Database Modifications

	<b>Nonrecurring Charge</b>	
Additions, changes, or deletions per hour, or fraction thereof	*	(O) (O) (C)(O)

<sup>1</sup> Rates are not subject to volume discounts (C)

\* - Rates Deregulated (N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued)

(N)

S10.6 Telephone Numbers and Facilities Reserved for Future Use

(A) General

- (1) A customer may reserve pre-assigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.
- (2) Telephone numbers reserved for future use services include pre-assigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.
- (3) The assignment of telephone numbers and the sequence of numbers assigned to a Versaline system is made at the discretion of the Company.
- (4) The service is furnished subject to the availability of facilities and telephone numbers.
- (5) Calls to reserved (unassigned) telephone numbers will be routed to intercept over Versaline common recorded announcement facilities as specified in Section 10.4(B)(1).
- (6) Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Versaline main station.

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dated

**GENERAL CUSTOMER SERVICES TARIFF**

S10. Versaline Centrex Service (Continued)

S10.6 Telephone Numbers and Facilities Reserved for Future Use (Continued)

(A) General (Continued)

(7) Reserved numbers not assigned to a main station as agreed in Section 10.6(A) will be billed at the following rates until removed from reserved status or billed as an active Versaline main station.

(B) Rates and Charges

(1) Reserved Versaline Telephone Numbers <sup>1</sup> (C)

<u>Reserved Numbers</u>	<u>Monthly Recurring</u>	(O) (O)
Month-to-Month	*	(C)(O)
12 Month Contract	*	
24 Month Contract	*	
36 Month Contract	*	(C)(O)

<sup>1</sup> Rates are based on 60 percent of the monthly rate applicable for a Station Line, as specified preceding for a main station line. (C)

\* - Rates Deregulated (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

**GENERAL CUSTOMER SERVICES TARIFF**

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S10. Versaline Centrex Service (Continued) (N)

S10.7 Grand-fathered Central Office Non-Transport Service

(A) Central Office Non-Transport Service and Digital Centrex

All existing Centrex customers as of August 15, 2003 will be billed from the grand-fathered Centrex tariff at the rates indicated in Section S110 or S210 of this tariff. Those customers under contract as of August 15, 2003 will be grandfathered at their contractual rates until the expiration of their contract. Upon expiration of their contract they will have the option to renew their contract at the rates provided in their expiring contract. All customers subscribing to Centrex service prior to August 15, 2003 will have the ability to add lines after that date at the applicable grand-fathered Centrex tariffed or contract rates. Any customer subscribing to Centrex service prior to August 15, 2003 who moves business locations after that date will have the ability to transfer service to the new location at the applicable grand-fathered Centrex tariff or contract rates. Once a grand-fathered customer relinquishes Centrex service they will not have the option of returning to grand-fathered Centrex service in the future. The only Centrex based service available will be Versaline. Refer to Section S110 and S210 for grand-fathered Central Office Non-Transport Service and Digital Centrex rates.

**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 090355-T-T dated March 30, 2009

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11.            Miscellaneous Service Arrangements (Continued)

S11.1          Reserved for Future Use

(C)

(O)

(O)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-1033-T-T, dated August 13, 2002

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services

S11.2.1 General

- (A) The following services are limited to those areas served by central offices arranged for Custom Calling Services and are subject to the availability of facilities.
- (B) These services are available to residence and/or business customers, dependent upon the serving central office, exclusive of Coin Telephone Service. Custom Calling Services are available on an individual feature basis or defined combination thereof. (T)
- (C) Call Forwarding will not be offered as a service at the Call Forwarding terminating station. (N)  
(N)
- (D) Call Forwarding shall not be used to extend calls on a planned and continuing basis to avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred.

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## GENERAL CUSTOMER SERVICES TARIFF

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.2 Definitions

### Call Forwarding

This provides an arrangement for transferring an incoming call to another telephone number by dialing a code at the Call Forwarding station. Calls may be transferred to either a local or a long distance message telecommunications point, subject to the availability of the necessary facilities.

### Call Waiting

By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that number. The customer may alternately talk to either the first or second party through the use of hook switch flashes; or he may terminate the first call and receive the second call; or he can put the first call on hold so that the second call can be answered. Call Waiting is a grandfathered feature and is available to existing customers only.

### Enhanced Call Waiting

In addition to the standard Call Waiting, Enhanced Call Waiting allows subscribers to cancel the feature prior to initiating a call by dialing a special code. Call Waiting will be automatically reactivated when the call or call attempt is terminated.

### Three-Way Calling

This permits an existing call to be held, and, by dialing, a second telephone call can be established and added to the connection. All three parties may be conferenced together if desired.

**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.2 Definitions (Continued)

Speed Calling

This provides for the calling of a telephone number by dialing an abbreviated code. The two arrangements available are an eight number capacity (Speed Calling 8) and a thirty number capacity (Speed Calling 30). Eight number speed calling lists are controlled by the station user, but the thirty number speed calling lists must be changed by the Company.

Call Restriction

(A) Call Restriction permits the following:

00-	611/1+611
0-	411/1+411
0+7/10 Digit Calls	1+555-1212
Local Calls	1+950
1+7 or 10 Digit Local (EAS)	1+800
911/1+911	

All other dialing patterns will be blocked.

(B) Call Restriction Service will be provided to Residence One-Party and Communications Trunks, and Business One-Party, Key Systems and PBX Trunks. Call Restriction Service will not be provided with Centrex, Public, or Customer Owned Pay Telephone.

(C) Call Restriction Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.

(1) The subscriber to Call Restriction Service is responsible for Collect, Third Number Billed, Credit Card Calls billed to that telephone number, and any other operator-handled calls.

(2) The minimum contract period for Call Restriction Service is one month.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.2 Definitions (Continued)

Last Number Redial

This allows a customer to automatically redial the last outgoing call via an access code.

Saved Number Redial

This allows a customer to save a number in memory, make other outbound calls, then via an access code, redial the stored-in-memory number.

Busy Number Redial

This service allows a customer to "camp-on" to a number that is busy and automatically calls both lines when the number becomes available. This feature works only within the same serving central office and can only "camp-on" to one number at a time for each customer.

Distinctive Ring

This feature allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and a "Distinctive Ring" number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

## GENERAL CUSTOMER SERVICES TARIFF

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.2 Definitions (Continued)

Distinctive Ring (Continued)

Regulations for Directory Listings set forth in Section S6 of this Tariff will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the "Distinctive Ring" number, regardless of the class of service.

This feature is available to be issued as a business and residence combination or residence and business combination and will be charged at the feature monthly rate in addition to the business access line rate. In general, business exchange service is furnished for the exclusive use of the business customer and his employees, agents, and representatives. This feature is not available for use as a joint user business exchange line.

Call Forwarding Busy Line

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number. The customer selected forward-to number is preprogrammed at the time service is established and can only be changed via service order.

Call Forwarding No Answer

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a preselected interval, to another telephone number. The customer selected forward to telephone number is preprogrammed at the time service is established and can only be changed via service order.

## GENERAL CUSTOMER SERVICES TARIFF

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.2 Definitions (Continued)

### Call Forwarding Busy/No Answer

This feature provides for calls terminating to a subscriber's idle directory number and/or a subscribers idle directory number to be forwarded, after a preselected interval, to another telephone number. The customer selected forward to telephone number is preprogrammed at the time service is established and can only be changed via service order.

### Call Forwarding of a Call Waiting Call

This feature provides for the Call Waiting subscriber to forward a call held in queue, after a preselected interval, to another telephone number. This occurs when the directory number is busy. The calling party will not receive a busy signal. The customer selected forward to telephone number is preprogrammed at the time service is established and can only be changed via service order.

### Call Forwarding of a Call Waiting Call/No Answer

This feature provides for the Call Waiting subscriber to forward a call held in queue, after a preselected interval, to another telephone number. This occurs when the directory number is busy or unanswered (no answer). The calling party will not receive a busy signal. The customer selected forward to telephone number is preprogrammed at the time service is established and can only be changed via service order.

**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.2 Definitions (Continued)

Call Forwarding Multipaths

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. Call Forward Multipaths is restricted to voice use only.

Call Forwarding Multipaths is available only as an enhancement to one or more of the following features, Call Forwarding, Call Forwarding Busy, Call Forwarding No Answer.

Call Forwarding Multipaths is limited to; ten (10) call forwarding paths per telephone number and voice applications only.

Call Forwarding Multipaths can be used with any of these services; B1, PBX, Centrex or ISDN BRI.

**GENERAL CUSTOMER SERVICES TARIFF**

S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.3 Rates

(A) Single Feature - one Custom Calling Service per line

Market Area	Monthly Rate		
	Res.	Bus.	
"A" 2 Busy Number Redial - Per line	\$3.70	*	
"A" 2 Call Forwarding - Per line	2.56	*	(l)
"A" 2 Call Forwarding Busy- Per line	1.51	*	
"A" 2 Call Forwarding/No Answer - Per line	1.51	*	
"A" 2 Call Forwarding Busy/No Answer - Per line	1.51	*	
"A" 2 Call Forwarding of a Call Waiting Call - Per line	1.51	*	
"A" 2 Call Forwarding of a Call Waiting Call/No Answer - Per line	1.51	*	(l)
"A" 2 Call Forwarding Multipaths – Per path	-	*	
"A" 2 Call Restriction - Per line	1.02	*	
"A" 2 Distinctive Ring - Per line	2.18	*	
"A" 2 Enhanced Call Waiting - Per line	4.57	*	(l)
"B" 1 Enhanced Call Waiting - Per line	1.24	*	(l)
"A" 2 Last Number Redial - Per line	4.13	*	

Note 1 – Market Area "B" – Moorefield Exchange Only

Note 2 – Market Area "A" – All Exchanges

\* - Rates Deregulated

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 18-1331-T-T dated October 16, 2018.



**GENERAL CUSTOMER SERVICES TARIFF**

S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.3 Rates (Continued)

(A) Single Feature - one Custom Calling Service per line (Continued)

	<u>Monthly Rate</u>		(O)
	<u>Residence</u>	<u>Business</u>	
Saved Number Redial - Per line	\$3.70	*	(C)
Speed Calling 8 - Per line	*	*	(C)
Speed Calling 30 - Per line	*	*	(C)
Three-Way Calling - Per line	4.35	*	(C) (O)

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No.  
dated

**GENERAL CUSTOMER SERVICES TARIFF**

S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.3 Rates (Continued)

(B) Package - Custom Calling Services on same line

		<u>Monthly Rate</u>		
		<u>Residence</u>	<u>Business</u>	
	(1) <b>Custom Calling Services PAK</b> Enhanced Call Waiting and Call Forwarding - Per line	\$4.25	*	(C)(O) (O)
	(2) <b>Custom Calling Plus PAK</b> Enhanced Call Waiting, Call Forwarding and Toll Denial - Per line	4.75	*	(C)(O) (O)
	(3) <b>Custom Calling Premium PAK</b> Enhanced Call Waiting, Call Forwarding, Three-Way Calling and Speed Calling 8 - Per line	4.95	*	(C)(O) (O)
	(4) <b>Custom Calling Premium Plus</b> Enhanced Call Waiting, Call Forwarding, Three-Way Calling, Speed Calling 8, Last Number Redial, Saved Number Redial, Busy Number Redial -Per line	7.00	*	(C)(O) (O)
	(5) Distinctive Ring and Custom Calling Premium PAK	7.95	*	(C)(O) (O)
	(6) Distinctive Ring and Custom Calling Premium Plus PAK	10.00	*	

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.3 Rates (Continued)

- (C) There are no non-recurring charges applicable when Custom Calling Services are provided at the same time as the business or residence individual line service is established.
- (D) When features are added or rearranged on an existing line, a feature charge of \$11.25 \* will apply to the first feature added or rearranged. A charge will not apply for additional features added or rearranged on the same order. The Network Access Change Charge as shown in Section S4 will apply. (Note: Central Office Line Connection Work charge does not apply when features are added or rearranged). (C)
- (E) When a new line is added, and features are given to the new line initially, the feature charges will not apply.
- (F) In addition to the monthly rate in this tariff for the call forwarding feature, the call forwarding customer is responsible for the applicable customer-dialed station-to-station charges for calls forwarded outside the local calling area. These 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.

\*- Rate Deregulated for business customers

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No.  
dated

**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.4 Custom Calling Local Area Signaling Service

(A) Conditions

- (1) Custom Calling Local Area Signaling Service is a group of Custom Calling Services offered to single line residential and single line business customers.
- (2) The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Custom Calling Local Area Signaling Service features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.
- (3) Operator assisted calls are designed to override the feature calls for emergency purposes.
- (4) Coin phones will not be enabled with Custom Calling Local Area Signaling Service features, just as they are not enabled with other Custom Calling Services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted.

**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.4 Custom Calling Local Area Signaling Service (Continued)

(A) Conditions (Continued)

- (5) Thirty (30) Day Money Back Guarantee - If the customer notifies Frontier of dissatisfaction with the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Thirty Day Money Back Guarantee will apply to the following Service:

- (a) Anonymous Call Rejection
- (b) Automatic Busy Redial
- (c) Automatic Call Return
- (d) Caller ID
- (e) Caller ID Blocking - per call
- (f) Call Tracing Service
- (g) Selective Call Rejection
- (h) VIP Alert
- (i) CLASS Basic Feature PAK
- (j) CLASS Enhanced Feature PAK
- (k) CLASS 4400 Value PAK
- (l) CLASS Basic Feature PAK
- (m) Caller ID Name & Number
- (n) Caller ID Name & Number Basic PAK
- (o) Caller ID Name & Number Enhanced PAK
- (p) Call Waiting/Caller ID

**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.4 Custom Calling Local Area Signaling Service (Continued)

(B) Description

(1) Anonymous Call Rejection allows the called party the ability to reject calls if the calling number is marked private. The customer only receives calls for which the identity of the calling party is available (the call terminates if the number is not available). Calls with the calling number marked private are routed directly to an announcement. A typical announcement states, "You have attempted to reach a party who is not accepting calls marked private."

(2) Automatic Busy Redial\* is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

(C)

Automatic Busy Redial is provided on a monthly subscription basis, or on a pay per use basis where available. The maximum monthly pay per use charge is \$6.00 for residential customers and \$7.50 for business customers, regardless of the number of times the service is activated within a month. The pay per use charge is applied when the feature 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.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.4 Custom Calling Local Area Signaling Service (Continued)

(B) Description (Continued)

(3) Automatic Call Return\* allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature the customer receives an automated voice response message stating the number of the last party who called and is given the option of returning the call. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed.

(C)

Automatic Call Return is provided on a monthly subscription basis, or on a pay per use basis where available. The maximum monthly pay per use charge is \$6.00 for residential customers and \$7.50 for business customers, regardless of the number of times the service is activated within a month. The pay per use charge is applied when the feature 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.

(4) Caller ID\* is an arrangement which permits a customer with local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating from a line within a multi-line hunt group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time.

(C)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.4 Custom Calling Local Area Signaling Service (Continued)

(B) Description (Continued)

(4) Caller ID\* (Continued)

(C)

of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ----), for the non-available numbers. The calling telephone number is unavailable from calls made via some large PABX systems within the Custom Calling Local Area Signaling Service calling area, from most cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone numbers are not available on operator handled or credit card calls.

Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_, dated \_\_\_\_\_



**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.4 Custom Calling Local Area Signaling Service (Continued)

(B) Description (Continued)

- (5) Caller ID – Name & Number\* is an arrangement which permits a customer who subscribes to Caller ID service to receive the calling parties phone number and name, pursuant to Caller ID limitations, on their customer provided display device. When calls are marked “private” by the calling party, number and name cannot be received. (C)
- (6) Caller ID Blocking\* – Per Call permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code prior to placing a call. The feature is automatically deactivated when the customer hangs up. (C)
- (7) Caller ID Blocking\* - Per Line blocks the display of the customer's directory number on all calls made from a particular line on the terminating subscriber's display equipment. Also prevents the customer's calls from being identified or returned via use of Automatic Call Return. The blocking feature does not prevent the delivery of billing number information through the use of Automatic Line Identification (ALI) technology such as Feature Group D Switched Access Service. It also has no effect on information transmitted to Enhanced 911 (E911) emergency system operators. (C)

This feature is available upon request, where facilities and conditions permit, to the following customer group:

Subscribers of Non-Published Listing Service as described in Section 6 of this Tariff, Law Enforcement Agencies and Domestic Violence Centers.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_, dated \_\_\_\_\_

## GENERAL CUSTOMER SERVICES TARIFF

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S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.4 Custom Calling Local Area Signaling Service (Continued)

(B) Description (Continued)

Description (Continued) (B)

Description (Continued)

(8) Call Tracing Service allows a customer to automatically activate 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 trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten days after activating a call trace or the trace record will automatically be deleted from the system.

(9) Selective Call Rejection allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

(10) VIP Alert allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

**GENERAL CUSTOMER SERVICES TARIFF**

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- S11. Miscellaneous Service Arrangements (Continued)
- S11.2 Custom Calling Services (Continued)
- S11.2.4 Custom Calling Local Area Signaling Service (Continued)

(B) Description (Continued)

Description (Continued) (B)

Description (Continued)

- (11) Call Waiting/Caller ID (CWID)\* provides a visual display of the incoming caller's name or number when Call Waiting is activated on the subscribers' line. This service, therefore, combines and enhances Calling Name Delivery, Calling Number Delivery and Call Waiting. A subscriber who is engaged in a conversation and receives an incoming call hears a special call waiting tone and is provided a visual display of the call waited party's number and/or name. The subscriber must have a Call Waiting Display Terminal capable of alphanumeric display and subscribe to Call Waiting, as well as Calling Name and/or Call Number Delivery.

\*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 Caller Waiting ID, Call Return, Call ID Name, Caller ID Per Call Blocking, Caller ID Per Line Blocking, Busy Redial services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or Busy Redial 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 Caller ID Name, Caller Waiting ID, Call Return, Caller ID Per Call Blocking, Caller ID Per Line Blocking, Busy Redial or other similar services identified in this tariff.

(C)  
|  
(C)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_, dated \_\_\_\_\_

**GENERAL CUSTOMER SERVICES TARIFF**

S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.4 Custom Calling Local Area Signaling Service (Continued)

(C) Rates

(1) The following charges are for the features only and are in addition to applicable charges for service. Service Charges apply as set forth in Section S4 of this tariff, except as shown herein.

<b>Market Area</b>		<b>Per Use Rate Res</b>	<b>Per Use Rate Bus</b>	<b>Monthly Rate</b>		
				<b>Res.</b>	<b>Bus.</b>	
"A" 2	Anonymous Call Rejection -Per line			\$2.00	*	
"A" 2	Automatic Busy Redial - Per line			3.91	*	(I)
"A" 2	Automatic Busy Redial - Per use	\$.98	*			
"A" 2	Automatic Call Return - Per line			3.91	*	(I)
"A" 2	Automatic Call Return – Per Use	.98	*			
"A" 2	Caller ID - Per line			6.90	*	
"A" 2	Caller ID Blocking - Per call			0.00	*	
"A" 2	Call ID Blocking – Per Line 3			0.00	*	(I)
"A" 2	Caller ID Name and Number			9.13	*	(I)
"B" 1	Caller ID Name and Number			1.24	*	
"A" 2	Call Tracing Service - Per line			2.99	*	(I)
"A" 2	Call Tracing Service - Per Use	.98	*			
"A" 2	Call Waiting/Caller ID 4			.0	*	
"A" 2	Selective Call Rejection - Per line			3.91	*	
"A" 2	VIP Alert - Per line			2.23	*	

Note 1 – Market Area "B" – Moorefield Exchange Only

Note 2 – Market Area "A" – All Exchanges

Note 3 – Available only to customers with Non-Published telephone numbers, Law Enforcement Agencies and Domestic Violence Centers

Note 4 – Available only where technically feasible

\* - Rates Deregulated

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 18-1331-T-T dated October 16, 2018.



**GENERAL CUSTOMER SERVICES TARIFF**

S11. Miscellaneous Service Arrangements (Continued)

S11.2 Custom Calling Services (Continued)

S11.2.4 Custom Calling Local Area Signaling Service (Continued)

(C) Rates (Continued)

	<b>Monthly Rate</b>		
	<u>Residence</u>	<u>Business</u>	
Caller ID Name & Number Basic Pak:	11.75	*	(O) (O)
Caller ID Name & Number, Automatic Call Return, VIP Alert			
Caller ID Name & Number Enhanced Pak:	15.75	*	(C)(O) (O)
Caller ID Name & Number, Automatic Call Return, Call Forwarding, Call Waiting, Speed Call 8, VIP Alert			

- (2) Services charges are not applicable when Custom Calling Local Area Signalling Service features are provided at the same time as the business or residence individual line service is established.
- (3) When features are added or rearranged on an existing line, the Network Access Change charge as shown in Section S4 will apply. (Note: Central Office Line Connection Work charge does not apply when features are added or rearranged).

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

**GENERAL CUSTOMER SERVICES TARIFF**

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- S11. Miscellaneous Service Arrangements (Continued)
- S11.3 Call Forwarding –Fixed and Remote (C)
- S11.3.1 General
- (A) Fixed Call Forwarding (FCF) is a service whereby an originating call placed to the FCF customer's telephone number in one exchange is automatically forwarded by telephone company central office equipment to a telephone number in another exchange as designated by the FCF customer. (C)
- (B) Remote Call Forwarding (RCF) is a local exchange service that utilizes a telephone number in the RCF local exchange to automatically forward all incoming calls dialed to the RCF telephone number to another telephone number in the same exchange as the RCF. (N)  
FCF limitations (A) through (H) and (J) through (M) apply to RCF as well. (N)
- S11.3.2 FCF Limitations (C)
- (A) FCF service is offered subject to availability of suitable facilities.
- (B) FCF service is not offered when the terminating station is a coin telephone.
- (C) The Company will not provide identification of the originating telephone number to the Fixed Call Forwarding customer.
- (D) Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- (E) FCF is not represented as suitable for satisfactory transmission of data.
- (F) Call forwarding will not be offered as a feature at the FCF terminating station. (C)





**GENERAL CUSTOMER SERVICES TARIFF**

S11. Miscellaneous Service Arrangements (Continued)

S11.3 Call Forwarding –Fixed and Remote (Continued)

S11.3.3 Directory Listings

(A) One listing in the alphabetical section of the Directory covering the exchange in which the call forwarding (FCF and/or RCF) central office is located is provided without additional charge.

S11.3.4 Rates and Charges

(A) The following charges are for the FCF feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used (the terminating station). Residential and business exchange service line rates do not apply at the call forwarding location.

		<b>Monthly Rate</b>	
Fixed Call Forwarding			
(1)	Per feature arranged		
	Business	*	
	Residential	\$18.49	(l)
(2)	Per additional access facility		
	Business	*	
	Residential	18.49	(l)

\* - Rates Deregulated

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 18-1331-T-T dated October 16, 2018.

**GENERAL CUSTOMER SERVICES TARIFF**

S11. Miscellaneous Service Arrangements (Continued)

S11.3 Call Forwarding –Fixed and Remote (Continued)

S11.3.4 Rates and Charges (Continued)

(B) The following charges are for the RCF feature only and are in addition to applicable Service Charges in Section 4.

Remote Call Forwarding <sup>(1)</sup>	<b>Monthly Rate</b>	
(1) Per Path		
Business	*	
Residential	\$18.49	(I)
(2) Per additional path		
Business	*	
Residential	18.49	(I)

Note (1) In addition, the subscriber to Remote Call Forwarding is responsible for station-to-station local and toll charges applicable to calls transferred from the forwarding location to the terminating location. The charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location. For calls transferred within the same local calling area, usage charges outlined in Section S3.4.3 (H) will apply.

\* - Rates Deregulated

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 18-1331-T-T dated October 16, 2018.

**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.3 Call Forwarding –Fixed and Remote (Continued) (C)

S11.3.5 Message Charges

(A) Between the FCF location and the terminating station -

The FCF customer is responsible for the applicable customer dialed station-to-station charges specified in Section S12 of this tariff or charges specified in Section S13 when an intrastate INWATS (800 Service) number is used as the terminating station. These 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.

(B) The FCF customer is responsible for usage rates for calls between Citizens Telecommunications Local Calling Plan Exchanges (Basic Calling Plan) as specified in Section S3.4.3.

S11.3.6 Service Charges

Service Charges as shown in Section S4 of this tariff apply as follows:

(A) The Network Access Establishment charge and the Central Office Line Connection Work charge apply when the FCF feature is initially installed or when an additional access facility is provided.

(B) The Network Access Change charge and Central Office Line Connection Work charge apply for all subsequent number changes, either the call forwarding location number or the terminating location number.

**GENERAL CUSTOMER SERVICES TARIFF**

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- S11. Miscellaneous Service Arrangements (Continued)
- S11.4 Direct Inward/Outward Dialing Service (DID)/(DOD) (C)
- S11.4.1 General- Direct Inward Dialing Service (DID)
- (A) The service is furnished subject to the availability of facilities and telephone numbers.
  - (B) The service includes the central office equipment necessary for in-dialing from the exchange and toll network directly to the stations associated with the PABX.
  - (C) The customer must subscribe to a sufficient number of trunks to ensure service standards as determined by the Company.
  - (D) The service must be provided on all trunks in a group arranged for inward dialing.
  - (E) The service is provided subject to the conditions and regulations specified in Section S5.3.1 for customer-provided equipment.
  - (F) Customer-provided switching systems must be arranged by the customer to provide for the intercepting of Company assigned, but unused, station numbers.
  - (G) One directory listing is provided without additional charge for each PABX system. Additional directory listing will be provided in accordance with the regulations contained in Section S6.
  - (H) The rates and charges contained in Section S11.4.2 are in addition to the rates and charges for any other facilities or services provided by the Company in association with this service.
  - (I) Direct Inward and Direct Outward Dialing can be combined on a single trunk at the rate and charges contained in Section 11.4.2. (C)

**GENERAL CUSTOMER SERVICES TARIFF**

S11. Miscellaneous Service Arrangements (Continued)

S11.4 Direct Outward Dialing Service (DID) (Continued)

S11.4.2 Rates and Charges (DID)

	<b><u>Monthly Rate</u></b>	<b><u>Installation Charge</u></b>	
			(O) (O)
(A) Central office equipment -Each group of 20 numbers assigned or reserved	*	*	(O) (C)(O)
(B) Direct Inward Dialing Trunk <sup>#,1</sup> , Each	*	---	(C)(O)
(C) Central Office Line Connection	---	##	(C)(O)
(D) Access lines furnished in connection with the provision of DID will be charged PABX rates (Basic Calling Service) together with the service charges in Section S4.3. Access lines associated with an existing PABX system will be converted for DID service at the service connection charge shown in Section S4.3.			
#	DID Trunk rate charged in addition to Basic Calling Plan Access Line rate as found in Section S3.4.3 (B).		(C)
##	Refer to Section S4 (Central Office Line Connect Charge) for applicable nonrecurring charges.		(C)
Note 1 – Direct Inward Dialing Trunk Charges are not applicable to ISDN-PRI Service.			

\* - Rates Deregulated (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

**GENERAL CUSTOMER SERVICES TARIFF**

S11. Miscellaneous Service Arrangements (Continued)

S11.4 Direct Inward Dialing Service (DID)/Outward Dialing Service - (DOD) (Continued)

S11.4.3 General- Direct Outward Dialing Service (DOD)

- (A) The service is furnished subject to facility and equipment availability and is available only where Direct Inward Dialing Service (DID) is provided.
- (B) The service is provided for identification of outgoing toll messages and billing of toll messages by station number.
- (C) The service must be provided on all trunks which have exchange and toll network access capability.
- (D) The rates contained in S11.4.4 are in addition to the rates and charges for any other facilities or services provided by the Company in association with this service.

S11.4.4 Rates and Charges (DOD)

	<u>Monthly Rate</u>	<u>Installation Charge</u>	
			(O) (O)
(A) Central office equipment -Each group of 20 numbers assigned or reserved	*	*	(O) (C)(O)
(B) Direct Outward Dialing Trunk#, Each	*	---	(C)(O)
(C) Central Office Line Connection	---	##	(C)(O)
(D) Access lines furnished in connection with the provision of DOD will be charged PABX rates (Basic Calling Service) together with the service charges in Section S4.3. Access lines associated with an existing PABX system will be converted for DOD service at the service connection charge shown in Section S4.3.			
#	DOD Trunk rate charged in addition to Basic Calling Plan Access Line rate as found in Section S3.4.3 (B).		(C)
##	Refer to Section S4 (Central Office Line Connect Charge) for applicable nonrecurring charges.		(C)

\* - Rates Deregulated

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.5 Blocking Services

S11.5.1 General

- (A) Customized Code Restrictions (CCR) will provide a choice of code restriction options for selected outgoing calls. Each option will permit local calls, non-chargeable calls to Company numbers such as repair service, emergency numbers (911) and 8XX calling.
- (B) Customized Code Restrictions will be available to exchange customers with Individual Line Residence Service, Business Service, and Automatic Access Lines.
- (C) Customized Code Restrictions are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of facilities.
- (D) The Company shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Customized Code Restrictions offered herein, including, without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder.
- (E) Subscribing to CCR does not relieve customers of the responsibility for calls charged to their numbers.

(M)

(M)

Note 1 – Direct Outward Dialing Trunk Charges are not applicable to ISDN-PRI Service

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 090355-T-T dated March 30, 2009

**GENERAL CUSTOMER SERVICES TARIFF**

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S11.5      Blocking Services (Continued)

S11.5.2    Customized Code Restrictions Options - NPA 900 and 976 Codes

(A)      Option #A Restricted Codes

All access is restricted to the Long Distance Telecommunications Network except 0+ dialing and as stated in S11.4.1 preceding. Allows collect calls and calling card calls to be placed from the restricted phone.

Option #B Restricted Codes

1 + 976, 1 + 900, 0 + 900

Option #C Restricted Codes

1 + 976

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 090355-T-T dated March 30, 2009

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**GENERAL CUSTOMER SERVICES TARIFF**

S11.5 Blocking Services (Continued)

S11.5.2 Customized Code Restrictions Options - NPA 900 and 976 Codes (Continued)

S11.5.2.1 Rates and Charges (C)

(A) The following rates and charges are for Customized Code Restrictions only and are in addition to the applicable service charges, monthly rates, and non-recurring charges for exchange access lines and other services or equipment with which they are associated.

	<b>Monthly Rate</b>
(1) Option #A	
a. Residence - Each	\$1.00
b. Business - Each	*
(2) Option #B	
a. Residence - Each	0.00
b. Business - Each	*
(3) Option #C	
a. Residence - Each	0.00
b. Business - Each	*

S11.5.3 Directory Assistance Blocking (N)

Customers may request blocking of Directory Assistance calls originating from their telephone lines by contacting the Company's customer contact center. There is no charge for Directory Assistance blocking.

(N)  
|  
(N)

\* - Rates Deregulated

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 15-1234-T-T dated August 5, 2015.

**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.5.4 Billed Number Screening (BNS)

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S11.5.4.1 General

- (A) Billed Number Screening (BNS) is a service offering providing for the automatic blocking of incoming third number billing, collect billing, or both. The BNS feature is established for a particular billing number via service order.
- (B) BNS is available for residential and business customers on one or more lines, whether or not the lines are billed together or separately.

S11.5.4.2 Rates and Charges

- (A) The following monthly rates are applicable for Billed Number Screening (BNS) on 1-49 lines:

		<b>Monthly Rate</b>	<b>Billing Code</b>
(1)	Option A - No Collect or Third-Number Billing		
(a)	Per billing line screened	N/A	BNSNC
(2)	Option B - No Third-Number Billing		
(a)	Per billing line screened	N/A	BNSNC
(3)	Option C - No Collect Billing		
(a)	Per billing line screened	N/A	BNSNC

- (B) Applicable Network Access Change Charge in Section S4 will apply.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

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S11.6 Telecommunications Service Priority (TSP) System

S11.6.1 Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Central Office Service, and Private Line Service and Channels, and provides the Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for NSEP service by the Company.

S11.6.1 Description of the Service

The rates and charges associated with a customer subscribing to the TSP System are as specified in Section S11.6.7 following.

S11.6.2 Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for NSEP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

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S11.6 Telecommunications Service Priority (TSP) System (Continued)

S11.6.2 Obtaining TSP System Service (Continued)

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

S11.6.3 Provisioning Priority

If the customer requires service within a shorter time interval than the Company can provide, and the requested service qualifies for NSEP, the customer may elect to invoke NSEP Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 or 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Company will respond accordingly. The Company will take immediate action to provide the requested service at the earliest possible date. Rates and charges associated with "E" provisioning are as specified in Section S11.6.7.B(1).

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.6 Telecommunications Service Priority (TSP) System (Continued)

S11.6.4 Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary, to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "O" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

S11.6.5 Obligations of the Customer

- (A) In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Company.
- (B) The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer or its authorized agent as indicated in a letter of agency on file with the Company is allowed to order TSP System service.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11 Miscellaneous Service Arrangements (Continued)

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S11.6 Telecommunications Service Priority (TSP) System (Continued)

S11.6.5 Obligations of the Customer (Continued)

- (C) All points of a multi-point service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment.
- (D) In obtaining TSP System service, the customer consents to the release of certain information by the Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the NSEP service.
- (E) When a customer invokes NSEP Treatment, the Company will attempt to notify the customer of expected charges. However, the customer when invoking NSEP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Company the right to quote and bill charges after provisioning of the service.
- (F) During certain emergencies, the customer may request TSP assignments verbally and the Company will accept such verbal notification. The customer must submit a written order to the Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.
- (G) The customer must request and justify revalidation of all priority level assignments at least every three years.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.6 Telecommunications Service Priority (TSP) System (Continued)

S11.6.5 Obligations of the Customer (Continued)

- (H) Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated July 9, 1990 prescribes specific conditions which warrant NSEP Treatment and related procedures.

S11.6.6 Obligations of the Company

- (A) The Company will allocate resources to ensure best efforts to provide NSEP services by the time required.
- (B) The Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:
- Restore NSEP services assigned restoration priority 1.
  - Provision Emergency (E) NSEP services.
  - Restore NSEP services assigned restoration priority 2, 3, 4 or 5.
  - Provision NSEP services assigned provisioning priority 1, 2, 3, 4 or 5.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

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S11.6 Telecommunications Service Priority (TSP) System (Continued)

S11.6.6 Obligations of the Company (Continued)

(C) The Company will work cooperatively with other providers of NSEP service when only a portion is provided by the Company to ensure "end-to-end" service.

(D) Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated July 9, 1990.

S11.6.7 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for other services offered under this tariff which operate in conjunction with the TSP System.

(A) Establishment of TSP System Service

The establishment of TSP System service charge is a non-recurring charge (NRC), per access line and/or circuit, in the amount of \$14.50 which applies when the service is ordered with provisioning and/or restoration priority. If both (provisioning and restoration priority) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.6 Telecommunications Service Priority (TSP) System (Continued)

S11.6.7 Rates and Charges (Continued)

(B) Provisioning Priority

There are two basic levels of priority provisioning, Emergency (Provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

(1) Emergency Provisioning

The Company will take immediate action to provide the requested service at the earliest possible date. The rates and charges will apply as set forth in Section S5, Charges Applicable Under Special Conditions.

(2) Essential Provisioning

The Company will adjust its available resources to meet the customer's requested due date

(C) Restoration Priority

Restoration Priority is a monthly rate, per access line and/or circuit, for the ongoing administration and maintenance of the TSP System. This monthly rate only applies when a restoration priority code (1, 2, 3, 4 or 5) is specified in position 12 of the authorization code. The monthly rate, per access line and/or circuit, is in the amount of \$4.90.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.7 Duplicate Bill Charges

S11.7.1 General

- (A) A Duplicate Bill Charge will be applied upon a customer's request for duplicate copies of the telephone bill(s) in accordance with the charges specified following.
- (B) A Duplicate Bill Charge will not be applied in the following instances:
- (1) When customers programmatically receive additional copies of their bills each month.
  - (2) When customers request a copy of the bill because of nonreceipt of an initial bill after new connect, transfer, or change of address orders.
  - (3) When customers have not received a bill due to Company error in the address of the bill.
  - (4) When customers request a copy of a final bill.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.7 Duplicate Bill Charges (Continued)

S11.7.2 Charges

(A) Duplicate Bill Charge

(1) Per request for:

	<u>Residence</u>	<u>Business</u>	(O) (O)
(a) Previous month	\$3.50	*	(C)(O)
(b) 3 months or older	4.50	*	(C)(O)

\* - Rates Deregulated

(N)

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dated

**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.8 SMDI Interface (Simplified Message Desk Interface)

S11.8.1 General

- (A) SMDI Interface is a feature that provides connections to a customer-provided voice mail system by a data link and a DS1 link.

The data link passes call related information from the equipped central office to the customer's voice mail system. This information includes the originating telephone number (intra-office only), called telephone number, i.e., the voice mail client number, and the reason for forwarding the call (busy or no answer). The DS1 link provides voice paths between the serving central office and the customer's voice mail system for the delivery of messages.

- (B) SMDI Interface also provides the capability of activate and deactivate Message Waiting Indication - Audible on a voice mail client's line via the data link.

- (C) The SMDI Interface arrangement includes a SMDI data port and modem at the equipped central office. Appropriate private line data channel charges also apply from the equipped central office to the voice mail system.

The initial SMDI Interface also includes 24 voice port terminations equipped with Uniform Call Distribution. Additional voice ports may be ordered in quantities of 24. Appropriate Private Line Charges for DS1 service for each 24 terminations apply, from the equipped central office to the voice mail system.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.8 SMDI Interface (Continued)

S11.8.2 Regulations

(A) SMDI is furnished only from central offices which have been arranged to provide this feature.

S11.8.3 Rates and Charges

(A) Applicable services order charges are in addition to SMDI Interface rates and charges.

(B) SMDI Interface

	<b><u>Monthly Rate</u></b>	<b><u>Installation Charge</u></b>	(O) (O)
-Initial 24 Ports	*	*	(C)(O)
-Additional 24 Ports	*	*	(C)(O)

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

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S11. Miscellaneous Service Arrangements (Continued)

S11.9 Vacation Get Away Service

(N)

S11.9.1 General

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

S11.9.2 Regulations

- (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.
- (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.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 19-1153-T-T dated December 13, 2019.

**GENERAL CUSTOMER SERVICES TARIFF**

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S11. Miscellaneous Service Arrangements (Continued)

S11.9 Vacation Get Away Service (Continued)

S11.9.2 Regulations

(H) Vacation Get Away Service will be available where technically feasible.

(I) Charges for Vacation Get Away Service will be a nonrecurring charge to be billed in advance of the vacation service.

S11.9.3 Rates

Nonrecurring Charge

Vacation Get Away Service

\$39.99

(N)

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11 Miscellaneous Service Arrangements (Continued)

S11.10 Customized Number Service

S11.10.1 General

- (A) Customized Number Service provides for the assignment of a customer requested telephone number other than the next available number from the assignments control list.
- (B) Customized Number Service is provided to Business or Residence customers and is furnished subject to the availability of facilities and requested telephone numbers.
- (C) This service is offered to customers who request a unique or specific telephone number.
- (D) The customized number charge shall not apply to a request by a customer for the reassignment of his previous telephone number, if available, upon reconnection of a previously terminated service.
- (E) The Company reserves and retains the right:
  - (1) To discontinue, change or reassign telephone numbers in any exchange area when it is deemed necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company. Should this occur, the Company will attempt to assign another specialized number of the customers choice without applying service charges.
  - (2) To reject any request for specialized telephone numbers and to refuse requests for specialized numbers for any reasons, including, but not limited to, numbers that may, in the Company's judgement, be offensive to good taste, limited central office capacity, or relocation of a central office.

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**GENERAL CUSTOMER SERVICES TARIFF**

S11. Miscellaneous Service Arrangements (Continued)

S11.10 Customized Number Service (Continued)

S11.10.1 General (Continued)

(E) The Company reserves and retains the right: (Continued)

- (3) Of ownership of all telephone numbers and prohibits the assignment of the issue of a telephone number by or from any customer to another, except as otherwise provided in this tariff.
- (4) To assign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.

S11.10.2 Rates

(A)

			<b><u>Monthly Recurring Charge</u></b>	
(1)	Each Customized Telephone Number			
	Business		\$0.00	CNSB
	Residence		\$0.00	CNSR

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11 Miscellaneous Service Arrangements (Continued)

S11.10 Customized Number Service (Continued)

S11.10.3 Conditions

(A) The Customized Number Charge applies when a customer:

- (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.

A customer whose service has been terminated may be reassigned their previous telephone number, if available, without additional service charges applying, if reassignment occurs within 12 months.

- (2) Requests a number change from their present number to a customized telephone number.

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

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11 Miscellaneous Service Arrangements (Continued)

S11.12 Extended Number Referral Service

S11.12.1 General

Extended Number Referral Service is an optional service that provides an intercept arrangement for the continued referral of a disconnected number beyond the minimum period. The minimum time period of the company provided intercept announcement is sixty (60) days for residential customers and one (1) year for business customers. Extended Number Referral Service provides the caller of a disconnected number a recorded announcement or a live announcement on where the disconnected customer can be reached. This service is available for a time period specified by customers when the customer's number(s) are permanently disconnected or there is a change in the line number(s).

Basic Number Referral Service is a recorded intercept announcement stating that the called number has been disconnected. No further information is provided about the called number. Basic number referral service will be provided by the Company when the customer does not subscribe to the Company's Extended Number Referral Service.

There is no charge for Basic Number Referral Service.

S11.12.2 Regulations

- A. Extended Number Referral Service is provided to residential and business customers where facilities permit.
- B. Customers may designate only one telephone number for use as the referral number.
- C. This service is not available to 556, 700, 900 and 976 numbers.
- D. If a customer does not subscribe to Extended Number Referral Service at the time the number is disconnected, the Company assumes no liability. If a customer wishes to extend the time period of the original request the Company reserves the right to refuse such request due to billing limitations.

**GENERAL CUSTOMER SERVICES TARIFF**

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S11 Miscellaneous Service Arrangements (Continued)

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S11.12 Extended Number Referral Service (Continued)

S11.12.2 Regulations (Continued)

E. For Centrex, Digital Channel Service, and DID customers, the number of messages available per system may be determined as facilities permit.

F. The disconnected number will be kept idle for the customer's selected period of referral unless the Company determines it necessary to reassign.

S11.12.3 Rates

A. Application of Rates

1. Customer requests for termination of Extended Number Referral Service prior to the agreed upon termination date will be honored, and credit/ reimbursement arrangements are available for the unused portion of service. Customers are responsible for an initial one-month minimum charge and the monthly charge for each full or partial subsequent month that service was provided.
2. The monthly recurring charge for Extended Number Referral Service is applied to each line number for the length of the service requested and paid in advance. For example, if a customer requests three (3) months service, the monthly recurring charge would be multiplied by three (3) and paid in advance.
3. The subsequent service order charge will not be applied to subscribers of this service.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11 Miscellaneous Service Arrangements (Continued)

S11.12 Extended Number Referral Service (Continued)

S11.12.2 Rates (Continued)

A. Rates

The following rates apply for Extended Number Referral Service.

	<b>Monthly Recurring Charge</b>	(O) (O)
Residence	\$ 5.00	(C)(O)
Business	*	(C)(O)

\* - Rates Deregulated

(N)

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S11 Miscellaneous Service Arrangements (Continued)

S11.13 Abbreviated Dialing - 811 Service – One Call Notification System

S11.13.1 General

- a. 811 Dialing Service ("811") is a three-digit local dialing arrangement terminating to a customer-provided number for access to a One Call notification system, established by either operators of underground facilities, public utilities 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. 811 service is not available for resale.
- b. 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. 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.
- c. 811 Service is provided in CTC-WV service territory only. To provide access to a 811 number to end users in any other Telephone Company territory, the 811 subscriber must make appropriate arrangements with the Telephone Company serving that territory.
- d. 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.
- e. 811 Service is not available from the following classes of service:
  - (1.) 1+, 0+, 0- (credit card, third party billing, collect calls)
  - (2.) Inmate Service
  - (3.) 10xxx or 101xxxx
  - (4.) Cellular-Type 2A

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S11 Miscellaneous Service Arrangements (Continued)

S11.13 Abbreviated Dialing - 811 Service – One Call Notification System (Cont'd)

S11.13.1 General

- f. 811 Service is not available to the following classes of service:
  - (1) Operator assisted calls to a 811 subscriber will not be completed.
- g. 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.
- h. The 811 subscriber is prohibited from selling or transferring their 811 number to any entity either directly or indirectly.
- i. 811 Service will be provided within a maximum of 90 days after the customer's request for service has been processed in order to allow the Telephone Company sufficient time for provisioning.
- j. 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).
- k. 811 Service will be provided only to those customers approved by the West Virginia Public Service Commission (WVPSC).
- l. Limitations and use of this service as stated in other Sections of this tariff apply.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11 Miscellaneous Service Arrangements (Continued)

S11.13 Abbreviated Dialing - 811 Service – One Call Notification System (Cont'd)

S11.13.2 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 Tariff rates for the newly established service arrangements.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S11 Miscellaneous Service Arrangements (Continued)

S11.13 Abbreviated Dialing - 811 Service – One Call Notification System (Cont'd)

S11.13.2 Conditions and Requirements

- 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 execution 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.
  - (3.) The 811 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 811 service to a subscriber if they fail to comply with regulation and conditions set forth herein, upon five days notice to the subscriber.

(M)

(M)

**GENERAL CUSTOMER SERVICES TARIFF**

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S11 Miscellaneous Service Arrangements (Continued)

S11.13 Abbreviated Dialing - 811 Service- One Call Notification System (Cont'd)

S11.13.2 Conditions and Requirements

f. 811 Service will be provided under the following conditions: (Cont'd)

(5.) The 811 subscriber shall subscribe to adequate exchange facilities to transport the calls to the 811 subscriber's premises.

(6.) 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.

(7.) 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.

(M)

(M)

**GENERAL CUSTOMER SERVICES TARIFF**

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S11 Miscellaneous Service Arrangements (Continued)

S11.13 Abbreviated Dialing - 811 Service – One Call Notification system (Cont'd)

(M)

S11.13.2 Conditions and Requirements

g. If a pre-recorded announcement is provided by the 811 subscriber, the following conditions apply: (Cont'd)

(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 Tariff, unless the Telephone Company is found guilty of gross negligence and/or willful misconduct. 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.

(M)

**GENERAL CUSTOMER SERVICES TARIFF**

S11 Miscellaneous Service Arrangements (Continued)

S11.13 Abbreviated Dialing - 811 Service – One Call Notification system (Cont'd)

S11.13.3 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 Tariffed charges for the local access arrangements used for transporting and termination of messages at the 811 subscriber's designated premises.
- (3.) Applicable Service Order Charges as specified in other Section(s) of this Tariff 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>	(O)
(1.) Establishment of 811 service, per 811 service number, per Local Calling Area (LCA)	*	(C)(O)
(2.) Central Office Activation per office	*	(C)(O)
(3.) Translation change of point-to-number	*	(C)(O)

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service

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Connecting Carrier

War Telephone Company, War, West Virginia

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service

S12.1 General

This tariff is applicable to intrastate long distance message telecommunications service furnished or made available by Citizens Telecommunications Company of West Virginia, hereinafter referred to as the Company.

The rates and regulations applicable for such message toll telephone service within the Bluefield Independent Market Area (IMA) are as set forth in S12.3 herein.

Long Distance Message Telecommunications Service is made available to customers located within the remaining exchanges of the Company in accordance with S12.2 following.

S12.2 Concurrence

With the exception of the Bluefield IMA, this Company concurs in the rates and regulations governing intra-state intraLATA long distance services as filed by Bell Atlantic - West Virginia, Inc. with the Public Service Commission of West Virginia in tariff No. 209 unless specified in the exceptions stated below. Any amendments thereto or successive issues thereof are hereby adopted and made part of this Tariff, with the provision that this Company reserves the right to cancel this concurrence after compliance with requirements as to tariff filings as may be necessary upon such cancellation.

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area

The regulations and rates contained herein are in addition to those specified in other tariffs of the Company.

S12.3.1 Regulations

(A) Explanation of Terms

Long Distance Message Telecommunications Service

Long distance message telecommunications service is that of furnishing facilities for telecommunication between stations in different exchange areas in the same LATA in accordance with the regulations and schedule of rates specified in this tariff. Long distance rates include no compensation for the use of exchange facilities.

Initial Period

The initial period is the interval of time allowed at the rate quoted for a long distance connection between given points. All initial period rates specified in this tariff are for connections of the time periods or any fractions thereof specified in Paragraph S12.3.2 of this tariff.

Additional Period

The additional period is the unit of time used for measuring and charging for time in excess of the initial period. All additional period rates specified in this tariff are for each additional minute or any fraction thereof that the connection continues beyond the initial period.

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.1 Regulations (Continued)

(A) Explanation of Terms (Continued)

Person-to-Person

Person-to-person is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department or office to be reached through a branch exchange or Centrex attendant.

When, after the station, Miscellaneous Common Carrier mobile radio system, branch exchange or Centrex system called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person or mobile station to be reached through a Miscellaneous Common Carrier attendant, or to any other station, department or office to be reached through a branch exchange or Centrex attendant, the classification of the call remains person-to-person.

Station-to-Station

Station-to-station is that service where the person originating the call dials the telephone number desired, or gives to the Company operator, or gives to the communications assistant at the West Virginia Telecommunications Relay Service center the telephone number of the desired station,



**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.1 Regulations (Continued)

(A) Explanation of Terms (Continued)

Station-to-Station (Continued)

Miscellaneous Common Carrier connecting channel, branch exchange, branch exchange or Centrex station which is reached directly rather than through a branch exchange or Centrex attendant, or gives only the name and address under which the number of the desired station, Miscellaneous Common Carrier connecting channel, or branch exchange or Centrex system is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a branch exchange or Centrex attendant.

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.1 Regulations (Continued)

(A) Explanation of Terms (Continued)

Two classes of Station-to-Station Service are offered as follows:

(1) Customer Dialed Direct

Customer dialed direct services are station-to-station calls dialed and completed by the customer from other than a public or semipublic coin telephone without the assistance of a Company operator. The services of a Company operator are not to be used in connection with completing such calls, or in furnishing any information or assistance relating to billing or charges for such calls, except in the following cases:

- (a) To re-establish a call which has been interrupted after the called telephone number has been reached.
- (b) To reach the called telephone number where Direct Distance Dialing facilities are not available.
- (c) To record the originating telephone number where no automatic recording equipment is available.

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.1 Regulations (Continued)

(A) Explanation of Terms (Continued)

(1) (Continued)

- (d) To record a special identification number, issued by the Company for its billing purposes to students who reside at dormitories of colleges or universities equipped for Centrex Service, for a call placed from a student's Centrex station.
- (e) To place a call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.
- (f) To record a special identification number, issued by the Company for its billing purposes to students who reside at dormitories of colleges or universities equipped for direct inward dialing service and identified outward dialing service associated with Private Branch Exchange (PBX) Service.
- (g) Assists in the completion of calls between hearing and speech impaired customers who use Telecommunications Devices for the Deaf (TDD) and users of ordinary telephones.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.1 Regulations (Continued)

(A) Explanation of Terms (Continued)

(2) Operator Assisted

The operator assisted service contemplates the required services of a Company operator in the completion of station-to-station calls or requests for any information or assistance relating to billing or charges for such calls, except as specified in (a) preceding for customer dialed calls.

Collect Call

Collect call denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a calling card or third party number. In case of calls to public or semipublic coin telephones the charges must be billed to a calling card or third party number, or the call may be re-originated from the called station.

Bill-to-Third Party

Bill-to-third party denotes a billing arrangement by which a call may be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is connected.

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.1 Regulations (Continued)

(A) Explanation of Terms (Continued)

Calling Card

Calling card denotes a billing arrangement by which a call may be charged to an authorized Company calling card number.

Sent-Paid Call

A sent-paid call is a call that is charged to the originating station.

(B) Chargeable Time

Chargeable time for all long distance connections does not include time lost because of faults or defects in the service.

(C) Use of Service

(1) Resale of Service

A customer of the services, facilities and/or equipment in this tariff may offer such services, facilities and/or equipment to others (patrons), for profit; provided the customer offering such services, facilities and/or equipment to others is a certificated resale carrier certificated by the West Virginia Public Service Commission.

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.1 Regulations (Continued)

(C) Use of Service (Continued)

(2) Sharing of Service

A customer of services, facilities and/or equipment in this tariff may share such services, facilities and/or equipment in long term agreement with others (users). The customer may, but does not have to, use the service which is to be shared.

Sharing arrangements must be non-profit. The total charges to all participants in a sharing arrangement may not exceed the sum of the Company's charges for the service shared, plus the charges for any ancillary equipment that may be connected to such shared service. The allocation of charges to each participant shall be a non-profit pro rata basis.

Where the customer for a sharing arrangement is organized as a nonprofit entity, a not-for-profit fee, charged solely for the management of the sharing arrangement, may be allocated by the customer among the participants.

**GENERAL CUSTOMER SERVICES TARIFF**

S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.2 Two-Point Service

(A) General

Two-point long distance service consists of telecommunications between two main stations, Miscellaneous Common Carrier mobile radio, branch exchange or Centrex systems or any combination thereof, involving different local service areas.

(B) Regulations

(1) Day, Evening, and Night and Weekend rates apply as follows:\*

<u>Rates</u>	<u>Time Applicable</u>		<u>Day Applicable</u>
	<u>From</u>	<u>To But Not Including</u>	
Day	8:00 A.M.	5:00 P.M.	Monday through Friday
Evening	5:00 P.M.	11:00 P.M.	Sunday Through Friday
Night	11:00 P.M.	8:00 A.M.	Every Day
Weekend	8:00 A.M.	11:00 P.M.	Saturday
Weekend	8:00 A.M.	5:00 P.M.	Sunday

\* Rates applicable on certain holidays.

On New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25), the holiday rate applicable is the Evening rate, unless a lower rate would normally apply.

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.2 Two-Point Service (Continued)

(B) Regulations (Continued)

- (2) Discounts for the Evening, Night & Weekend reduced rate periods stated in the Rate Schedule are expressed as a percent reduction of the charge calculated at the rates for initial minute and additional minutes. They are applied to that portion of the messages occurring within the rate discount periods stated in the table.

For all classes of service the discount is applied only to the sum of the initial minute and additional minute charges. The discount is computed separately for charges in each rate period and the results are then totaled.

- (3) Chargeable time for all station-to-station calls begins when connection is established between the calling station and the called station, Miscellaneous Common Carrier mobile radio system, branch exchange or Centrex system and ends when the calling station "hangs-up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.



**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.2 Two-Point Service (Continued)

(B) Regulations (Continued)

(4) Chargeable time for person-to-person calls begins when connection is established between the calling person and the particular person or station specified or an agreed alternate and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

(C) Rates

(1) Application of Rates

Rates for service between points are based on the airline mileage between rate centers. Airline mileage between rate centers are determined as specified in Section S12.3.3 of this tariff. Rates applicable for the mileage obtained are as specified in (2) following.

Charges collected at coin telephones are computed as shown in the appropriate rate schedules and rounded up or down to the nearest multiple of \$.05.

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.2 Two-Point Service (Continued)

(C) Rates (Continued)

(1) Application of Rates (Continued)

The charges for Station-to-Station operator assisted and Person-to-Person calls are as specified in (2)(b) following for Operator Assisted Call Charges and apply in addition to the charges for Station-to-Station Customer Dialed rate.

No discounts apply to Operator Assisted Call Charges.

Residence customers who have been certified to the Company as having a hearing and/or speech impairment which requires them to communicate over telephone facilities by means other than voice and who use Data Transmitting and Receiving Terminals of speeds of 110 bauds or less, provided either by the Company or the customer, or any customer utilizing the services of the Telecommunications Relay Service Center will be charged as follows for Customer Dialed Direct Station-to-Station messages.

Day connections will be charged for at Evening rates.

Evening connections will be charged for at Night and Weekend rates.

Night and Weekend connections will be charged for at Night and Weekend rates.

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**GENERAL CUSTOMER SERVICES TARIFF**

S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.2 Two-Point Service (Continued)

(C) Rates (Continued)

(2) Rate Schedule

(a) Customer-dialed Station-to-Station

<b>RATES CUSTOMER DIALED DIRECT STATION-TO-STATION</b>				
	<b>DAY</b>			
<b>RATE AIRLINE MILES</b>	<b>Initial Period 1 Min.</b>	<b>Add'l Period Each 1 Min.</b>	<b>EVENING</b>	<b>NIGHT AND WEEKEND</b>
1 - 10	*	*	A discount of 30% less than Day rates applies.	A discount of 50% less than Day rates applies.
11 - 22	*	*	A discount of 40% less than Day rates applies.	A discount of 60% less than Day rates applies.
23 - 55	*	*		

(C)

(C)

(C)

\* - Rates Deregulated

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.2 Two-Point Service (Continued)

(C) Rates (Continued)

(2) Rate Schedule (Continued)

(b) Special Service Charges

**Charge Per  
Call**

(i) Operator-Assisted Calling  
Calling Card Service # \* (C)

(ii) Operator Assisted  
Station-to-Station \* (C)

(iii) Person-to-Person \* (C)

# This charge does not apply for customers placing calls  
through a Telecommunications Relay Service Center. (C)

\* - Rates Deregulated (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No.  
dated

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.3 Rate Guide

This section contains a list of rate centers for the Bluefield Independent Market Area with V-H, vertical and horizontal, coordinates and instructions for determining airline mileage for long distance message telecommunications service.

(A) Regulations

- (1) In general, each point in the Bluefield Independent Market Area is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.
- (2) For the purpose of determining airline mileage vertical and horizontal grid lines have been established across the State of West Virginia. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in statute miles. A vertical (V) and horizontal (H) coordinate is computed for each rate center from its latitude and longitude location by use of appropriate map-projection equations. A pair of V-H coordinates locates a rate center, for determining airline mileage, at a particular intersection of an established vertical grid line with an established horizontal grid line. The distance between any two rate centers is the airline mileage computed as explained in (4) following.

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.3 Rate Guide (Continued)

(A) Regulations (Continued)

(3) For long distance message telecommunication service the rate center for a point not listed in this section is the rate center for the central office to which the point is assigned for long distance message telecommunications service rate purposes.

(4) Determination of Airline Mileage

Long Distance Message Telecommunications Service

To determine the rate distance between any two rate centers proceed as follows:

Obtain the "V" and "H" coordinates for each rate center.

Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates.

Note: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

Divide each of the differences obtained above by three, rounding each quotient to the nearest integer.

Square these two integers and add the two squares.

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.3 Rate Guide (Continued)

(A) Regulations (Continued)

(4) Determination of Airline Mileage (Continued)

If the sum of the squares is greater than 1777, divide the integers obtained above again by three and repeat the process until the sum of the squares obtained is less than 1778.

The number of successive divisions by three determines the value of "N". Multiply the final sum of the two squares obtained by the multiplier specified in the following table for this value of "N" preceding:

<u>N</u>	<u>Multiplier</u>	<u>Minimum Rate Mileage</u>
1	0.9	-
2	8.1	41
3	72.9	121

Obtain square root of the product, with any resulting fraction, round up to the next higher integer. This is the message rate mileage except that when the mileage so obtained is less than the minimum rate mileage shown, the minimum rate mileage corresponding to the "N" value is applicable.

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.3 Rate Guide (Continued)

(A) Regulations (Continued)

(4) Determination of Airline Mileage (Continued)

• Example

(a) The message rate distance is required between Davy and Oakvale.

	<u>V</u>	<u>H</u>
Davy	6316	2078
Oakvale	<u>6279</u>	<u>1958</u>

(b) Difference 37 20

(c) Dividing each difference by three and rounding to nearer integer = 12 and 40

(d) Squaring integers and adding,

$$12 \times 12 = 144$$

$$40 \times 40 = \underline{1,600}$$

Sum of squared integers 1,744

This sum of squared integers is less than 1778 and was obtained after one successive division by three; therefore, "N" = 1.

(e) Multiply final sum of squared integers by factor 0.9 (corresponding to "N" = 1)

$$\begin{array}{r} 1,744 \\ \times 0.9 \\ \hline = 1569.6 \end{array}$$

(f) Square root of 1569.6 = 40 airline miles.



**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.3 Rate Guide (Continued)

(A) Regulations (Continued)

(5) List of Rate Centers

<u>Rate Center</u>	<u>V</u>	<u>H</u>
Anawalt	6322	2028
Athens	6267	1977
Bluefield	6316	1991
Bluewell	6305	1993
Bramwell	6313	2010
Coalwood	6333	2066
Davy	6316	2078
Gary	6327	2049
Kimball	6312	2050
Matoaka	6288	2010
Maybeury	6311	2023
Northfork	6306	2037
Oakvale	6279	1958
Princeton	6284	1984
War*	6350	2064
Welch	6317	2062

\* An exchange of (War Telephone Company)

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.4 Directory Assistance Service

(A) General

The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.

(B) Regulations

- (1) The rates set forth following apply when customers request Company assistance in determining telephone numbers of customers who are not located in the same local service area but who are located within the State of West Virginia.
- (2) A customer is allowed five Directory Assistance Service calls per dial tone line, a student's Centrex Station line, or a special identification number for students associated with Centrex Service per month or fraction thereof, at no Directory Assistance Service charge.
- (3) For calls placed through a Company Operator, an Operator Assisted Local Call charge as specified in Section S3 of this Tariff applies in addition to the charge for Directory Assistance Service calls specified in (c) following, except the Operator Assisted Local Call charge will not apply in the following cases:

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.4 Directory Assistance Service (Continued)

(B) Regulations (Continued)

(3) (Continued)

- (a) To reach the called Directory Assistance Service number where direct dialing facilities are not available.
  - (b) To reach the called Directory Assistance Service number when attempts by the customer to direct dial such a call cannot be completed.
  - (c) To only record the originating telephone number where no automatic recording equipment is available.
  - (d) To only record the special identification number of a student for a call placed from a Centrex Service station.
- (4) Call allowances are not transferable between separate accounts of the same customer.

**GENERAL CUSTOMER SERVICES TARIFF**

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S12. Long Distance Message Telecommunications Service (Continued)

S12.3 Bluefield Independent Market Area (Continued)

S12.3.4 Directory Assistance Service (Continued)

(B) Regulations (Continued)

- (5) Charges for Directory Assistance Service are not applicable to calls to the Directory Assistance Service attendant placed from Semipublic Telephone Service or Public Telephone Service telephones or to calls to the Directory Assistance Service attendant from telephones where the customer, and in the case of residence service where the customer or a member of the customer's household, has been affirmed in writing as unable to use a Company provided directory because of a visual or physical handicap.

(C) Rates

Directory Assistance Service Calls\*, per call \$ 0.28

- \* Maximum of two requested telephone numbers per call; no discounts will be allowed on charges for Directory Assistance Service.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service

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**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service

S13.1 General

The regulations and rates contained in Section S13.1 are applicable for Wide Area Telephone Service (WATS) provided for exchanges within the Citizens Telecommunications Company of West Virginia (Citizens Telecom) and are in addition to the applicable regulations and rates specified in other tariffs of the Company. All interLATA intrastate usage is subject to the tariff of the interexchange carrier and the Company's Access Tariff.

S13.2 Regulations

(A) Explanation of Terms

Access Line

A WATS access line is a voice grade line between the Network Interface Device on the customer's premises and the Company central office and is provided for the purpose of completing wide area service calls. Each such line will be arranged, at the customer's option, for either Outward or 800 Service but not for both modes.

Company

The term Company used herein denotes Citizens Telecommunications Company of WV and participating Independent Companies.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.2 Regulations (Continued)

(A) Explanation of Terms (Continued)

Dial Type Telecommunications

Dial type telecommunications as referred to herein is a call dialed from or to a WATS access line or, if facilities are not available for dial completion, a call placed with an operator from or to a WATS access line. The call may also be placed with an operator in the same manner if for any reason a completed dialed call has been interrupted.

Service Area

The service area of each WATS access line includes all exchanges within the LATA and within the state of West Virginia.

Special Transport

The Special Transport provides for the transmission facilities between the serving central offices. This rate element is distance sensitive based on airline miles between the serving central offices.

WATS

WATS is the furnishing of facilities for dial type telecommunications between a WATS access line and station within its service area.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.2 Regulations (Continued)

(B) Service Offerings

(1) Outward Service

Outward service provides for the origination of calls from a station associated with a measured outward WATS access line located in the state of West Virginia telecommunications with stations in the specified service area.

(2) 800 Service

800 Service provides for the connection of calls for stations in the specified service area, for telecommunications with a station associated with a measured 800 Service access line located only in the Citizens Telecommunications of WV service area.

(C) Use of Service

(1) Resale of Service

A customer of the services, facilities and/or equipment in this tariff may offer such services, facilities and/or equipment to others (patrons), for profit: provided the customer offering such services, facilities and/or equipment to others is a certificated resale carrier certificated by the West Virginia Public Service Commission.



**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.2 Regulations (Continued)

(C) Use of Service (Continued)

(2) Sharing of Service

A customer of services, facilities and/or equipment in this tariff may share such services, facilities and/or equipment in long term agreement with others (users). The customer may, but does not have to, use the service which is to be shared.

Sharing arrangements must be nonprofit. The total charges to all participants in a sharing arrangement may not exceed the sum of the Company's charges for the service shared, plus the charges for any ancillary equipment that may be connected to such shared service. The allocation of charges to each participant shall be on a nonprofit pro rata basis.

Where the customer for a sharing arrangement is organized as a nonprofit entity, a not-for-profit fee, charged solely for the management of the sharing arrangement, may be allocated by the customer among the participants.

(D) Limitation of Service

(1) A WATS access line will be connected only at a customer's premises located within the State of West Virginia.

(2) WATS does not include person-to-person, collect, conference, or other calls requiring operator handling except as provided in S13.2 preceding.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telephone Service (Continued)

S13.2 Regulations (Continued)

(D) Limitation of Service (Continued)

- (3) WATS is not represented as adapted for connection to other services of the Company, except as provided in this tariff. The service contemplates the provision of satisfactory transmission only between the access lines and the calling or called line.
- (4) 800 Service may not be connected as a station, e.g., PBX line connection or Centrex line, in switching equipment.

(E) Method of Determining Usage Charges

- (1) WATS permits calling within the service area, in one direction only, via an access line at rates based on the accumulated time per month.
- (2) Rates for 800 Service in Section S13.4 following, will apply to intraLATA 800 Service usage for each rate period. Rates for interLATA 800 Service usage will be as stated in the tariff of the interLATA carrier.
- (3) Chargeable time begins when connection is established between a station associated with the WATS access line and the calling or called station and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.2 Regulations (Continued)

(E) Method of Determining Usage Charges (Continued)

(4) Measured Time usage charges are based on the greater of the following:

(a) Actual accumulation per month, or

(b) The minimum accumulated time per month which is determined by multiplying one minute times the number of completed calls.

(5) Where a customer subscribes to more than one access line of the same mode on the same premises, the measured time of such lines are computed to the nearest tenth of an hour.

(6) The in-service line count is determined by:

Grouping all outward WATS access lines in the same system for the same customer premises.

Grouping all 800 Service access lines in the same hunting arrangement.

(7) Rate Application

(a) Compute the in-service line count, rounded to the nearest tenth, based on a thirty (30) day billable month.

(b) Determine total usage time.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.2 Regulations (Continued)

(E) Method of Determining Usage Charges (Continued)

(7) Rate Application (Continued)

- (c) Determine average usage per access line, rounded to the nearest tenth, by dividing total usage by the computed in-service line count.
- (d) Determine usage charges by multiplying the average usage per access line times the applicable measured time usage charges.
- (e) Multiply the computed in-service line count times the usage charges.

(F) Access Line Connections

WATS may be connected at:

- (1) The customer's premises to terminal equipment, multiline connection systems or communications systems, or
- (2) The Company's Central Office to another Common Carrier (OCC) communications system utilizing a WATS Central Office Connecting Facility.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.2 Regulations (Continued)

(G) Initial Contract Period and Continuity of Service

The initial contract period of one day applies separately for Outward and 800 Service. If an access line is connected for a customer at a location where either mode of WATS has been disconnected at the customer's request less than two weeks previous, charges for the service so established will commence one day following the disconnect date of the prior service.

(H) Allowance for Interruptions

Allowance for interruptions apply to each WATS access line as set forth in (1) through (6) following:

- (1) When the WATS access line is interrupted for a period of less than two (2) hours no credit applies.
- (2) When the WATS access line is interrupted for a period of two hours to 24 hours a credit of \$25.40 applies.
- (3) When the WATS access line is interrupted for a period of more than 24 hours a credit of \$25.40 applies for each 24 hour period or any fraction thereof.
- (4) The credit in (1) and (2) above includes all credit to be applied for an interruption.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.2 Regulations (Continued)

(H) Allowance for Interruptions (Continued)

(5) None of the above credit allowance will be made for:

- non-completion if WATS messages are due to busy network conditions.
- interruption of service due to customer-provided equipment or systems.
- interruption of service due to the negligence of the customer.
- interruption of service during any period in which the Company is not afforded access to the premises at which the WATS access line is connected.
- interruption of service during any period when the customer has released the WATS access line to the Company for maintenance purposes, or implementation of a customer order for a change in service arrangement.

(6) Long Distance Telephone Service furnished to a customer, when the WATS is interrupted, is charged for at the long distance telephone rates specified in Section S12 of the Company's Tariff No. 2.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.2 Regulations (Continued)

(I) Abuse or Fraudulent Use of Service

Abuse or fraudulent use of service includes the placing or acceptance of a WATS subscriber, his agent, employee or representative, in response to an uncompleted long distance message call, which was not completed in order to transmit or receive intelligence without the payment of the applicable long distance message charge.

S13.3 Outward Service

(A) General

Outward Wide Area Telephone Service (WATS) is the furnishing of facilities for dial type telecommunication from a WATS access line to points throughout the service area. The rates and charges set forth following are in payment for the service furnished between the calling and called station.

\* Note: Where because of the characteristics of the customer's equipment or operation or at the request of the customer, it is necessary to provide two pairs of circuits, a charge for two access lines will apply.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

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Issued: April 26, 2002

Effective: May 26, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

S13. Wide Area Telecommunications Service (Continued)

S13.3 Outward Service (Continued)

(B) Rates

	<b>Monthly Rate</b>	
		(O)
		(O)
Access Line, per line <sup>1</sup> , -Two-Wire	*	(O) (C)(O) (O)
Special Transport -Per Airline Mile	*	(C)(O) (O) (O)

<sup>1</sup> Note: Where because of the characteristics of the customer's equipment or operation or at the request of the customer, it is necessary to provide two pairs of circuits, a charge for two access lines will apply. (C)

\* - Rates Deregulated (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated



**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.3 Outward Service (Continued)

(B) Rates

Concurrence

With the exception of the Bluefield IMA, this Company concurs in the Outward Service Measured Time Usage Charges governing intrastate intraLATA Wide Area Telephone Service as filed by Bell Atlantic - West Virginia, Inc. with the Public Service Commission of West Virginia. Any amendments thereto or successive issues thereof are hereby adopted and made part of this Tariff, with the provision that this Company reserves the right to cancel this concurrence after compliance with requirements as to tariff filings as may be necessary upon such cancellation.

Bluefield Independent Market Area

Measured Time Usage Charges, per hour

First 15 Hours	*	(C)
Next 25 Hours	*	
Next 40 Hours	*	
Next 60 Hours	*	
Next 80 Hours	*	
Over 220 Hours	*	(C)

\* - Rates Deregulated (N)

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**GENERAL CUSTOMER SERVICES TARIFF**

---

S13. Wide Area Telecommunications Service (Continued)

S13.4 800 Service

(A) General

800 Service is the furnishing of facilities for dial type telecommunication from points throughout the service area to a WATS access line. The rates set forth in this tariff are in payment for the service furnished between the calling and called station.

(B) Regulations

- (1) 800 Service is furnished upon condition that the customer obtain adequate service to permit the use of this service without injurious effect upon it or any other service rendered by the Company. The Company may terminate or refuse to furnish 800 Service to any customer, without incurring any liability, if the use of the service would interfere with or impair WATS or any other service rendered by the Company, provided that, in the case of a termination of service, at least five days have elapsed following written notification to the customer by mail or in person of the Company's intention to terminate the service for such cause.
- (2) For 800 Service, or the interexchange carrier's similar service, the interexchange carrier must block or return all intraLATA calls, after the 800 Service to WATS Terminating Number translations are made, or provide adequate call detail for the intraLATA usage.

**GENERAL CUSTOMER SERVICES TARIFF**

S13. Wide Area Telecommunications Service (Continued)

S13.4 800 Service (Continued)

(C) Rates

**Monthly  
Rate**

Access Line, Per line <sup>1</sup>  
Two-Wire

\*

(O)  
(O)  
(C)  
(C)(O)  
(O)  
(O)

Concurrence

The Company concurs in the Access Line 800 Service, Measured Time Usage Charges governing intrastate intraLATA Wide Area Telephone Service as filed by Bell Atlantic of West Virginia with the Public Service Commission of West Virginia. Any amendments thereto or successive issues thereof are hereby adopted and made part of this Tariff, with the provision that the Company reserves the right to cancel this concurrence after compliance with requirements as to tariff filings as may be necessary upon such cancellation.

(D) Rates for Bluefield Independent Market Area (IMA)

Measured Time Usage Charges, per hour

First 15 Hours	*
Next 25 Hours	*
Next 40 Hours	*
Next 60 Hours	*
Next 100 Hours	*
Next 240 Hours	*

(C)  
|  
(C)

<sup>1</sup> Note: Where, because of the characteristics of the customer's equipment or operation or at the request of the customer, it is necessary to provide two pairs of circuits, a charge for two access lines will apply.

(C)

\* - Rates Deregulated

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.5 Nonrecurring Charges - Descriptions

Non-recurring charges are one-time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of non-recurring charges that apply for WATS/800 Services are those listed following.

(A) Service Ordering Charges

Ordering Charges are associated with the work performed by the Company in connection with the receiving, recording and processing of customer service requests. There are two types of service ordering charges.

(1) Initial Ordering Charge

This charge applies on a per WATS/800 Service request basis for the installation of service, including those requests to add additional terminations to an existing service.

(2) Subsequent Ordering Charge

This charge applies on a per WATS/800 Service request basis for modifications to existing service. This would include activities such as:

(a) Changes of a WATS/800 telephone number

(b) Changes in a WATS hunt group

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**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.5 Nonrecurring Charges - Descriptions (Continued)

(B) Service Installation Charge

The Service Installation Charge is associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities. This charge applies on a per access line basis for installation of service, and for additional terminations to existing service.

(C) Service Arrangements

- (1) Service Arrangements are changes to existing (installed) WATS/800 services which may be administrative only in nature, as set forth following, or involve an actual physical change to the service.
- (2) Changes in the type of service, such as from WATS to 800, or 800 to WATS, will be treated as a discontinuance of the service and an installation of a new service.
- (3) Changes in the physical location of the Access Line termination are treated as moves which are described and charged for as set forth in d. following.
- (4) Changes in ownership or transfer or responsibility from one customer to another requires the discontinuance of service and the start of a new service. The Initial Ordering Charge will apply per service, per change.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.5 Nonrecurring Charges - Descriptions (Continued)

(C) Service Arrangements (Continued)

(5) Administrative changes will be made without charge(s) to the customer. Such changes require the continued provision and billing of the WATS/800 Service to the same entity (i.e., customer remains responsible for all outstanding indebtedness for the Service). Administrative changes are as follows:

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

(6) All other service arrangements will be charged such as listed below:

- If the change involves changing a two-wire service to a four-wire service or vice-versa, the Subsequent Ordering Charge will apply plus the Service Installation charge for each Access Line changed.
- In cases where multiple service rearrangements or an additional termination or a move and a service rearrangement are requested on a single Service Order Request, the total charge will never exceed the full non-recurring charge for the basic service.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telecommunications Service (Continued)

S13.5 Nonrecurring Charges - Descriptions (Continued)

(D) Moves

(1) A move involves a change in the physical location of the termination of the WATS/800 Service. The charge for move depends on whether the move is within the same premises or to a different premises.

- Same Premises

When the move is to a new point within the same premises, the charge for the move will be the Subsequent Ordering Charge plus an amount equal to one half the Service Installation Charge for the service termination affected. There will be no charge in the minimum period requirements.

- Different Premises

When the move is to a different premises it will be treated as a disconnect and an installation of service. The Initial Ordering Charge will apply plus the Service Installation Charge for the service termination(s) affected.

(2) A move normally involves an interruption for the WATS/800 Service for the period required to complete the move. No credit allowance will be granted for that period.

**GENERAL CUSTOMER SERVICES TARIFF**

S13. Wide Area Telecommunications Service (Continued)

S13.6 Nonrecurring Charges

- (A) Service Ordering Charges
  - (1) Initial Ordering Charge
  - (2) Subsequent Ordering Charge
- (B) Service Installation Charge

- Refer to Bell Atlantic's West Virginia tariff for WATS Service nonrecurring rates.

**Non-recurring Charges for Bluefield Independent Market Area**

	<b><u>Nonrecurring Charge</u></b>	
(A) Service Ordering Charges		(C)
(1) Initial Ordering Charge	*	(C)
(2) Subsequent Ordering Charge	*	(C)
(B) Service Installation Charge	*	

\* - Rates Deregulated (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated



**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telephone Service (Continued)

S13.7 Citizens Telecom Business/Residence Line 800 Service

(A) Description

- (1) Citizens Telecom Business/Residence Line 800 Service is the furnishing of dial type telecommunications from stations within a LATA to a station associated with an 800 termination point within the same LATA within the same state.
- (2) Dial type telecommunications is a call dialed and completed from or to an 800 access line without the assistance of a Company operator, or placed with an operator where facilities are not available for dial completion, or where, for other service reasons, operator assistance in completion of the call is necessary.
- (3) Generally, an 800 termination is a path between the network interface at the customer's premises and the point in a Company central office where access to the switched network is obtained for the purpose of completing 800 calls. Citizens Telecom Business/Residence Line 800 Service access will be arranged for common line termination. Citizens Telecom Business/Residence Line 800 Service provides termination of calls nondedicated business one party, party line, automatic, or CentraNet access lines; and residence one party, party line, and manual access lines. One 800 number may be assigned to each existing or newly provided exchange telephone number which allows for the completion of 800 calls in addition to all other usage normally handled on this termination.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telephone Service (Continued)

S13.7 Citizens Telecom Business/Residence Line 800 Service (Continued)

(A) Description (Continued)

- (4) Citizens Telecom Business/Residence Line 800 Service is not available in conjunction with Public Telephone Service, Customer-Owned Coin- Operated Telephone Service or Foreign Exchange service lines.
- (5) Citizens Telecom Business/Residence Line 800 Service provides for the termination of 800 calls only.
- (6) Citizens Telecom Business/Residence Line 800 Service provides for the assignment of a single ten digit 800 number (i.e., 800+XXX+XXXX) to the customer which can be used in one or more LATAs at the same time for intraLATA calling. Citizens Telecom Business/Residence Line 800 Service allows for, but does not require the Citizens Telecom Business/Residence Line 800 customer to use one 800 number in multiple LATAs for intraLATA calling. Customers may retain the same Citizens Telecom Business/Residence Line 800 service telephone number when moving to another location within the state.
- (7) Citizens Telecom Business/Residence Line 800 Service is the furnishing of facilities in accordance with the regulations and schedule of charges specified in this tariff. Citizens Telecom Business/Residence Line 800 Service rates set forth herein are in payment for the service furnished between the calling and called stations.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telephone Service (Continued)

S13.7 Citizens Telecom Business/Residence Line 800 Service (Continued)

(A) Description (Continued)

- (8) Citizens Telecom Business/Residence Line 800 Service is furnished subject to the availability of the appropriate equipment and facilities.
- (9) Citizens Telecom Business/Residence Line 800 Service may only be provided by the Company.
- (10) The term "Service Terminating Arrangement" denotes company-provided equipment which terminates Citizens Telecom Business/Residence Line 800 Service at a customer's premises. The service terminating arrangement provides a clearly delineated interface which facilitates the design, isolation and testing of Citizens Telecom Business/Residence Line 800 Service. Where a protective connecting arrangement is required, the service terminating arrangement is provided as a part of the protective connecting arrangement.
- (11) All rates and charges quoted in this tariff provide for the furnishing of service when suitable of the necessary facilities does not involve unusual costs. When the revenue to be derived from the service does not warrant the Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs and to contract for a sufficient period to warrant the construction, depending upon the circumstances in each case.

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**GENERAL CUSTOMER SERVICES TARIFF**

---

S13. Wide Area Telephone Service (Continued)

S13.7 Citizens Telecom Business/Residence Line 800 Service (Continued)

(B) Limitation of Service

(1) Dial type telecommunications associated with a Citizens Telecom Business/Residence Line 800 Service access line are calls dialed and completed without the assistance of a Company operator, except that a Company operator will:

- Re-establish a call which has been interrupted after the called number has been reached, or
- Reach the called telephone number where facilities are not available for customer dial completion.

(2) The Company does not undertake to transmit messages but offers the use of its facilities for communications between customers. Citizens Telecom Business/Residence Line 800 Service does not include calling to or from stations not within the same LATA, person-to-person, collect, conference or other calls requiring operator handling except as provided in the preceding.

(3) Connection to Other Services

(a) Citizens Telecom Business/Residence Line 800 Service is not represented as adapted for connection to other services of the Company, facilities of OCCs, or to customer-provided facilities. Connections of communications systems provided by the customer may be made; however, the Company will not be responsible for the through of transmission of signals on such connections. The service contemplates the provision of satisfactory transmission only between the access line and the called or calling station.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telephone Service (Continued)

S13.7 Citizens Telecom Business/Residence Line 800 Service (Continued)

(B) Limitation of Service (Continued)

(3) Connection to Other Services (Continued)

(b) Regulations, rates and charges for the facilities used to connect customer-provided terminal equipment or customer-provided communications systems are set forth in this tariff.

(4) Obligation of the Customer

(a) The agents and employees of the Company shall have the right to enter the premises of a customer at any reasonable hour for the purpose of installing, inspecting or repairing the services of the Company or upon termination of the service, for the purpose or removing such services.

(b) The Company undertakes to maintain and repair the facilities which furnishes to customers. The customer shall be responsible for damages to facilities of the Company caused by negligence or willful act of the customer or authorized users. The customer or authorized user may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment installed by the Company except upon written consent of the Company.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telephone Service (Continued)

S13.7 Citizens Telecom Business/Residence Line 800 Service (Continued)

(B) Connection to Other Services (Continued)

(4) Obligation of the Customer (Continued)

(c) The customer is responsible for providing a suitable supply of commercial power, including outlets, when and where required by the Company for the operations of any equipment on the customer's premises.

(d) The customer is required to reimburse the Company for any loss through theft of the equipment or apparatus on the customer's premises.

(5) Citizens Telecom Business/Residence Line 800 Service is furnished upon the condition that the customer obtain adequate service to permit its use without creating excessive overflows and incompleteness or otherwise interfering with this or any other service rendered by the Company. The Company, without incurring any liability, may terminate or refuse to furnish Citizens Telecom Business/Residence Line 800 Service to any customer who fails to comply with said conditions, subject only to provisions in Section S2, Termination of Service.

(6) Use of the Service

(a) Citizens Telecom Business/Residence Line 800 Service is provided for use by customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this tariff.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telephone Service (Continued)

S13.7 Citizens Telecom Business/Residence Line 800 Service (Continued)

(B) Limitation of Service (Continued)

(6) Use of the Service (Continued)

(b) Orders, including those installing, rearranging, or discontinuing service, will be accepted by the company only from the customer.

(c) The customer subscribing to Citizens Telecom Business/Residence Line 800 Service is responsible for its use and for the payment of all charges in connections therewith and shall exercise such control as may be necessary to ensure that it is not improperly used.

(7) Cancellation for Cause

The regulations set forth in Section S2 for Termination of Service apply when appropriate.

(C) Application of Monthly Rates and Charges

(1) Timing of Calls

(a) Chargeable time begins when a connection is established between a station associated with the Citizens Telecom Business/Residence Line 800 Service line and the calling station.

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telephone Service (Continued)

S13.7 Citizens Telecom Business/Residence Line 800 Service (Continued)

(C) Application of Monthly Rates and Charges (Continued)

(1) Timing of Calls (Continued)

(b) Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.

(c) When Citizens Telecom Business/Residence Line 800 Service is directly connected at the customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the Citizens Telecom Business/Residence Line 800 Service so that the chargeable time may begin.

(d) All messages completed in one billing period through Citizens Telecom Business/Residence Line 800 Service will be bulk billed a minimum of 30 seconds per message.

(2) The minimum service period for Citizens Telecom Business/Residence Line 800 Service is one month.

(3) Usage is subject to a Minimum Average Time Requirement (MATR) of 30 seconds per completed call in each rate band during each billing cycle is less than 30 seconds, billing will be based on an average duration of 30 seconds per call.



**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telephone Service (Continued)

S13.7 Citizens Telecom Business/Residence Line 800 Service (Continued)

(C) Application of Monthly Rates and Charges (Continued)

(4) The monthly charges for Citizens Telecom Business/Residence Line 800 Service are determined as follows:

- (a) Determine the total number of calls for each Citizens Telecom Business/Residence Line 800 Service number.
- (b) Determine the equivalent hours rounded to the nearest tenth used by applying the MATR as described in S13.7(C)(3).
- (c) Determine the total actual hours used, rounded to the nearest tenth of one hour.
- (d) Determine the chargeable hours which is the greater of (b) or (c).
- (e) Multiply the chargeable hours by the usage charge shown in S13.7(E), rounded to the next highest cent.
- (f) Determine the charge for each Citizens Telecom Business/Residence Line 800 Service number by multiplying to monthly rate per Citizens Telecom Business/Residence Line 800 Service number shown in S13.7(D)(1) and S13.7(D)(2) by the quantity of Citizens Telecom Business/Residence Line 800 Service numbers in service for that given month.
- (g) Determine the total charges by adding the amounts developed in (e) and (f) preceding.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002.

**GENERAL CUSTOMER SERVICES TARIFF**

S13. Wide Area Telephone Service (Continued)

S13.7 Citizens Telecom Business/Residence Line 800 Service (Continued)

(D) Monthly Rates and Charges

(1) Citizens Telecom Business Line 800 Service

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	(O) (O)
(a) Per 800 number terminating on a business exchange access line, per LATA. <sup>1</sup>	*	*	(C)(O)
(b) Per 800 number record changed (Also applies to Variable Call Destination)	*		(C)(O)

(2) Citizens Telecom Residence Line 800 Service

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	(O) (O)
(a) Per 800 number terminating on a residence exchange access line, per LATA. <sup>1</sup>	\$ 10.00	\$ 10.00	(C)(O)
(b) Per 800 number record changed	10.00	N/A	(O)

<sup>1</sup> When this service is added to an existing business or residence exchange access line, service ordering, connection, and installation charges associated with business or residence exchange access lines do not apply. When this service is ordered in conjunction with the new installation of business or residence exchange access lines; the appropriate service ordering, connection, and installation charges associated with business or residence exchange lines also apply. (C)

\* - Rates Deregulated

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telephone Service (Continued)

S13.7 Citizens Telecom Business/Residence Line 800 Service (Continued)

(D) Monthly Rates and Charges

(3) Variable Call Destination Rates

Variable Call Destination provides for multiple terminations, within one or more LATAs, of the 800 number assigned in conjunction with the Citizens Telecom Business/Residence Line 800 Service for the completion of intraLATA calling.

**Monthly** (O)  
**Rate** (O)

Per each additional location \* (C)(O)

(4) Directory Listings for Citizens Telecom Business/Residence Line 800 Service will be provided at applicable additional listing rates.

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

**GENERAL CUSTOMER SERVICES TARIFF**

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S13. Wide Area Telephone Service (Continued)

S13.7 Citizens Telecom Business/Residence Line 800 Service (Continued)

(E) Usage Rates

Citizens Telecom Business/Residence Line 800 Service usage is bulk billed as follows:

Concurrence

With the exception of the Bluefield IMA, the Company concurs in the Exchange 800 Service, Measured Time Usage Charges governing intrastate intraLATA Exchange 800 Service as filed by Bell Atlantic of West Virginia with the Public Service Commission of West Virginia. Any amendments thereto or successive issues thereof are hereby adopted and made part of this Tariff, with the provision that the Company reserves the right to cancel this concurrence after compliance with requirements as to tariff filings as may be necessary upon such cancellation.

Usage Rates Bluefield Independent Market Area

Citizens Telecom Business/Residence Line 800 Service usage is bulk billed at the following rates per hour.

Rate Bands

Per Hour

Citizens Telecom Business Line 800 Service Usage Charges

Up to 10 Hours, per hour	*	(C)
Greater than 10 Hours, per hour	*	(C)

Citizens Telecom Residence Line 800 Service Usage Charges

Up to 10 Hours, per hour	\$17.50
Greater than 10 Hours, per hour	17.00

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

**GENERAL CUSTOMER SERVICES TARIFF**

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 05-1289-T-T, dated October 4, 2005.

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_

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\* Effective July 14, 2012, this service is limited to existing customers at their existing location. (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

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\* Effective July 14, 2012, this service is limited to existing customers at their existing location. (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.



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\* Effective January 20, 2018, this service offering is limited to existing subscribers.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 18-0012-T-T dated January 19, 2018.

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\* Effective January 20, 2018, this service offering is limited to existing subscribers.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0971-T-T, dated November 21, 2022.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14.        Citizens Bundled Services

S14.1      Citizens Select

General

(A)        Citizens Select plans provide the residential Community Plus Local Calling Plan (LCP) and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

(B)        Citizens Select

Customer subscribing to this plan may select up to seven (7) features from the following list:

- Call Forward
- Call Forward Busy Line
- Call Forward/No Answer
- Enhanced Call Waiting
- Call Waiting ID
- Caller ID<sup>(1)</sup>
- Caller ID w/Name and Number<sup>(1)</sup>
- Distinctive Ring
- Speed Call 8
- Three Way Calling
- \*69 (Auto Call Return)
- \*66 (Auto Redial)

Note 1: May select only one Caller ID feature.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

---

S14. Citizens Bundled Services (Continued)

S14.1 Citizens Select (Continued)

General (Continued)

(C) Citizens Select Plus

Customers subscribing to this plan may select any or all of the following services/features.

- Anonymous Call Rejection
- Call Forward
- Call Forward Busy Line
- Call Forward No Answer
- Call Waiting ID
- Enhanced Call Waiting
- Caller ID<sup>(1)</sup>
- Caller ID w/Name and Number <sup>(1)</sup>
- Distinctive Ring
- Selective Call Rejection
- Speed Call 8<sup>(2)</sup>
- Speed Call 30<sup>(2)</sup>
- Three Way Calling
- Toll Denial
- VIP Alert
- \*69 (Auto Call Return)
- \*66 (Auto Redial)

Note 1: May select only one Caller ID feature.

Note 2: May select only one Speed Call feature.

**GENERAL CUSTOMER SERVICES TARIFF**

---

S14.            Citizens Bundled Services (Continued)

S14.1          Citizens Select (Continued)

General (Continued)

(D)      All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Select plan shall apply.

S14.1.1       Rates and Charges

(A)      Where a Citizens Select plan is provided at the time of initial installation for an additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 4 of this Tariff.

(B)      Service Charges are not applicable for a Citizens Select plan provided at the same time as the initial installation for a residence individual flat rate line service.

(C)      Service Charges as specified in Section 4 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.

(D)      Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in S14.1 (B)(C), preceding unless specifically allowed by the terms and conditions of the promotion.

**GENERAL CUSTOMER SERVICES TARIFF**

S14. Citizens Bundled Services (Continued)

S14.1 Citizens Select (Continued)

S14.1.1 Rates and Charges (Continued)

(E) Citizens Select plans are provided at the following rates.

	Market Area "A" (1)	Market Area "B" (2)	(N)
<b>Citizens Select</b>			
Refer to S14.1(B), preceding for services/features	<b>MONTHLY RATE</b>	<b>MONTHLY RATE</b>	
Per individual Community Plus residential LCP	\$34.95	\$30.00	(N)
Per individual Premium residential LCP	\$41.95	\$37.00	(N)
 <b>Citizens Select Plus</b>			
Refer to S14.1(C), preceding for services/features			
Per individual Community Plus residential LCP	\$38.95	\$30.00	(N)
Per individual Premium residential LCP	\$45.95	\$37.00	(N)

Note 1 – All Exchanges not listed in Market Area "B" (N)  
Note 2 – Moorefield Exchange only. (N)

**GENERAL CUSTOMER SERVICES TARIFF**

---

S14. Citizens Bundled Services (Continued)

S14.2 Frontier Choices <sup>(3)</sup> (Residential Service)

(N)

General

(A) Frontier Choices plans (Tier I – Tier V) provide the residential customer with Community Plus Local Calling Plan or Premium Calling Plan (LCP) plus ten (10) free local Directory Assistance (DA) calls (411) and services/features as listed in the specific Tier Plans. Residential customers subscribing to the following packages are entitled to unlimited use of the selected services/features.

(B) Frontier Choices

Community Plus or Premium Plan Customers subscribing to this plan may select any or all of the following services/features.

- Anonymous Call Rejection
- Call Forward
- Call Forward Busy Line
- Call Forward No Answer
- Call Waiting ID
- Enhanced Call Waiting
- Caller ID<sup>(1)</sup>
- Caller ID w/Name and Number <sup>(1)</sup>
- Distinctive Ring
- Selective Call Rejection
- Speed Call 8<sup>(2)</sup>
- Speed Call 30<sup>(2)</sup>
- Three Way Calling
- Toll Denial
- VIP Alert
- \*69 (Auto Call Return)
- \*66 (Auto Redial)
- Voice Mail

Note 1: May select only one Caller ID feature.

Note 2: May select only one Speed Call feature.

Note 3 – Frontier Choices are only available where technically feasible.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-0300-T-T, dated March 13, 2003

**GENERAL CUSTOMER SERVICES TARIFF**

---

S14. Citizens Bundled Services (Continued)

S14.2 Frontier Choices (Residential Service)

S14.2.1 Rates and Charges

- (A) Where a Frontier Choices plan is provided at the time of initial installation for an additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 4 of this Tariff.
- (B) Service Charges are not applicable for a Frontier Choices plan provided at the same time as the initial installation for a residence individual flat rate line service.
- (C) Service Charges as specified in Section 4 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices plan.
- (D) Existing Frontier Choices customers cannot take advantage of promotions for any of the services/features specified in S14 unless specifically allowed by the terms and conditions of the promotion.



**GENERAL CUSTOMER SERVICES TARIFF**

S14. Citizens Bundled Services (Continued)

S14.2 Frontier Choices <sup>(3)</sup> (Residential Service)

S14.2.1 Rates and Charges (Continued)

	<u>Tier I</u>	<u>Tier II</u>	<u>Tier III</u>	<u>Tier IV</u>	<u>Tier V</u>	
Available Tier/Zone Pricing	Access Line, Choices, 10 Free Local 411, 30 minutes Free LD	Access Line, Choices, Dial-up Internet, 10 Free Local 411, 30 min. Free LD	Access Line, Choices, Dial-up Internet, 2nd Line W/Fed. Charge, 10 Free Local 411, 30 min. Free LD	Access Line, Choices, 256 Kbps DSL Internet, 10 free Local 411, 30 min. Free LD	Access Line, Choices, 1 Mbps DSL Internet, 10 Free Local 411, 30 min. Free LD	
Basic Calling Plan						
Market Area "B" <sup>(1)</sup>	\$19.50	\$34.50	\$41.50	\$54.50	\$64.50	(1)
Market Area "A" <sup>(2)</sup>	\$21.50	\$36.50	\$40.50	\$56.50	\$66.50	
Market Area "C" <sup>(4)</sup>	\$21.50	\$36.50	\$40.50	\$48.50	\$56.50	(1)
Community Calling Plan						
Market Area "B" <sup>(1)</sup>	\$23.00	\$38.00	\$51.00	\$58.00	\$68.00	
Market Area "A" <sup>(2)</sup>	\$28.00	\$43.00	\$56.00	\$63.00	\$73.00	
Market Area "C" <sup>(4)</sup>	\$28.00	\$43.00	\$51.00	\$55.00	\$63.00	

Note 1 – Moorefield Exchange Only

Note 2 – All other Exchanges

Note 3 – Frontier Choices are only available where technically feasible.

Note 4 – Anawalt, Athens, Bluefield, Bluewell, Bramwell, Coalwood, Davy, Gary, Kimball, Matoaka, Maybuery, Northfork, Oakvale, Princeton and Welch Exchanges.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 13-1321-T-PC dated December 23, 2013, effective December 31, 2013.

**GENERAL CUSTOMER SERVICES TARIFF**

S14. Citizens Bundled Services (Continued)

(M)

S14.2 Frontier Choices <sup>(3)</sup> (Residential Service)

S14.2.1 Rates and Charges (Continued)

Available Tier/Zone Pricing	Access Line, Choices, 10 Free Local 411, 30 minutes Free LD	Access Line, Choices, Dial-up Internet, 10 Free Local 411, 30 min. Free LD	Access Line, Choices, Dial-up Internet, 2nd Line W/Fed. Charge, 10 Free Local 411, 30 min. Free LD	Access Line, Choices, 256 Kbps DSL Internet, 10 free Local 411, 30 min. Free LD	Access Line, Choices, 1 Mbps DSL Internet, 10 Free Local 411, 30 min. Free LD
<u>Community Plus Plan</u>					
Market Area "B" <sup>(1)</sup>	\$30.00	\$45.00	\$65.00	\$65.00	\$75.00
Market Area "A" <sup>(2)</sup>	\$35.00	\$50.00	\$70.00	\$70.00	\$80.00
Market Area "C" <sup>(4)</sup>	\$35.00	\$50.00	\$65.00	\$62.00	\$70.00
<u>Premium Calling Plan</u>					
Market Area "B" <sup>(1)</sup>	\$37.00	\$52.00	\$79.00	\$72.00	\$82.00
Market Area "A" <sup>(2)</sup>	\$42.00	\$57.00	\$84.00	\$77.00	\$87.00
Market Area "C" <sup>(4)</sup>	\$42.00	\$57.00	\$79.00	\$69.00	\$77.00

Note 1 – Moorefield Exchange Only

Note 2 – All other Exchanges

Note 3 – Frontier Choices are only available where technically feasible.

Note 4 – Anawalt, Athens, Bluefield, Bluewell, Bramwell, Coalwood, Davy, Gary, Kimball, Matoaka, Maybuery, Northfork, Oakvale, Princeton and Welch Exchanges.

(M) Material moved from Section 14 Page 5.3

(M)  
(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Citizens Bundled Services

S14.3 Citizens Business Bundle

(C)

General

(A) Citizens Business Bundle plans provide a flat rate for services/features as listed in the specific plans. Business customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

(B) Business Bundle

Customer subscribing to this plan may select five (5) features from the following list:

- Anonymous Call Rejection
- Automatic Call Return
- Automatic Busy Redial
- Call Forward
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward No Answer
- Call Waiting
- Call Waiting/ID
- Caller ID w/Number <sup>(1)</sup>
- Caller ID w/Name <sup>(1)</sup>
- Distinctive Ring
- Selective Call Rejection
- Speed Call 8 <sup>(2)</sup>
- Speed Call 30 <sup>(2)</sup>
- Three Way Calling
- VIP Alert

Note 1: May select only one Caller ID feature.

Note 2: May select only one Speed Call feature.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-0300-T-T, dated March 13, 2003.

## GENERAL CUSTOMER SERVICES TARIFF

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S14. Citizens Bundled Services (Continued)

S14.3 Citizens Business Bundle (Continued)

(C)

General (Continued)

- (C) All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in any Citizens Business Bundle package shall apply.

Rates and Charges

- (A) The Company reserves the right to waive the Service Order - Subsequent Nonrecurring Charge as specified in Section 4 for a period of ninety (90) days from the time the Business Bundle is available in the service wire center. The waiver applies to the initial request for a Business Bundle package in association with an existing, additional or move from one location to another for a business access line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Business Bundle package.
- (B) Service Charges are not applicable when a Business Bundle package is provided at the same time as the initial installation of a business line.
- (C) Service Charges as specified in Section 4 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Business Bundle package.
- (D) Existing Business Bundle customers cannot take advantage of promotions for any of the services/features specified in S14.2 (B), preceding unless specifically allowed by the terms and conditions of the promotion.

**GENERAL CUSTOMER SERVICES TARIFF**

S14. Citizens Bundled Services (Continued)

S14.3 Citizens Business Bundle (Continued)

Rates and Charges (Continued)

(E) Business Bundle package is provided at the following rate: <sup>3</sup>

<u>Business Bundle</u>	<u>Market Area</u>	<u>Monthly Rate</u> <sup>4</sup>	
Per individual business access line – Includes choice of 5 services/features as specified in S14.2 (B), preceding.	“A” <sup>2</sup>	*	(C)
	“B” <sup>1</sup>	* <sup>5</sup>	(C)

Note 1 – Market Area “B” – Moorefield Exchange Only

Note 2 – Market Area “A” – All other Exchanges

Note 3 – Citizens Business Bundle is only available where technically feasible.

Note 4– Rate does not include Individual access line charge.

Note 5 – Rate includes all services/features as specified in S14.2 (B) with limitations.

\* - Rates Deregulated

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

---

S14. Citizens Bundled Services (Continued)

S14.4 Frontier Feature5 Pack<sup>SM</sup>

(C)

General

(A) Frontier Feature5 Pack<sup>SM</sup> Package contains two constant features plus three additional features as listed in the package. Business customers subscribing to the package are entitled to unlimited use of the selected features.

(C)

(B) The Frontier Feature5 Pack<sup>SM</sup> Package will be comprised of the following two constant features:

- Caller ID Name and Number
- Call Forward (subset options)
- Call Forward Variable
- Call Forward Busy
- Call Forward No Answer
- Call Forward Fixed

(C) In addition to the two constant features, customers subscribing to this package will also be able to select three (3) other options from the following list:

- Call Waiting
- \*66 Busy Redial
- \*69 Call Return
- 3 Way Conference Calling
- Hunting
- Speed Call 8
- Call Transfer

**GENERAL CUSTOMER SERVICES TARIFF**

---

S14. Citizens Bundled Services (Continued)

S14.4 Frontier Feature5 Pack<sup>SM</sup> (Continued) (C)

General (Continued)

(D) All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in any Frontier Feature5 Pack<sup>SM</sup> package shall apply.

Rates and Charges

(A) Existing Frontier Feature5 Pack<sup>SM</sup> customers cannot take advantage of promotions for any of the services/features specified in S14.3 (B)(C), preceding unless specifically allowed by the terms and conditions of the promotion.

(B) Frontier Feature5 Pack<sup>SM</sup> Package is provided at the following rates:

	<u>Monthly Rate</u>	
<b>Frontier Feature5 Pack<sup>SM</sup> Package</b>		
• Per individual business line - Includes two constants and 3 additional features as specified in S14.3 (B) and (C), preceding.	*	(C)

\* - Rates Deregulated (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-0300-T-T, dated March 13, 2003.

**GENERAL CUSTOMER SERVICES TARIFF**

S14. Citizens Bundled Services (Continued)

S14.5 Term Plan Rates <sup>(1)</sup>

(A) Term Plan Rates

**Business - One Party**

	<u>6 Months</u>	<u>1 year</u>	<u>2 years</u>	<u>3 years</u>	
Business One Party Premium Calling Plan (ValuLine) <u>Market Area "1"</u>	*	*	*	*	(C)
Business One Party Premium Calling Plan with Hunting and three-way call with transfer (ValuLine Plus) <u>Market Area "1"</u>	*	*	*	*	(C)
<u>Market Area "2"</u>	*	*	*	*	(C)

**Business - Automatic Access Line (AAL)**

Business AAL Premium Calling Plan with Hunting and three-way call with transfer (ValuLine Plus) <u>Market Area "1"</u>	*	*	*	*	(C)
<u>Market Area "2"</u>	*	*	*	*	(C)

(B) Monthly Credit and Discounts <sup>(1)</sup>

A Monthly Credit will be applied to the monthly rate for Term Plan Customers who purchase Citizens Long Distance Service.

A \$1.00 per month credit will be applied to each Access Line if the customer selects Citizens Long Distance as their Interlata and Intralata preferred interexchange carrier (PIC).

- Note 1 – Term Plan Rates and Associated Discounts are available in specific exchanges as follows:  
 Market Area 1 – Athens, Bluefield, Bluewell, Petersburg, Princeton, Wardensville and Welch exchanges only.  
 Market Area 2 – Moorefield Exchange only.

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1111-T-T, dated July 23, 2003.



**GENERAL CUSTOMER SERVICES TARIFF**

S14. Citizens Bundled Services (Continued)

S14.5 Term Plan Rates <sup>(1)</sup> (Continued)

(C) Monthly Credit and Discounts (continued) (C) (M)

(a) Business One Party Premium Calling Plan Customers (S14.5 (A) 1) may subscribe to Frontier Feature5 Pack<sup>SM</sup> and receive the following discounts. (C)

Frontier Feature5 Pack <sup>SM</sup> Caller ID, Call Forwarding (variable or fixed), Call waiting, Busy Redial, Call Return, 3 Way Conference Call, Hunting, Transfer (if technically available)	<u>6 Months</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>	(C)
<u>Market Area "1"</u>	\$10.75	\$9.56	\$8.36.	\$7.17	(C)
Frontier Feature5 Pack <sup>SM</sup> with Voice Mail Caller ID, Call Forwarding (variable or fixed), Call waiting, Busy Redial, Call Return, 3 Way Conference Call, Hunting, Transfer (if technically available)					(C)
<u>Market Area "1"</u>	\$13.45	\$11.96	\$10.46	\$8.92	(N)
<u>Market Area "2"</u>	\$9.95	\$9.95	\$9.95	\$9.95	(N)

Note 1 – Term Plan Rates and Associated Discounts are available in exchanges as follows: (C)  
Market Area 1 – Athens, Bluefield, Bluewell, Petersburg, Princeton, Wardensville and Welch (C) (M)  
exchanges only.

Market Area 2 – Moorefield Exchange only. (N)

(M) Material on this page previously appeared in Section 3 Page 17.2 (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-0300-T-T, dated March 13, 2003.

**GENERAL CUSTOMER SERVICES TARIFF**

S14. Citizens Bundled Services (Continued)

S14.5 Term Plan Rates <sup>(1)</sup> (Continued)

(D) Monthly Credit and Discounts (continued)

(C) (M)

(b) Business Premium Calling Plan Customers with Hunting and three-way calling (S14.5 (A) 2) may subscribe to Frontier Feature5 Pack<sup>SM</sup> and receive the following discounts.

(C)

Frontier Feature5 Pack <sup>SM</sup> Caller ID, Call Forwarding (variable or fixed), Call waiting, Busy Redial, Call Return Market Area "1"	<u>6 Months</u>	1 Year	2 Years	3 Years	(C)
	N/A	\$9.56	\$8.36.	\$7.17	
Frontier Feature5 Pack <sup>SM</sup> with Voice Mail Caller ID, Call Forwarding (variable or fixed), Call waiting, Busy Redial, Call Return Market Area "1" Market Area "2"	N/A \$9.95	\$11.96 \$9.95	\$10.46. \$9.95.	\$8.92 \$9.95	

Note 1 – Term Plan Rates and Associated Discounts are available in specific exchanges as follows:

(C)  
(C) (M)

Market Area 1 – Athens, Bluefield, Bluewell, Petersburg, Princeton, Wardensville and Welch exchanges only.

Market Area 2 – Moorefield Exchange only.

(N)

(M) Material on this page previously appeared in Section 3 Page 17.3

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Citizens Bundled Services (Continued)

S14.5 Term Plan Rates (Continued)

(E) Termination Charges

(C) (M)

If Customer terminates any of the Services prior fulfillment of its full term commitment, Customer will pay the termination charges described below, immediately upon demand; provided, however that if an applicable tariff sets forth a different termination charge, the tariff charge shall apply.

(a) If Customer terminates an order for Services prior to delivery of the Services, Customer shall pay a termination charge equal to the total costs and expenses incurred by Frontier in connection with establishing the Services.

(b) If Customer terminates Services at the service address after establishment of the Services, but prior to the end of the minimum term, Customer shall pay a termination charge equal to the remaining monthly charges for the term of the contract.

(c) Termination charges set forth in (b) also apply in the event that Customer continues Services at the service address but the Customer's lines at the service address fall below a threshold that is equal to, rounded to the nearest line, either 90% of the contracted number of lines set forth above or 90% of the maximum number of lines ordered under the term discount rate of this agreement, whichever is greater. The termination charges shall be applied to the difference between the threshold number and the number of lines remaining in service.

(M)

(M) Material on this page previously appeared in Section 3 Page 17.4

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions

S14.6.1 General

FrontierWorks<sup>sm</sup> Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy Line, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

A. Bundle 1

1. One Business Access Line <sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail and Message Waiting Indication
3. Frontier® dial-up 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)

Note (1) The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party Flat Rate access line.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions (Continued)

S14.6.1 General (Continued)

B. Bundle 2

1. One Business Access Line <sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail and Message Waiting Indication
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® DSL Max Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

C. Bundle 3

1. Two Business Access Lines <sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Frontier dial-up 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)

Note (1) The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party Flat Rate access line.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions (Continued)

S14.6.1 General (Continued)

D. Bundle 4

1. Two Business Access Lines <sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® DSL Max Internet Service (Non-regulated)
5. 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 <sup>(1)</sup> , including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® 512 Kbps Business DSL Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

Note (1) The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party Flat Rate access line.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1917-T-T, dated November 25, 2003.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions (Continued)

S14.6.1 General (Continued)

F. Bundle 6

1. Two Business Access Lines <sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® 1 Mbps Business DSL Internet Service (Non-regulated)
5. 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, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.
2. Voice Mail and Message Waiting Indication (non-regulated)
3. Frontier new BDSL which will feature ADSL speeds of 1M/128k, 2M/256K or 3M/384k (speed will vary by market where available) (Federally Tariffed)
4. Frontier BDSL Internet service (non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of American, Inc., usage per month per bundle. (Federally Tariffed)

(N)

(M)

(N) (M)

(M) Moved to Section 23 Page 18.1 .

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 05-0563-T-T, dated May 9, 2005.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions (Continued)

S14.6.1 General (Continued)

H. Bundle 8

(N)

1. Two Business Flat Rate Access Lines, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail and Message Waiting Indication (non-regulated)
3. Frontier new BDSL which will feature ADSL speeds of 1M/128k, 2M/256K or 3M/384k (speed will vary by market where available) (Federally Tariffed)
4. Frontier BDSL Internet service (non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of American, Inc., usage per month per bundle. (Federally Tariffed)

(N)

I. Frontier Works<sup>sm</sup> Additional Access Line

(M) (C)

1. One Business Access Line <sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.

Note (1) – The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party Flat Rate access line.

(M)

(M) Moved from Section 23 Page 18 .

(N)



**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions (Continued)

S14.6.1 General (Continued)

(C)

J. Optional Services

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

1. FrontierWorks<sup>sm</sup> Select5

Choice of five of the following:

Caller ID—Name and Number  
Call Forward Variable <sup>(1)</sup>  
Call Waiting  
Speed Calling 8 Code or Speed Calling 30 Code  
Three-Way Calling  
Busy Redial  
Call Return  
Hunting <sup>(2)</sup>

Note (1) "Call Forward Variable" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer.

Note (2) "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. Call Forward Busy Line cannot be used with Hunting.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 05-0563-T-T, dated May 9, 2005.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions (Continued)

S14.6.1 General (Continued)

J. Optional Services (Continued)

(C)

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

2. FrontierWorks<sup>sm</sup> Select5 with Voice Mail (Non-regulated)

Voice Mail Service, plus choice of five of the following:

Caller ID—Name and Number  
Call Forward Variable <sup>(1)</sup>  
Call Waiting  
Speed Calling 8 Code or Speed Calling 30 Code  
Three-Way Calling  
Busy Redial  
Call Return  
Hunting <sup>(2)</sup>

3. Citizens Conference on Demand (Non-regulated)

4. Citizens Webexchange (Non-regulated)

The following service may be added to bundles 1 – 8 above

(C)

1. FrontierPages<sup>sm</sup> free one-inch Yellow Pages advertisement (Non-regulated)

Note (1) "Call Forward Variable" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer.

Note (2) "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. Call Forward Busy Line cannot be used with Hunting.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions (Continued)

S14.6.2 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 technically provided by the Company to the customer.
  
- B. The bundles are offered only under one-year, two-year, and three-year term contracts.
  - 1. If the tariffed 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.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions (Continued)

S14.6.2 Regulations (Continued)

B. (Continued)

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 term rate for the contract term and the 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 for a three-year term and the 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 term rate for the contract term and the month-to-month rates applicable to customers 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.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1917-T-T, dated November 25, 2003.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions (Continued)

S14.6.2 Regulations (Continued)

B. (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 termination charges described above shall not apply to cancellation of bundles within 90 days of activation.
  - d. In addition to the termination charges described above, termination charges shall apply to the Asymmetrical Digital Subscriber Line Service (ADSL) components of bundles in accordance with federally tariffed termination charges for ADSL service.
- C. The 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<sup>sm</sup> Select5 package is available only in association with a FrontierWorks<sup>sm</sup> Small Business Solutions bundle.
- E. The bundle rate will appear as a single line item on the customer's bill.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1917-T-T, dated November 25, 2003.

## GENERAL CUSTOMER SERVICES TARIFF

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S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions (Continued)

S14.6.2 Regulations (Continued)

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<sup>sm</sup> 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.

S14.6.3 Rates and Charges

A. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 4 of this tariff 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<sup>sm</sup> Small Business Solutions bundle of greater value.

D. The customer may add or delete the services or features of the FrontierWorks<sup>sm</sup> Select5 package without incurring a Service Charge.

**GENERAL CUSTOMER SERVICES TARIFF**

S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions<sup>3</sup> (Continued)

S14.6.3 Rates and Charges (Continued)

E. Monthly Term Rates<sup>4</sup>

<u>Bundle</u>	<u>Market Area</u>	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>	
1	"A" <sup>2</sup>	*	*	*	(O)
	"B" <sup>1</sup>	*	*	*	(C)(O) (C)
2	"A" <sup>2</sup>	*	*	*	(C)(O)
	"B" <sup>1</sup>	*	*	*	(C)
3	"A" <sup>2</sup>	*	*	*	(C)(O)
	"B" <sup>1</sup>	*	*	*	(C)
4	"A" <sup>2</sup>	*	*	*	(C)(O)
	"B" <sup>1</sup>	*	*	*	(C)
5	"A" <sup>2</sup>	*	*	*	(C)(O)
	"B" <sup>1</sup>	*	*	*	(C)
6	"A" <sup>2</sup>	*	*	*	(C)(O)
	"B" <sup>1</sup>	*	*	*	(C)

Note 1 – Market Area "B" – Moorefield Exchange Only

Note 2 – Market Area "A" – All other Exchanges

Note 3 – Frontier Works<sup>sm</sup> Small Business Solutions are only available where technically feasible.

Note 4 – Business One Party Flat Rate Access Line (Premium Calling Plan)

\* - Rate Deregulated

(N)

(O)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1917-T-T, dated November 25, 2003.

**GENERAL CUSTOMER SERVICES TARIFF**

S14. Citizens Bundled Services (Continued)

S14.6 Frontier Works<sup>sm</sup> Small Business Solutions<sup>3</sup> (Continued)

S14.6.3 Rates and Charges (Continued)

E. Monthly Term Rates (Continued)<sup>4</sup>

<u>Bundle</u>	<u>Market Area</u>	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>	(O)
7	A. <sup>2</sup>	*	*	*	(C)(O)
	B. <sup>1</sup>	*	*	*	(C)
8	A. <sup>2</sup>	*	*	*	(C)(O)
	B. <sup>1</sup>	*	*	*	(C)
Frontier Works <sup>sm</sup> Additional Access Line	"A" <sup>2</sup>	*	*	*	(C)(O)
	"B" <sup>1</sup>	*	*	*	(C)

Note 1 – Market Area "B" – Moorefield Exchange Only

Note 2 – Market Area "A" – All other Exchanges

Note 3 – Frontier Works<sup>sm</sup> Small Business Solutions are only available where technically feasible.

Note 4 – Business One Party Flat Rate Access Line (Premium Calling Plan)

\* - Rates Deregulated (N)

(O)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

(N)

S.14.7 FrontierWorks<sup>sm</sup> Business Connections

S14.7.1 General

FrontierWorks<sup>sm</sup> Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

A. Bundle 1

1. One Business Access Line, including Call Forward, and Caller ID- Name and Number.
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non- regulated)
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)
5. White Page Bold Ad (Non-regulated)

B. Bundle 2

1. One Business Access Line, including Call Forward, and Caller ID- Name and Number
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes. (non-regulated)
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)
5. White Page Bold Ad (Non-regulated)

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

(N)

S.14.7 FrontierWorks<sup>SM</sup> Business Connections (Continued)

S14.7.1 General (Continued)

C. Bundle 3

1. Two Business Access Lines, including Call Forwarding and Caller ID –Name and Number.
2. Voice Mail (Non-regulated) and Message Waiting Indication.
3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes. (Non-regulated)
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)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

D. Bundle 4

1. Two Business Access Line, including Call Forwarding and Caller ID –Name and Number.
2. Voice Mail (Non-regulated) and Message Waiting Indication.
3. Frontier High Speed Internet Service and 10 email boxes (Non-regulated)
4. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email Boxes. (non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
6. White Page Bold Ad (non-regulated)

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 05-1289-T-T, dated October 4, 2005.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

(N)

S.14.7 FrontierWorks<sup>SM</sup> Business Connections (Continued)

S14.7.1 General (Continued)

D. Bundle 4 (Continued)

7. Two-Line Business Set (non-regulated)
8. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

E. Bundle 5

1. Two Business Access Line, including Call Forwarding and Caller ID –Name And Number
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email Boxes plus a Wireless Router. (non-regulated)
4. One hundred (100) domestic long-distance minutes as well as (300) block of time minutes of service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

F. Bundle 6

1. Two Centrex lines, including the following features:

- Call Forward Variable
- Call Transfer
- Three Way Calling
- Hunting
- Caller ID Name and Number
- Intercom Dialing

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

(N)

S.14.7 FrontierWorks<sup>sm</sup> Business Connections (Continued)

S14.7.1 General (Continued)

F. Bundle 6 (Continued)

2. Voice Mail (non-regulated) and Message Waiting Indication
3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non-regulated)
4. One hundred (100) domestic long-distance minutes as well as (300) block of time minutes of service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

G. Bundle 7.

1. Two Centrex lines, including the following features:  
Call Forward Busy  
Call Transfer  
Three Way Calling  
Hunting  
Caller ID and Name and Number  
Intercom Dialing
2. Voice Mail (Non-regulated) and Message Waiting Indication
3. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email boxes. (non-regulated)
4. One hundred (100) domestic long-distance minutes as well as (300) block of time minutes of service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S.14.7 FrontierWorks<sup>SM</sup> Business Connections (Continued)

S14.7.1 General (Continued)

G. Bundle 7 (Continued)

5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

H. Optional Services

1. The following services may be added to Bundles 1-5 of the bundles above:

a. FrontierWorks Optional Business Feature Package.

Choice of five of the following:

Call Waiting w/ Cancel Call Waiting  
Speed Calling Short List or Speed Calling Long List  
Three-Way Calling  
Ring Again  
Last Number Redial  
Selective Call Forward

b. Voice Mail

2. The following features may be added to Bundles 6 and 7. (Centrex Bundle):

a. Optional Centrex Features

Choice of any or all of the following:  
Call Waiting w/ Cancel Call Waiting  
Speed Calling Short List or Speed Calling Long List  
Ring Again  
Automatic Call Back  
Distinctive Ring  
Call Waiting/Cancel Call Waiting  
Call Forward Busy  
Call Forward No Answer

(N)

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

(N)

S.14.7 FrontierWorks<sup>SM</sup> Business Connections (Continued)

S14.7.1 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 commitment and requires a contract
  - 1. If the tariffed 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.
  - 5. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than \$250 for a one-year term, \$500 for a two-year term, and \$750 for a three-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
    - a. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
    - b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S.14.7 FrontierWorks<sup>sm</sup> Business Connections (Continued)

S14.7.2 Regulations (Continued)

- c. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
- d. The FrontierWorks Optional Business Feature Package associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- e. The Frontier Works Optional Business Feature Package is available only in association with a FrontierWorks Business Connections bundle.
- f. FrontierWorks is a service mark of Citizens Communications Company.
- 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<sup>sm</sup> LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
- i. In the Frontier Works Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. [Note: "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.]

(N)

(N)

GENERAL CUSTOMER SERVICES TARIFF

S14 Bundled Services (Continued)

S.14.7 FrontierWorks<sup>sm</sup> Business Connections (Continued)

S14.7.2 Regulations (Continued)

S14.7.3 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. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.
- D. The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge.
- E. Monthly Rates

1. Bundles

	-----Term-----			
	One Year	Two Years	Three Years	
Bundle 1	*	*	*	(C)
Bundle 2	*	*	*	
Bundle 3	*	*	*	
Bundle 4	*	*	*	
Bundle 5	*	*	*	
Bundle 6	*	*	*	
Bundle 7	*	*	*	

\* - Rates Deregulated (N)

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GENERAL CUSTOMER SERVICES TARIFF

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S14 Bundled Services (Continued)

S.14.7 FrontierWorks<sup>sm</sup> Business Connections (Continued)

S14.7.2 Regulations (Continued)

S14.7.3 Rates and Charges (Continued)

E. Monthly Rates (Continued)

2. Optional Services

a. Bundles 1-5

b. FrontierWorks Optional Business Feature Package \* per line (C)

c. Voice Mail

Additional Voice Mail Box \* (C)

3.

More than 8 Voice Mail Boxes \* per Mail Box (C)

3. Bundles 6-7

a. Optional Centrex Features \* per feature (C)

b. Voice Mail

Additional voice Mail Boxes \* per Mail Box (C)

More than 8 Voice Mail Boxes \* per Mail Box (C)

\* - Rates Deregulated (N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

(N)

S.14.8 Frontier Small Business Advantage

S14.8.1 Applicability

Applicable to business customers requesting Frontier Small Business Advantage.

S14.8.2. Territory

Applicable to the territory within the exchange areas where service is provided from Central Office and/or operating systems capable of providing Frontier Small Business Advantage.

S14.8.3 General

Frontier Small Business Advantage is a package offering available to Business customers on Basic Business or Centrex lines. The package includes either two Basic Business or two Centrex lines, Call Forward Variable, Call Transfer, Call ID Name and Number, Hunting, Three Way Conference Call, Abbreviated Dialing (where available), and certain designated non-regulated and price listed services.

A. Bundle 1

Two Basic Business or two Centrex lines  
Call Forward Variable  
Call Transfer  
Call ID Name and Number  
Hunting  
Three Way Conference Call  
Abbreviated Dialing (where available)  
Voice Mail and Message Waiting Indicator (non-regulated)  
300 Block of Time Long Distance Minutes provide by Frontier Communications of America, Inc

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

(N)

S.14.8 Frontier Small Business Advantage (Continued)

S14.8.3 General (Continued)

B. Bundle 2

Two Basic Business or two Centrex lines  
Call Forward Variable  
Call Transfer  
Call ID Name and Number  
Hunting  
Three Way Conference Call  
Abbreviated Dialing (where available)  
Voice Mail and Message Waiting Indicator (non-regulated)  
600 Block of Time Long Distance Minutes provide by Frontier Communications  
of America, Inc

C. Bundle 3

Two Basic Business or two Centrex lines  
Call Forward Variable  
Call Transfer  
Call ID Name and Number  
Hunting  
Three Way Conference Call  
Abbreviated Dialing (where available)  
Voice Mail and Message Waiting Indicator (non-regulated)  
900 Block of Time Long Distance Minutes provide 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:

Busy Redial  
Automatic Call Back  
Call Forward Busy  
Call Forward No Answer  
Speed Call 8 or Speed Call 30  
Selective Ring  
Call Waiting/Cancel Call Waiting

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

(N)

S.14.8 Frontier Small Business Advantage (Continued)

S14.8.4 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 tariffed 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 the bundled service before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled.
    - a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability that is equal to the non-recoverable 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:
      - 1. The ratio of the number of months remaining in the contract period multiplied by the Maximum Termination Liability.
      - 2. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundle within 30 days of activation.
      - 3. Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.
- C. Frontier Small Business Advantage is a service mark of Citizens Communications Company.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 06-0778-T-T, dated July 10, 2006.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

(N)

S.14.8 Frontier Small Business Advantage (Continued)

S14.8.4 Regulations (Continued)

- D. 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. The bundle rate includes the Premium Calling Plan.
- E. 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.
- F. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Small Business Advantage long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
- G. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.
- H. 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

S14.8.5 Rates and Charges

- A. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in tariff Schedule A2 apply to the installation of individual components of the bundles.
- B. Service Connection 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.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 06-0778-T-T, dated July 10, 2006.

GENERAL CUSTOMER SERVICES TARIFF

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S14 Bundled Services (Continued)

S.14.8 Frontier Small Business Advantage (Continued)

S14.8.5 Rates and Charges (Continued)

D. Monthly Rate

1. Business or Centrex Bundle

	<u>Two Year Term</u>	
Bundle 1	*	(C)
Bundle 2	*	(C)
Bundle 3	*	(C)
Additional Features (per feature)	*	(C)

\* - Rates Deregulated (N)

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**GENERAL CUSTOMER SERVICES TARIFF**

S14 Bundled Services (Continued)

S.14.9 Frontier Digital Phone Service

S14.9.1 General

The Frontier Digital Phone Service is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line (RUS4)	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Message Waiting Indicator	Voice Mail

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 IV Schedule 20 D.3.

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Caller ID
Call Forwarding-Variable	Call Forwarding Fixed	Call Waiting
Call Acceptance/Selective	Distinctive Ring	Internet Call Waiting
Speed Call 08	Calls Rejection-Selective	Speed Calling 30
VIP Alert	Call Forwarding Plus	

(N)  
|  
(N)

S14.9.2. 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 tariff.
- c. Non-payment or partial payment of the bill will be applied in accordance with existing tariff 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 from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month-to-month basis.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 09-0892-T-T dated June 12, 2009.

**GENERAL CUSTOMER SERVICES TARIFF**

S14 Bundled Services (Continued)

S14.9 Frontier Digital Phone (Cont'd)

S14.9.2 Regulations (Cont'd)

- h. 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.
- i. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

(N)  
|  
(N)

S14.9.3 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 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.

S14.9.4 Rates

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

	<u>Monthly Rate</u>
Frontier Digital Phone Service	\$29.99
Digital Phone Enhances Feature Pack	\$2.99
Stay Connected	\$9.99

(D)

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**GENERAL CUSTOMER SERVICES TARIFF**

S14 Bundled Services (Continued)

S14.10 Frontier Digital Phone X1

S14.10.1 General

The Frontier Digital Phone X1 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 (RUS4)	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Message Waiting Indicator	Voice Mail
Speed Call 8	

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 IV Schedule 20 D.3.

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Caller ID
Call Forwarding-Variable	Call Forwarding Fixed	Call Waiting
Call Acceptance/Selective	Distinctive Ring	Internet Call Waiting
Speed Call 08	Calls Rejection-Selective	Speed Calling 30
VIP Alert	Call Forwarding Plus	

(N)  
|  
(N)

S14.10.2 Regulations

- a. The Frontier Digital Phone X1 is available where technically feasible and is limited to specific markets. See S14.10.3 for details.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill will be applied in accordance with existing tariff 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 from the basic bundled offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month-to-month basis.

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**GENERAL CUSTOMER SERVICES TARIFF**

S14 Bundled Services (Continued)

S14.10 Frontier Digital Phone X1

S14.10.2 Regulations

- h. 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.
- i. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

(N)  
|  
(N)

S14.10.3 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.
- c. 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.

S14.10.4 Rates

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Monthly	\$29.99 (see Note 1)
Digital Phone Enhances Feature Pack	\$ 2.99
Stay Connected	\$9.99

(D)

Note 1 The Frontier Digital Phone X1 package is only available in the Bluefield, Fort Ashby, Hundred, Mount Morris, Princeton, Bramwell, Oakale, Athens, Matoaka, and Bluewell exchanges effective October 23, 2007. Current subscribers to Digital Phone in these exchanges will be grandfathered. Any subscriber to Digital Phone after the above effective date will be offered Digital Phone X1 bundle only. The Snowshoe exchange is available December 22, 2008.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.11 Frontier Business Unlimited Service

S14.11.1 General

Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The package includes a flat rate Basic Business Line (BUSS4), a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

(C)  
|  
(C)

Basic Bundle

One-Party Flat Rate Business Access Line (Premium Calling Plan)  
Call Forwarding (associated with Voice Mail)  
Caller ID Name and Number  
Frontier Business Deluxe Voice Mail (non-regulated)  
Two features from the Frontier Business All In Feature Package listed below

(C)  
|  
(C)

Frontier Business All In Feature Package

(N)

Automatic Call Return  
Busy Redial  
Call Forwarding Busy/No Answer-Fixed  
Call Forwarding Busy Line-Fixed  
Call Forwarding No Answer-Fixed  
Call Waiting/Cancel Call Waiting  
Distinctive Ring  
Selective Call Rejection  
Speed Calling 8  
Speed Calling 30  
Three-Way Calling  
VIP Alert

All of these features can be added to the bundle for the rate specified in S14.11.3.

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.11 Frontier Business Unlimited Service (Continued)

S14.11.2 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. Frontier Business Unlimited Service includes basic local service and non-basic local services. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.
- d. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- e. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

(M)

(O)

(O)

(C)

(C)

(C)

(C)

(M)

(M) - Material on this page previously appeared on First Revised Page 45.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.11 Frontier Business Unlimited Service (Continued)

S14.11.2 Regulations (Continued)

- f. 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.
- g. 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.
- h. The bundle is offered only under a month-to-month commitment and requires a contract.

S14.11.3 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 Service is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Business Unlimited – Basic Bundle	*	(C)
Frontier Business All In Feature Package	*	(C)

\* - Rates Deregulated (N)

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dated \_\_\_\_\_ .

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.12 Frontier Business Essentials

S14.12.1 General

Frontier Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line (BUSS4), a combination of enhanced calling features, certain designated non-regulated services and price-listed services. (C)

Basic Bundle

Flat Rate Business Line (Premium Calling Plan) (C)

Call Forwarding (associated with Voice Mail)

Basic Voice Mail (non-regulated)

Two features from the Frontier Business All In Feature Package listed below (C)

Optional Features Package<sup>1</sup> (C)

Busy Redial

Automatic Call Return (C)

Three-Way Calling

Call Forwarding Variable (C)

Speed Calling 8 or Speed Calling 30 (C)

Frontier Business All In Feature Package (N)

Automatic Call Return

Busy Redial

Caller ID Name and Number

Call Forwarding Busy/No Answer-Fixed

Call Forwarding Busy Line-Fixed

Call Forwarding No Answer-Fixed

Call Waiting/Cancel Call Waiting

Distinctive Ring

Selective Call Rejection

Speed Calling 8

Speed Calling 30

Three-Way Calling

VIP Alert

Frontier Business Deluxe Voice Mail (non-regulated)

All of these features can be added to the bundle for the rate specified in S14.12.3.

<sup>1</sup> The Optional Feature Package is no longer available to new customers as of November 1, 2010. Existing customers are grandfathered. (N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.12 Frontier Business Essentials (Continued)

S14.12.2 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. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- d. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.

S14.12.3 Rates and Charges

	<u>Monthly Rate</u>	
Frontier Business Essentials – Basic Bundle	*	(C)
Feature Bundle	* 1	(C)
Deluxe Voice Mail	* 1	(C)
Frontier Business All In Feature Package	*	(C)

\* - Rates Deregulated (N)

<sup>1</sup> The rates for Feature Bundle and Deluxe Voice Mail apply to existing customers that are grandfathered.

(O)

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**GENERAL CUSTOMER SERVICES TARIFF**

S14 Bundled Services (Continued)

S14.13 Frontier Digital Phone Plus Service

S14.13.1 General

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

Basic Bundle

Two Flat Rate Access Lines (RUS4)	Message Waiting Indicator
Call Forwarding Busy	Call Waiting/Cancel Call Waiting
Call Forward No Answer	Caller ID Plus Name
Local and Extended Area Calls	Voice Mail (non-regulated)

Digital Phone Enhanced Feature Pack

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

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Caller ID
Call Forwarding-Variable	Call Forwarding Fixed	Call Waiting
Call Acceptance/Selective	Distinctive Ring	Internet Call Waiting
Speed Call 08	Calls Rejection-Selective	Speed Calling 30
VIP Alert	Call Forwarding Plus	

(N)  
|  
(N)

S14.13.2 Regulations

- a. The Frontier Digital Phone 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 tariff.
- 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 tariff 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.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 09-0892-T-T dated June 12, 2009.



## GENERAL CUSTOMER SERVICES TARIFF

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S14 Bundled Services (Continued)

S14.13 Frontier Digital Phone Plus Service

S14.13.2 Regulations (Cont'd)

- g. The bundle is offered on a one, two or three year term.
  - 1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
- h. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- i. 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.

(N)  
|  
(N)

S14.13.3 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 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.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 09-0420-T-T dated April 7, 2009.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.13 Frontier Digital Phone Plus Service

S14.13.4 Rates

Frontier Digital Phone Service Plus	\$29.99	
Digital Phone Enhanced Feature Pack	\$2.99	(D)
Stay Connected	\$9.99	

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**GENERAL CUSTOMER SERVICES TARIFF**

S14 Bundled Services (Continued)

S14.14 Frontier Digital Phone X1 Plus Service

S14.14.1 General

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

Basic Bundle

Two Flat Rate Access Line (RUS4)	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Message Waiting Indicator	Voice Mail
Speed Call 8	

Digital Phone Enhanced Feature Pack

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

3-way Calling	Anonymous Call Rejection	Automatic Call Return	(N)
Automatic Busy Redial	Call Tracing Service	Caller ID	
Call Forwarding-Variable	Call Forwarding Fixed	Call Waiting	
Call Acceptance/Selective	Distinctive Ring	Internet Call Waiting	
Speed Call 08	Calls Rejection-Selective	Speed Calling 30	(N)
VIP Alert	Call Forwarding Plus		

S14.14.2 Regulations

- a. The Frontier Digital Phone X1 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 tariff.
- 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 tariff 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.

## GENERAL CUSTOMER SERVICES TARIFF

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S14 Bundled Services (Continued)

S14.14 Frontier Digital Phone X1 Plus Service

S14.14.2 Regulations (Cont'd)

- f. Federal Subscriber Line Charge will be billed separately. All other surcharges and taxes will apply.
- g. The bundle is offered on a one, two or three year term.
  - 1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
- h. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- 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.

(N)  
|  
(N)

S14.14.3 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.
- c. 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.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.14 Frontier Digital Phone X1 Plus Service

S14.14.4 Rates

Frontier Digital Phone X1 Plus Service	\$24.99 (see Note 1)
Digital Phone Enhanced Feature Pack	\$2.99
Stay Connected	\$9.99

(D)

Note 1 - The Frontier Digital Phone X1 package is only available in the Bluefield, Fort Ashby, Hundred, Mount Morris, Princeton, Bramwell, Oakale, Athens, Matoaka, and Bluewell exchanges effective October 23, 2007. Current subscribers to Digital Phone in these exchanges will be grandfathered. Any subscriber to Digital Phone after the above effective date will be offered Digital Phone X1 bundle only.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

(M)

S14.15 Frontier Business Metro

S14.15.1 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.

Main Line Bundle:

Flat Rate Business Line	Call Waiting
Call ID Plus Name	Call Forward

Add-On Feature Pack:

Busy Redial	Call Return
3-Way Calling	Speed Call 30 or Speed Call 8
Call Forward Variable	

S14.15.2. 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. Subscriber line charge is included in the price of the bundle. All other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- e. 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.
- f. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

(M)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.15 Frontier Business Metro

S14.15.3 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 bundle without incurring a Service Charge.

Rates:

Frontier Business Metro Bundle	*	(C)
Add-on Feature Pack	*	(C)
Upgrade to Deluxe Voice Mail	*	(C)

\* - Rates Deregulated (N)

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dated

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.16 Frontier Unlimited State

S14.17.1 General

The Frontier Digital State Unlimited is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

<u>Basic Bundle</u>	
Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Tone

S14.17.2 Regulations

- a. The Frontier Digital State Unlimited is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- 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 tariff 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. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- h. 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.
- i. Features will be available to the Digital Phone State Unlimited bundle at a special price. The following features are available:



**GENERAL CUSTOMER SERVICES TARIFF**

S14 Bundled Services (Continued)

S14.16 Frontier Unlimited State

S14.17.2 Regulations (Cont'd)

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Caller ID
Call Forwarding-Variable	Call Forwarding Fixed	Call Waiting
Call Acceptance/Selective	Distinctive Ring	Internet Call Waiting
Speed Call 08	Calls Rejection-Selective	Speed Calling 30
VIP Alert	Call Forwarding Plus	

S14.17.3 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 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.

S14.17.4 Rates

	Monthly
Digital Phone State Unlimited	\$28.99
*Digital Phone State Unlimited Discount	\$18.99

\*In the following exchanges, Digital Phone State Unlimited will be offered at a discount  
Arborvale, Athens, Bluefield, Bluewell, Bramwell, Clay, Cowen, Fort Ashby, Frankford,  
Grantsboro, Hillsboro, Hundred, Marlinton, Matoake, Mt Morris, Princeton, Oakvale,  
Reedsville, Webster Springs

One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All listed features	\$12.99
Stay Connected	\$9.99

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 09-0892-T-T dated June 12, 2009.

(N)

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.17 Frontier Digital State Unlimited with Essentials 1 \*

(C)

S14.17.1 General

The Frontier Digital State Unlimited with Essentials 1 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line (RUSS4)  
Caller ID Plus Name  
Call Forwarding  
Speed Call 8  
Call Waiting ID

Call Waiting/Cancel Call Waiting  
3-Way Calling  
Automatic Busy Redial  
Call Return

S14.17.2 Regulations

- a. The Frontier Digital State Unlimited with Essentials 1 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.
- 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. Additional features will be available to the Frontier Digital State Unlimited with Essentials 1 bundle at a special price. The following features are available:

Speed Calling 30  
Anonymous Call Acceptance

Anonymous Call Rejection  
Call Tracing Service

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.17 Frontier Digital State Unlimited with Essentials 1 \* (Continued)

(C)

S14.17.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital State Unlimited with Essentials 1 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

S14.17.4 Rates

Monthly Rate

Digital State Unlimited with Essentials 1	\$33.99
One Additional Feature	5.99
Two Additional Features	7.99
Three Additional Features	9.99
All Additional Listed Features	12.99
Stay Connected	9.99

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.18 Frontier Digital State Unlimited with Essentials 2 \*

(C)

S14.18.1 General

The Frontier Digital State Unlimited with Essentials 2 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line (RUSS4)  
Caller ID Plus Name  
Call Forwarding  
Call Return

Call Waiting/Cancel Call Waiting  
3-Way Calling  
Automatic Busy Redial  
Call Waiting ID

S14.18.2 Regulations

- a. The Frontier Digital State Unlimited with Essentials 2 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.
- 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. Additional features will be available to the Frontier Digital State Unlimited with Essentials 2 bundle at a special price. The following features are available:

Speed Calling 30  
Anonymous Call Acceptance

Anonymous Call Rejection  
Call Tracing Service

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.18 Frontier Digital State Unlimited with Essentials 2 \* (Continued) (C)

S14.18.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital State Unlimited with Essentials 2 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

S14.18.4 Rates

Monthly Rate

Digital State Unlimited with Essentials 2	\$26.99
One Additional Feature	5.99
Two Additional Features	7.99
Three Additional Features	9.99
All Additional Listed Features	12.99
Stay Connected	9.99

\* Effective July 14, 2012, this service is limited to existing customers at their existing location. (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.19 Frontier Digital State Unlimited with Essentials 3 \*

(C)

S14.19.1 General

The Frontier Digital State Unlimited with Essentials 3 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 (RUSS4)  
Caller ID Plus Name  
Call Forwarding  
Speed Call 8

Call Waiting/Cancel Call Waiting  
Automatic Busy Redial  
Call Waiting ID

S14.19.2 Regulations

- a. The Frontier Digital State Unlimited with Essentials 3 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.
- 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. Additional features will be available to the Frontier Digital State Unlimited with Essentials 3 bundle at a special price. The following features are available:

Speed Calling 30  
Anonymous Call Acceptance  
Call Tracing Service

Anonymous Call Rejection  
3-Way Calling  
Call Return

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.19 Frontier Digital State Unlimited with Essentials 3 \* (Continued) (C)

S14.19.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital State Unlimited with Essentials 3 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

S14.19.4 Rates

Monthly Rate

Digital State Unlimited with Essentials 3	\$23.99
One Additional Feature	5.99
Two Additional Features	7.99
Three Additional Features	9.99
All Additional Listed Features	12.99
Stay Connected	9.99

\* Effective July 14, 2012, this service is limited to existing customers at their existing location. (N)

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## GENERAL CUSTOMER SERVICES TARIFF

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S14 Bundled Services (Continued)

S14.20 Frontier Digital Phone Nationwide Unlimited with Essentials 1 2010 \*

(C)

S14.20.1 General

The Frontier Digital Phone Nationwide Unlimited with Essentials 1 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

### Basic Bundle

Flat Rate Access Line (RUSS4)  
Call Forward Busy/No Answer (Variable)  
Caller ID Plus Name  
Call Waiting/Cancel Call Waiting  
3-Way Calling  
Automatic Busy Redial  
Speed Call 8  
Call Return  
10 free DA Calls  
Voice Mail with Message Waiting Indication (non-regulated)

### Digital Phone Enhanced Feature Pack

The following services are included in the Feature Pack and may be added to the bundle. The feature package will be billed in accordance with the rate listed in S14.20.4.

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

S14.20.2 Regulations

- a. The Frontier Digital Phone Nationwide Unlimited with Essentials 1 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 tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.



**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.20 Frontier Digital Phone Nationwide Unlimited with Essentials 1 2010 \* (Continued) (C)

S14.20.2 Regulations (Continued)

- 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.
- g. The bundles are offered on a month to month.

S14.20.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide Unlimited with Essentials 1 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

S14.20.4 Rates

	<u>Monthly Rate</u>
Digital Phone Nationwide Unlimited with Essentials 1	\$39.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected	9.99

\* Effective July 14, 2012, this service is limited to existing customers at their existing location. (N)

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## GENERAL CUSTOMER SERVICES TARIFF

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S14 Bundled Services (Continued)

S14.21 Frontier Digital Phone Nationwide Unlimited with Essentials 2 2010 \*

(C)

S14.21.1 General

The Frontier Digital Phone Nationwide Unlimited with Essentials 2 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Basic Bundle

Flat Rate Access Line (RUSS4)  
Call Forward Busy/No Answer (Variable)  
Caller ID Plus Name  
Call Waiting/Cancel Call Waiting  
3-Way Calling  
Automatic Busy Redial  
Speed Call 8  
Call Return  
Voice Mail with Message Waiting Indication (non-regulated)

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Pack and may be added to the bundle. The feature package will be billed in accordance with the rate listed in S14.21.4.

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

S14.21.2 Regulations

- a. The Frontier Digital Phone Nationwide Unlimited with Essentials 2 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 tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.21 Frontier Digital Phone Nationwide Unlimited with Essentials 2 2010 \* (Continued) (C)

S14.21.2 Regulations (Continued)

- 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.
- g. The bundles are offered on a month to month.

S14.21.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide Unlimited with Essentials 2 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

S14.21.4 Rates

	<u>Monthly Rate</u>
Digital Phone Nationwide Unlimited with Essentials 2	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected	9.99

\* Effective July 14, 2012, this service is limited to existing customers at their existing location. (N)

## GENERAL CUSTOMER SERVICES TARIFF

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S14 Bundled Services (Continued)

S14.22 Frontier Digital Phone Nationwide Unlimited with Essentials 3 2010 \*

(C)

S14.22.1 General

The Frontier Digital Phone Nationwide Unlimited with Essentials 3 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.

### Basic Bundle

Flat Rate Access Line (RUSS4)  
Call Forward Busy/No Answer (Variable)  
Caller ID Plus Name  
Call Waiting/Cancel Call Waiting  
Automatic Busy Redial  
Speed Call 8  
Call Return  
Voice Mail with Message Waiting Indication (non-regulated)

### Digital Phone Enhanced Feature Pack

The following services are included in the Feature Pack and may be added to the bundle. The feature package will be billed in accordance with the rate listed in S14.22.4.

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection  
3-Way Calling

S14.22.2 Regulations

- a. The Frontier Digital Phone Nationwide Unlimited with Essentials 3 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 tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.22 Frontier Digital Phone Nationwide Unlimited with Essentials 3 2010 \* (Continued) (C)

S14.22.2 Regulations (Continued)

- 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.
- g. The bundles are offered on a month to month.

S14.22.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide Unlimited with Essentials 3 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

S14.22.4 Rates

	<u>Monthly Rate</u>
Digital Phone Nationwide Unlimited with Essentials 3	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected	9.99

\* Effective July 14, 2012, this service is limited to existing customers at their existing location. (N)

## GENERAL CUSTOMER SERVICES TARIFF

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S14 Bundled Services (Continued)

S14.23 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 2010 \*

(C)

S14.23.1 General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below. Features are only available on the primary line.

Basic Bundle

Flat Rate Access Line (RUSS4)  
Call Forward Busy/No Answer (Variable)  
Caller ID Plus Name  
Call Waiting/Cancel Call Waiting  
3-Way Calling  
Automatic Busy Redial  
Speed Call 8  
Call Return  
10 free DA Calls  
Voice Mail with Message Waiting Indication (non-regulated)

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Pack and may be added to the bundle. The feature package will be billed in accordance with the rate listed in S14.23.4.

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

S14.23.2 Regulations

- a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 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 tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

S14 Bundled Services (Continued)

S14.23 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 2010 \* (Continued) (C)

S14.23.2 Regulations (Continued)

- 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.
- g. The bundles are offered on a month to month.

S14.23.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide Unlimited Plus with Essentials 1 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

S14.23.4 Rates

	<u>Monthly Rate</u>
Digital Phone Nationwide Unlimited Plus with Essentials 1	\$39.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected	9.99

\* Effective July 14, 2012, this service is limited to existing customers at their existing location. (N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

## GENERAL CUSTOMER SERVICES TARIFF

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S14 Bundled Services (Continued)

S14.24 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 2010 \*

(C)

S14.24.1 General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below. Features are only available on the primary line.

Basic Bundle

Flat Rate Access Line (RUSS4)  
Call Forward Busy/No Answer (Variable)  
Caller ID Plus Name  
Call Waiting/Cancel Call Waiting  
3-Way Calling  
Automatic Busy Redial  
Speed Call 8  
Call Return  
Voice Mail with Message Waiting Indication (non-regulated)

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Pack and may be added to the bundle. The feature package will be billed in accordance with the rate listed in S14.24.4.

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

S14.24.2 Regulations

- a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 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 tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.



**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.24 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 2010 \* (Continued) (C)

S14.24.2 Regulations (Continued)

- 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.
- g. The bundles are offered on a month to month.

S14.24.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide Unlimited Plus with Essentials 2 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

S14.24.4 Rates

	<u>Monthly Rate</u>
Digital Phone Nationwide Unlimited Plus with Essentials 2	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected	9.99

\* Effective July 14, 2012, this service is limited to existing customers at their existing location. (N)

## GENERAL CUSTOMER SERVICES TARIFF

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S14 Bundled Services (Continued)

S14.25 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 2010 \*

(C)

S14.25.1 General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below. Features are only available on the primary line.

### Basic Bundle

Flat Rate Access Line (RUSS4)  
Call Forward Busy/No Answer (Variable)  
Caller ID Plus Name  
Call Waiting/Cancel Call Waiting  
Automatic Busy Redial  
Speed Call 8  
Call Return  
Voice Mail with Message Waiting Indication (non-regulated)

### Digital Phone Enhanced Feature Pack

The following services are included in the Feature Pack and may be added to the bundle. The feature package will be billed in accordance with the rate listed in S14.25.4.

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection  
3-Way Calling

S14.25.2 Regulations

- a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 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 tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.25 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 2010 \* (Continued) (C)

S14.25.2 Regulations (Continued)

- 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.
- g. The bundles are offered on a month to month.

S14.25.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide Unlimited Plus with Essentials 3 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

S14.25.4 Rates

	<u>Monthly Rate</u>
Digital Phone Nationwide Unlimited Plus with Essentials 3	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected	9.99

\* Effective July 14, 2012, this service is limited to existing customers at their existing location. (N)

## GENERAL CUSTOMER SERVICES TARIFF

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S14. Bundled Services (Continued)

S14.26 Frontier Business Nationwide Unlimited Service III<sup>1</sup>

(C)

S14.26.1 General

Frontier Business Nationwide Unlimited Service III is a bundled offering available to Business customers that subscribe to a maximum of twelve One-Party Flat Rate Business Access Lines (Premium Calling Plan) per customer location. The package includes the following features.

Basic Bundle

One-Party Flat Rate Access Line (Premium Calling Plan)  
Call Forwarding (associated with Voice Mail)  
Frontier Business Deluxe Voice Mail (non-regulated)  
Caller ID Name and Number  
Four features from the Frontier Business All In Feature Package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Rejection
Three-Way Calling	Automatic Call Return
Speed Calling 8	Automatic Busy Redial
Speed Calling 30	Call Forwarding Busy Line - Fixed
Distinctive Ring	Call Forwarding No Answer - Fixed
Anonymous Call Rejection	VIP Alert
Call Forwarding Busy/No Answer-Fixed	Call Waiting/Caller ID

All of these features can be added to the bundle for the rate specified in S14.26.3.

S14.26.2 Regulations

- a. The Frontier Business Nationwide Unlimited Service III is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.
- d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

<sup>1</sup> Effective January 20, 2018, this service offering is limited to existing subscribers.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.26 Frontier Business Nationwide Unlimited Service III <sup>1</sup> (Continued)

(C)

S14.26.2 Regulations (Continued)

- e. The bundles are offered on a month to month basis.
- f. Customers may add or delete any features offered in the bundle without a service order charge.
- g. The bundle rate will appear as a single line item on the customer's bill.
- h. Up to eleven additional bundles can be purchased at a discount rate.
- i. The bundle cannot be used in association with a Residential line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service or Foreign Exchange services.

S14.26.3 Rates and Charges

Monthly Rate

Frontier Business Nationwide Unlimited Service III	*
Additional Line Bundle	*
Frontier Business All In Feature Package	*

\* - Rates Deregulated

<sup>1</sup> Effective January 20, 2018, this service offering is limited to existing subscribers.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.27 Frontier Business Local Unlimited III<sup>1</sup>

(C)

S14.27.1 General

Frontier Business Local Unlimited III is a bundled offering available to Business customers who subscribe to a One-Party Flat Rate Business Access Line (Premium Calling Plan). The package includes a combination of enhanced calling features, certain designated non-regulated service and price-listed services.

Basic Bundle

One-Party Flat Rate Access Line (Premium Calling Plan)

One feature from the Frontier Business All In Feature Package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting

Three-Way Calling

Speed Calling 8

Speed Calling 30

Distinctive Ring

Anonymous Call Rejection

Business Basic or Deluxe Voicemail

Call Forwarding Busy/No Answer – Fixed

Selective Call Rejection

Automatic Call Return

Automatic Busy Redial

Call Forwarding Busy Line - Fixed

Call Forwarding No Answer - Fixed

Caller ID Name and Number

Call Waiting/Caller ID

VIP Alert

All of these features can be added to the bundle for the rate specified in S14.27.3.

S14.27.2 Regulations

- a. The Frontier Business Local Unlimited III is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.
- 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 basis.

<sup>1</sup> Effective January 20, 2018, this service offering is limited to existing subscribers.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.27 Frontier Business Local Unlimited III <sup>1</sup> (Continued)

(C)

S14.27.2 Regulations (Continued)

- f. Customers may select only one feature in the Frontier Business All In Feature Package for no extra charge.
- g. If a customer wants more than one feature in the Frontier Business All In Feature Package, they must purchase the feature package in addition to the bundle price.
- h. The bundle cannot be used in association with a Residential line, PBX service, or ISDN service.

S14.27.3 Rates and Charges

Monthly Rate

Frontier Business Local Unlimited III	*
Frontier Business All In Feature Package	*

\* - Rates Deregulated

<sup>1</sup> Effective January 20, 2018, this service offering is limited to existing subscribers.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.28 Integrated Services Digital Network Primary Rate Interface Bundle Service

(N)

S14.28.1 General

Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Bundle Service is a bundled offering available to business customers that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-channel for signaling (ISDN-PRI) plus Caller ID Name and Number and the option of Direct Inward Dialing (DID) numbers.

S14.28.2 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 subsequent service charges 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 Bundle 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 Installation 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.
- 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 an end user obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 11-1379-T-T dated September 29, 2011.



**GENERAL CUSTOMER SERVICES TARIFF**

S14. Bundled Services (Continued)

S14.28 Integrated Services Digital Network Primary Rate Interface Bundle Service (Continued)

S14.28.2 Regulations (Continued)

- 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 S14.28.3 following.

S14.26.3 Rates and Charges

ISDN PRI Bundle Service is provided at the following rates:

	<u>Monthly Rate</u>	
<u>2-Year Term</u> <sup>1</sup>		
ISDN-PRI Bundle	*	(C)
ISDN-PRI Bundle with 20 DID Numbers	*	
ISDN-PRI Bundle with 50 DID Numbers	*	
ISDN-PRI Bundle with 100 DID Numbers	*	(C)
<u>3-Year Term</u> <sup>1</sup>		
ISDN-PRI Bundle	*	(C)
ISDN-PRI Bundle with 20 DID Numbers	*	
ISDN-PRI Bundle with 50 DID Numbers	*	
ISDN-PRI Bundle with 100 DID Numbers	*	(C)
<u>5-Year Term</u> <sup>1</sup>		
ISDN-PRI Bundle	*	(C)
ISDN-PRI Bundle with 20 DID Numbers	*	
ISDN-PRI Bundle with 50 DID Numbers	*	
ISDN-PRI Bundle with 100 DID Numbers	*	(C)

\* - Rates Deregulated (N)

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of an ISDN PRI Bundle.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No.  
dated .

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.29 Frontier Digital Phone Unlimited - Leader

(N)

S14.29.1 General

The Frontier Digital Phone Unlimited - Leader 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 are only available on the primary line.

Basic Bundle

Flat Rate Access Line (RUSS4)  
Caller ID Name and Number  
Call Waiting ID  
Call Waiting/Cancel Call Waiting  
Automatic Busy Redial  
Speed Call 8  
Call Return  
Voice Mail with Message Waiting Indication and Call Forward (non-regulated)

Feature Pack

The following services are included in the Feature Pack and may be added to the bundle. The feature package will be billed in accordance with the rate listed in S14.29.4.

Speed Call 30	Three-Way Calling
Call Forwarding (Variable or Fixed)	Distinctive Ring
Call Forwarding Busy Line (Fixed)	VIP Alert
Selective Call Acceptance	Anonymous Call Rejection
Selective Call Rejection	

S14.29.2 Regulations

- a. The Frontier Digital Phone Unlimited - Leader 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 tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

S14 Bundled Services (Continued)

S14.29 Frontier Digital Phone Unlimited - Leader (Continued)

S14.29.2 Regulations (Continued)

- 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.
- g. The bundles are offered on a month to month basis.

S14.29.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited - Leader while they are away, a minimum of one month and up to nine months in a rolling year 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.
- h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

S14.29.4 Rates

	<u>Monthly Rate</u>
Digital Phone Unlimited - Leader	\$31.99
Feature Package	2.99
Stay Connected	9.99

(N)

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.30 Frontier Digital Phone Unlimited Plus - Leader

(N)

S14.30.1 General

The Frontier Digital Phone Unlimited Plus - Leader Service is a package offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below. Features are only available on the primary line.

Basic Bundle

Two Flat Rate Access Lines (RUSS4)  
Caller ID Name and Number  
Call Waiting ID  
Call Waiting/Cancel Call Waiting  
Automatic Busy Redial  
Speed Call 8  
Call Return  
Voice Mail with Message Waiting Indication and Call Forward (non-regulated)

Feature Pack

The following services are included in the Feature Pack and may be added to the bundle. The feature package will be billed in accordance with the rate listed in S14.30.4.

Speed Call 30	Three-Way Calling
Call Forwarding (Variable or Fixed)	Distinctive Ring
Call Forwarding Busy Line (Fixed)	VIP Alert
Selective Call Acceptance	Anonymous Call Rejection
Selective Call Rejection	

S14.30.2 Regulations

- a. The Frontier Digital Phone Unlimited Plus - Leader 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 tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

S14 Bundled Services (Continued)

S14.30 Frontier Digital Phone Unlimited Plus - Leader (Continued)

S14.30.2 Regulations (Continued)

- 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.
- g. The bundles are offered on a month to month basis.

S14.30.3 Stay Connected Seasonal Offering 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 in a rolling year 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.
- h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

S14.30.4 Rates

	<u>Monthly Rate</u>
Digital Phone Unlimited Plus - Leader	\$31.99
Feature Package	2.99
Stay Connected	9.99

(N)

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(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.31 Frontier Digital Phone Unlimited - Challenger

(N)

S14.31.1 General

The Frontier Digital Phone Unlimited - Challenger 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 are only available on the primary line.

Basic Bundle

Flat Rate Access Line (RUSS4)  
Caller ID Name and Number  
Call Waiting ID  
Call Waiting/Cancel Call Waiting  
Voice Mail with Message Waiting Indication and Call Forward (non-regulated)

Feature Pack

The following services are included in the Feature Pack and may be added to the bundle. The feature package will be billed in accordance with the rate listed in S14.31.4.

Speed Call 8 or 30	Three-Way Calling
Call Forwarding (Variable or Fixed)	Distinctive Ring
Call Forwarding Busy Line (Fixed)	VIP Alert
Selective Call Acceptance	Anonymous Call Rejection
Selective Call Rejection	Call Return
Automatic Busy Redial	Deluxe Voice Mail

S14.31.2 Regulations

- a. The Frontier Digital Phone Unlimited - Challenger 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 tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

S14 Bundled Services (Continued)

S14.31 Frontier Digital Phone Unlimited - Challenger (Continued)

S14.31.2 Regulations (Continued)

- 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.
- g. The bundles are offered on a month to month basis.

S14.31.3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited - Challenger while they are away, a minimum of one month and up to nine months in a rolling year 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.
- h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

S14.31.4 Rates

	<u>Monthly Rate</u>
Digital Phone Unlimited - Challenger	\$21.99
Feature Package	2.99
Stay Connected	9.99

(N)

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14 Bundled Services (Continued)

S14.32 Frontier Digital Phone Unlimited Plus - Challenger

(N)

S14.32.1 General

The Frontier Digital Phone Unlimited Plus - Challenger Service is a package offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below. Features are only available on the primary line.

Basic Bundle

Two Flat Rate Access Lines (RUSS4)  
Caller ID Name and Number  
Call Waiting ID  
Call Waiting/Cancel Call Waiting  
Voice Mail with Message Waiting Indication and Call Forward (non-regulated)

Feature Pack

The following services are included in the Feature Pack and may be added to the bundle. The feature package will be billed in accordance with the rate listed in S14.32.4.

Speed Call 8 or 30	Three-Way Calling
Call Forwarding (Variable or Fixed)	Distinctive Ring
Call Forwarding Busy Line (Fixed)	VIP Alert
Selective Call Acceptance	Anonymous Call Rejection
Selective Call Rejection	Call Return
Automatic Busy Redial	Deluxe Voice Mail

S14.32.2 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 price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.

(N)



**GENERAL CUSTOMER SERVICES TARIFF**

S14 Bundled Services (Continued)

S14.32 Frontier Digital Phone Unlimited Plus - Challenger (Continued)

S14.32.2 Regulations (Continued)

- 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.
- g. The bundles are offered on a month to month basis.

S14.32.3 Stay Connected Seasonal Offering 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 in a rolling year 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 will 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 Federal Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.
- h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

S14.32.4 Rates

	<u>Monthly Rate</u>
Digital Phone Unlimited Plus - Challenger	\$21.99
Feature Package	2.99
Stay Connected	9.99

(N)

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 12-0873-T-T dated July 9, 2012.

## GENERAL CUSTOMER SERVICES TARIFF

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S14. Bundled Services (Continued)

S14.33 Frontier Simply Unlimited Service-Leader<sup>1</sup>

(C)

S14.33.1 General

Frontier Simply Unlimited Service-Leader is a bundled offering available to Business customers that subscribe to a maximum of twelve One-Party Flat Rate Business Access Lines (Premium Calling Plan) per customer location. The bundle includes the End User Common Line Charge and Access Recovery Charge from the federal tariff in addition to the features and services listed below.

Basic Bundle

One-Party Flat Rate Access Line (Premium Calling Plan)  
Call Forwarding (associated with Voice Mail)  
Frontier Business Deluxe Voice Mail (non-regulated)  
Caller ID Name and Number  
Eight features from the Frontier Business All In Feature Package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Rejection
Three-Way Calling	Automatic Call Return
Speed Calling 8	Automatic Busy Redial
Speed Calling 30	Call Forwarding Busy Line - Fixed
Distinctive Ring	Call Forwarding No Answer - Fixed
Anonymous Call Rejection	VIP Alert
Call Forwarding Busy/No Answer-Fixed	Call Waiting/Caller ID

All of these features can be added to the bundle for the rate specified in S14.33.3.

S14.33.2 Regulations

- a. The Frontier Simply Unlimited Service-Leader is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.
- d. Customers may add or delete any features offered in the bundle without a service order charge.

<sup>1</sup> Effective January 20, 2018, this service offering is limited to existing subscribers.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.33 Frontier Simply Unlimited Service-Leader<sup>1</sup> (Continued)

(C)

S14.33.2 Regulations (Continued)

- e. The bundles are offered on a month to month basis.
- f. The bundle rate will appear as a single line item on the customer's bill.
- g. Up to eleven additional bundles can be purchased at a discount rate. Bundles four through twelve are given an additional discount.
- h. The bundle cannot be used in association with a Residential line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service or Foreign Exchange services.

S14.33.3 Rates and Charges

- a. The Federal End User Common Line Charge and the Access Recovery Charge are included in the bundle offering. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.
- c. Frontier Simply Unlimited Service-Leader is provided at the following rates:

Monthly Rate

Frontier Simply Unlimited Service-Leader, Bundle 1-3	*
Frontier Simply Unlimited Service-Leader, Bundle 4-12	*
Frontier Business All In Feature Package	*

\* - Rates Deregulated

<sup>1</sup> Effective January 20, 2018, this service offering is limited to existing subscribers.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.34 Frontier Simply Unlimited Service-Challenger<sup>1</sup>

(C)

S14.34.1 General

Frontier Simply Unlimited Service-Challenger is a bundled offering available to Business customers that subscribe to a maximum of twelve One-Party Flat Rate Business Access Lines (Premium Calling Plan) per customer location. The bundle includes the End User Common Line Charge and Access Recovery Charge from the federal tariff in addition to the features and services listed below.

**Basic Bundle**

One-Party Flat Rate Access Line (Premium Calling Plan)  
Call Forwarding (associated with Voice Mail)  
Frontier Business Deluxe Voice Mail (non-regulated)  
Caller ID Name and Number  
Four features from the Frontier Business All In Feature Package listed below

**Frontier Business All In Feature Package**

Call Waiting/Cancel Call Waiting	Selective Call Rejection
Three-Way Calling	Automatic Call Return
Speed Calling 8	Automatic Busy Redial
Speed Calling 30	Call Forwarding Busy Line - Fixed
Distinctive Ring	Call Forwarding No Answer - Fixed
Anonymous Call Rejection	VIP Alert
Call Forwarding Busy/No Answer-Fixed	Call Waiting/Caller ID

All of these features can be added to the bundle for the rate specified in S14.34.3.

S14.34.2 Regulations

- a. The Frontier Simply Unlimited Service-Challenger is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.
- d. Customers may add or delete any features offered in the bundle without a service order charge.

<sup>1</sup> Effective January 20, 2018, this service offering is limited to existing subscribers.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.34 Frontier Simply Unlimited Service-Challenger<sup>1</sup> (Continued)

(C)

S14.34.2 Regulations (Continued)

- e. The bundles are offered on a month to month basis.
- f. The bundle rate will appear as a single line item on the customer's bill.
- g. Up to eleven additional bundles can be purchased at a discount rate. Bundles four through twelve are given an additional discount.
- h. The bundle cannot be used in association with a Residential line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service or Foreign Exchange services.

S14.34.3 Rates and Charges

- a. The Federal End User Common Line Charge and the Access Recovery Charge are included in the bundle offering. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.
- c. Frontier Simply Unlimited Service-Challenger is provided at the following rates:

Monthly Rate

Frontier Simply Unlimited Service-Challenger, Bundle 1-3	*
Frontier Simply Unlimited Service-Challenger, Bundle 4-12	*
Frontier Business All In Feature Package	*

\* - Rates Deregulated

<sup>1</sup> Effective January 20, 2018, this service offering is limited to existing subscribers.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.35 Frontier OneVoice

(N)

S14.35.1 General

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: a One-Party Flat Rate Access Line (Premium Calling Plan), 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

One-Party Flat Rate Access Line (Premium Calling Plan)  
Call Forwarding Busy/No Answer  
Unlimited Extended Area Service  
Call Waiting/Cancel Call Waiting  
Caller ID Name and Number  
Anonymous Call Rejection  
Call Forward  
Multi-line Hunting  
3-Way Calling

Premium Feature Package

Call Return (\*69)  
Call Transfer  
Distinctive Ring  
Busy Number Redial (\*66)  
Priority Call  
Selective Call Forward  
Selective Call Acceptance  
Selective Call Rejection  
Speed Call 30

All of these features can be added to the bundle for the rate specified in S14.35.3.

S14.35.2 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.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.35 Frontier OneVoice (Continued)

S14.35.2 Regulations (Continued)

- d. Partial payment of the basic local service charge within the bundle may result in disconnection of the customer's 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 or Foreign Exchange Services.
- i. The bundle is offered on a month-to-month, or one year term basis.

(C)

S14.35.3 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 \* per account. This charge supersedes Service Charges.

Monthly Rate

Basic Bundle Month-to-Month  
Basic Bundle One Year Term Commitment  
Premium Feature Package

\*  
\*  
\*

(C)

\* - Rates Deregulated

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 24-0247-T-T dated February 28, 2024, effective March 8, 2024.

## GENERAL CUSTOMER SERVICES TARIFF

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S14. Bundled Services (Continued)

S14.36 Frontier Commercial Voice Unlimited<sup>1</sup>

(C)

S14.36.1 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: a One-Party Flat Rate Access Line (Premium Calling Plan), Custom Calling features, and Unlimited Extended Area Service. The bundle also includes the Subscriber Line Charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

Basic Bundle

One-Party Flat Rate Access Line (Premium Calling Plan)  
Unlimited Extended Area Service  
Call Forward  
Call Forwarding Busy  
Call Forwarding No Answer  
Call Waiting/Cancel Call Waiting  
Caller ID  
Call Waiting ID  
Three-way Calling  
Hunting

S14.36.2 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 the customer's 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.

(N)

<sup>1</sup> Effective January 20, 2018, this service offering is limited to existing subscribers.



**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.36 Frontier Commercial Voice Unlimited<sup>1</sup> (Continued)

(C)

S14.36.2 Regulations (Continued)

- 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 or Foreign Exchange Services.
- i. The bundle is offered on a month-to-month or one year term basis.
- j. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- k. At the end of the one year term, customers will be moved to the month-to-month pricing.

S14.36.3 Rates and Charges

- a. Interstate End User Subscriber Line Charge and Access Recovery Charge 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 the bundle.

Monthly Rate

Basic Bundle Month-to-Month  
Basic Bundle One Year Term

\*  
\*

\* - Rates Deregulated

<sup>1</sup> Effective January 20, 2018, this service offering is limited to existing subscribers.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.37 Frontier Residential Unlimited Voice Service

(N)

S14.37.1 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 Domestic Price List.

Basic Bundle

Flat Rate Access Line (RUSS4)  
Unlimited Extended Area Service  
Caller ID with Name  
Call Waiting/Cancel Call Waiting  
Call Waiting ID  
Anonymous Call Block/Rejection  
Basic Voicemail  
Touchtone

S14.37.2 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. Payment will then be applied in accordance with existing Commission Rules and Regulations for the Government of Telephone Utilities.
- 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.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No.  
dated .

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.37 Frontier Residential Unlimited Voice Service (Continued)

S14.37.2 Regulations (Continued)

- 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 Domestic Price List.

S14.37.3 Rates

- 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)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No.  
dated .

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.38 Frontier Unlimited Voice and Feature Bundle

(N)

S14.38.1 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 Calling	Selective Call Rejection
Speed Call 30	Selective Call Forward
Wire Care	Directory Listing

S14.38.2 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 Catalog.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Catalog rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0971-T-T, dated November 21, 2022.

**GENERAL CUSTOMER SERVICES TARIFF**

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S14. Bundled Services (Continued)

S14.38 Frontier Unlimited Voice and Feature Bundle (Continued)

(N)

S14.38.2 Regulations (Continued)

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

S14.38.3 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:

	<u>Monthly Rate</u>
Frontier Unlimited Voice and Feature Bundle	\$50.00

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0971-T-T, dated November 21, 2022.

## GENERAL CUSTOMER SERVICES TARIFF

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S15. Abbreviated Dialing - N11 Service

(C)

S15.1 211 Dialing Service

(N)

A. General

211 Dialing Service ("211") is a three digit local dialing arrangement available in specified areas, with Frontier Communications for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission ("FCC") in CC Docket 92-105, the 211 code is assigned for access to community information and referral services. In addition, the 211 subscribers must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105.

Matters pertaining to the provision of 211 service are also governed by the orders of the Public Service Commission of West Virginia in General Order No. 187.25.

Only one 7 or 10-digit local number or one 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 be pointed to the same 7 or 10-digit local number or one 10-digit toll free number.

The 211 subscriber is responsible for obtaining all necessary permission, licensed, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

B. Availability of Service

This service is available to qualifying customers who are authorized by the state to receive calls from telephone subscribers that have landline service served by the Telephone Company's central office switched dial tone. This includes the Telephone Company's landline subscribers as well as those served by landlines resold by The Telephone Company. The 211 customer must make independent arrangements with other landline and cellular telephone providers in order for the 211 Dialing Service to function within the networks of said providers. All Telephone Company handled 211 Calls must originate and terminate within the same LATA. InterLATA calls must be handled by a separate arrangement with an Interexchange Carrier or through the use of 8YY (toll-free) numbers.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 05-0951-T-T dated July 7, 2005

**GENERAL CUSTOMER SERVICES TARIFF**

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S15. Abbreviated Dialing - N11 Service (Continued)

(N)

S15.1 211 Dialing Service (Continued)

C. Limitations on Liability

The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of a resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.

The 211 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service.

The Telephone Company assumes no liability for any issue arising from the fact that, in some 211 Dialing Service applications, physical call routing boundaries may not match exactly with the boundary of the 211 customers requested service area, for example county boundaries. In these cases, calling parties could have 211 access to another county and/or areas 211 provider instead of their own county and/or area. Workaround arrangements may be required to properly route 211 traffic due to differences in switch type, switch software, and the 211 customer's terminating telephone number (POTS / toll free). The Telephone Company assumes no liability due to Caller I.D. / ANI information being unavailable or incorrect due to these workarounds.

D. Rates

Additional terms and conditions addressing 211 customer specific requests will be addressed on an ICB basis with those terms and conditions and the associated rates to be submitted to the Commission for approval.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S15. Abbreviated Dialing - N11 Service

S15.2 511 Service

A. General

511 service is a three-digit dialing arrangement available in specified areas with Frontier West Virginia Inc. 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.

The Local Calling Area (LCA) of 511 Service Subscriber will be the basic Local Calling Area as defined in Section 3 of this Tariff as facilities permit.

Only one 511 number will be assigned to a 511 subscriber or their affiliates, per LCA. If LCAs 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.

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. 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.

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.

This service is furnished subject to the availability of 511 numbers.

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.

Directory listings may be provided for 511 Service at the rates and regulations specified in Section 6 of this Tariff. The phrase "Charges Will Apply", if applicable, will be included in the 511 Service listing at no additional charge.

(N)

(N)



**GENERAL CUSTOMER SERVICES TARIFF**

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S15. Abbreviated Dialing - N11 Service (Continued)

S15.2 511 Service (Continued)

A. General (Continued)

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

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

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.

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

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.

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.

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).

511 Service will be provided only to those customers approved by the West Virginia Public Service Commission.

The Tariff will remain effective until or unless modified or removed by the Telephone Company or the West Virginia Public Service Commission.

(N)

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S15. Abbreviated Dialing - N11 Service (Continued)

S15.2 511 Service (Continued)

(N)

A. General (Continued)

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

Limitations and use of this service as stated in this and other Telephone Company tariffs apply.

B. Regulations

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.

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 Tariff rates for the newly established service arrangements.

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.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S15. Abbreviated Dialing - N11 Service (Continued)

S15.2 511 Service (Continued)

B. Regulations (Continued)

The 511 subscriber should work with cellular companies to ascertain whether the Type 1 cellular customers will be able to reach 511.

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.

511 Service will be provided under the following conditions:

- (1) For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to a 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.

(N)

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S15. Abbreviated Dialing - N11 Service (Continued)

S15.2 511 Service (Continued)

B. Regulations (Continued)

511 Service will be provided under the following conditions. (Continued)

- (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.

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.

(N)

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S15. Abbreviated Dialing - N11 Service (Continued)

S15.2 511 Service (Continued)

B. Regulations (Continued)

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.

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 Tariff. 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.

C. Rates

Application of Rates

- (1) Service Order Establishment shall apply for each 511 number per local calling area.
- (2) 511 subscribers will pay normal tariffed charges for the local access arrangements used for transporting and termination of messages at the 511 subscriber's designated premises.
- (3) Applicable Service Order Charges as specified in Section 4 of this Tariff 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.

(N)

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S15. Abbreviated Dialing - N11 Service (Continued)

S15.2 511 Service (Continued)

(N)

B. Rates (Continued)

Charges applicable to the 511 Subscriber

	<u>Nonrecurring Charge</u>
Establishment of 511 Service, Per 511 Service Number, Per Local Calling Area (LCA)	\$100.00
Central Office Activation	\$112.00
Translation Change of Point-to-Number	\$19.00

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 05-0951-T-T dated July 7, 2005

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Issued: June 28, 2005

Effective: July 29, 2005

**GENERAL CUSTOMER SERVICES TARIFF**

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S16. Emergency Reporting Service

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.           Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service

S16.1.1        General

- (A)    9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- (B)    Basic 911 (B911) Service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dial 911. This service automatically routes 911 calls to a Public Safety Answering Point (PSAP), but provides no information about the location or telephone number of the caller.
- (C)    Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911 is a telephone exchange communication service similar to Basic 911 Service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dial 911. Enhanced 911 is different from Basic 911 primarily in the provisioning of Automatic Location Identification (ALI) which provides the customer's name, primary service address (street name and number), and telephone number associated with the calling party's telephone number and is forwarded to the Enhanced 911 display unit on a per call basis.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

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Issued: April 26, 2002

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**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.1        General (Continued)

- (D)    The 911 customer may be a municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire and other emergency services within the telephone central office areas arranged for 911 calling.
- (E)    These service arrangements will provide a 911 Emergency System that will provide use of the exchange network at no charge to the caller on a per call basis. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge. The ability to transfer calls from a Public Safety Answering Point (PSAP) to the proper Emergency Response Agency (ERA) will also be provided.
- (F)    Rates and charges for this service are specified in Section S16.1.5.
- (G)    Publishing, reproducing, re-selling, disclosing, tampering with, modifying, allowing access to, or using for any reason other than emergency response purposes associated with the public safety, any of the 911 database information is prohibited.
- (H)    Directory rules and regulations regarding 911 Service are covered in Section S6. of this tariff.

## GENERAL CUSTOMER SERVICES TARIFF

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 Definitions

Additional 911 Exchange Line

Additional terminating lines at a PSAP that may be ordered by the customer.

Alternate PSAP

A feature provided to allow 911 calls to be routed to a designated alternate location if the 911 exchange lines to the primary PSAP (see definition of PSAP following) are out of service for any reason.

Alternate Routing

A feature that will route a 911 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Telephones associated with a calling party's telephone number but which are physically located elsewhere (off-premises extensions, secondary locations, etc.) can also be identified with the same address associated with the calling party's telephone number at the primary location if the customer enters this same information into the remarks section of the ALI record. No ALI data is provided when a call is sent to Default Routing (DR).

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.2        Definitions (Continued)

ALI Database

A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 911 purposes. This database, once provided to the customer, may include additional information about that location. Company's Customer names may be omitted as a local option. Customer may use Company customer information for the purpose of creating Customer's ALI Database.

Automatic Number Identification (ANI)

A feature by which the calling party's ANI telephone number is forwarded to the PSAP and displayed on the PSAP monitor.

Called Party Hold

Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.

Caller

An individual who places a 911 call in order to obtain emergency assistance. May also be referred to as an end user.

## GENERAL CUSTOMER SERVICES TARIFF

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S16. Emergency Reporting (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 Definitions (Continued)

Default Routing (DR)

A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits, or other causes. Such incoming calls are routed from the 911 Control Office to a default PSAP. Each incoming 911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of 911 Service. All party line services will be default routed. No ANI/ALI data is provided when a call is sent to Default Routing.

Display and Transfer Unit

A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position and used by the attendant to activate Fixed and/or Selective Transfer functions.

Diverse Routing

Diverse routing provides for the processing of 911 calls over alternate paths to reduce service interruptions due to possible interface in facilities. This feature is available only where adequate facilities exist.

Emergency Response Agency

For the purpose of this Tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 911 call received at, or transferred from, a PSAP.

**GENERAL CUSTOMER SERVICES TARIFF**

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Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 Definitions (Continued)

Emergency Ringback

Allows the PSAP attendant to ring back the caller's line. This feature may only be available if the call is routed to the PSAP via dedicated facilities. This feature may not be available with arrangements using tandem switching. Where the caller's line is other than one party service, operating this feature may also ring any additional parties on that line.

End Office

The Central Office(s) in the 911 System from which 911 calls are originated.

Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 911 calls to secondary PSAP's by use of a single button on the Display and Transfer Unit.

Forced Disconnect

Enables the PSAP attendant to release a connection on a 911 call, even if the calling party remains off-hook.

## GENERAL CUSTOMER SERVICES TARIFF

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 Definitions (Continued)

Host Provider

The telephone company that serves exchanges within the customer's serving area and provides 911 service to the customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the customer's serving area.

Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming call by accessing a dial tone line and dialing either a seven-digit or ten-digit telephone number. Manual transfer is associated with the 911 trunk unit and is a standard feature of 911 Service.

Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 911 service, such as by an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Number (ESNs). The E911 Customer is responsible for the construction and maintenance of the MSAG.

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. The PSAP responds first; the Emergency Response Agencies (ERAs) receive calls on a transfer basis only. PSAPs are public service agencies such as police, fire, or emergency medical or a common bureau serving a group of such entities.

## GENERAL CUSTOMER SERVICES TARIFF

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.2 Definitions (Continued)

Secondary Provider

A regulated telephone company that participates in offering 911 service under an agreement with the host provider.

Selective Routing

A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 911 services or when a central office's political subdivisions are served by different 911 systems.

Selective Transfer

A feature providing persons at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labeled with the type of agency, e.g., "Fire", on the Display and Transfer Unit. For a given 911 caller, the unique combination of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 service area is defined by an "Emergency Service Number" (ESN).

Serving Central Office

The Central Office from which a PSAP, either primary or secondary, is served.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.2        Definitions (Continued)

Universal Emergency Number Service

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring, and dispatching of public emergency telephone calls are included.

Universal Emergency Number Service Customer

A municipality, county, or other state or local government unit or an authorized agent of one or more municipalities, counties or other state or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls at the minimum for police and fire service.

911 Service Area

The geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.



**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.3        Rules and Regulations

- (A)      When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "911" for use with Public Safety Answering Points (PSAP's) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.
- (B)      At the request of any county, municipality or political subdivision (customer) subscribing to 911 Service, the Company will spread the applicable non-recurring charges for the initial provisioning or subsequent addition of 911 Service in equal installments, where possible, over a period not to exceed 18 months.
- (C)      The Company shall bill its subscribers the Enhanced 911 monthly fee, as specified in the applicable Enhanced 911 ordinance. Billing of the monthly E911 subscriber fee can occur prior to actual provisioning of 911 Service to those subscribers.
- (D)      911 Service is provided by the Company where facilities and operating conditions permit, subject to rules and regulations in Sections S2, S3, and other applicable areas of this Tariff.
- (E)      911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP with the potential for extending 911 calls to the appropriate Emergency Response Agency.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.3       Rules and Regulations (Continued)

- (F)        This offering is limited to the use of central office number 911 as the universal emergency number and only one 911 service will be provided within any central office, although there may be a means to selectively route certain users in order to comply with county boundaries and/or emergency districts. The Company shall not be required to provide 911 Service to less than an entire central office (switching entity). Selective routing is described in S16.1.5(F)
- (G)        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.
- (H)        The service is furnished to municipalities and other government agencies only for the purpose of voice reporting emergencies by the public.
- (I)        The Company's entire liability to any person for interruption or failure of 911 Service shall be limited by the terms set forth in the following conditions, the General Regulations section of this tariff, and in all applicable sections of any other tariff in which an element of 911 Service may reside.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.3        Rules and Regulations (Continued)

(l)            (Continued)

The Company shall not be liable to any person who dials the digits "911" or for whom such digits are dialed, or to the family of such person, for any loss or damages arising out of errors, mistakes, omissions, interruptions, defects, failures, or malfunctions of 911 Service, including any and all equipment, including but not limited to transmission equipment and data processing equipment, associated therewith, unless the Company has been notified and has had reasonable time to repair the defects, failures, or malfunctions that caused the loss or damage. In no event shall the Company's liability to any person on account of 911 Service exceed an amount equivalent to the charges made for the service affected for the period following such notice until service is restored.

The customer agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operations, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Company in connection with 911 Service, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service hereunder.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.3        Rules and Regulations (Continued)

(l)            (Continued)

The Company shall incur no liability whatsoever to any person arising from its provision of, or failure to provide, 911 Service to any Shared Tenant Service or end user.

The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff.

Any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment shall relieve the Company from all liability whatsoever.

Where a 911 call is placed by the calling party via interconnection with carrier other than the Company, the Company cannot guarantee the completion of said 911 call, the quality of the call, or any features that may otherwise be provided with 911 service; however, the Company will work with all carriers interconnecting to any 911 system involving Company facilities to the extent necessary to provide the call completion rate stated in S16.1.3 (M)(4) following, to provide acceptable transmission quality and to provide all 911 features to which the customer subscribes.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.3        Rules and Regulations (Continued)

(l)            (Continued)

The Company accepts no responsibility for obtaining end user record information from private telecommunications systems, such as PBXs, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 911 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 911 service when there is a failure of or interruption in 911 service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration and/or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 911 system ordered by the customer, adversely affect Company facilities, or otherwise cause harm to its telephone operations.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.3 Rules and Regulations (Continued)

(I) (Continued)

The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted end user information to emergency service providers responding to calls placed to a 911 service or host providers using such information to provide a 911 service.

(J) Temporary suspension of service is not provided for any part of the 911 Service.

(K) The rates charged for 911 Service do not contemplate the constant monitoring or inspection to discover errors, defects and malfunctions in the service; nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.

Notwithstanding the forgoing, the Company will engage in preventive maintenance and other service quality assurance activities regarding 911 facilities at a level at least as great as that generally used in dealing with the balance of the Company's network and switching facilities.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.3        Rules and Regulations (Continued)

- (L)        If a central office serves telephones located both within and outside the 911 customer's public safety jurisdiction, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by these central offices. The Telephone Company, as feasible, shall offer selective routing in central offices such as described in the sentence immediately preceding.
  
- (M)        Application for 911 Service must be executed in writing by the customer. The 911 customer must furnish the Company, in writing, with its agreement to the following terms and conditions:
  - (1)        That at least one PSAP will be provided and staffed on a 24 hour, seven days per week basis.
  
  - (2)        That the 911 customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
  
  - (3)        That the 911 customer will develop an appropriate method of responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.
  
  - (4)        That the 911 customer will subscribe to a sufficient number of interoffice and 911 access lines to provide a P.01 transmission grade of service to adequately handle incoming calls, as determined by the Customer in consultation with the Company; but in all cases subject to a minimum of two lines required from serving central offices to the 911 PSAP.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

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Issued: April 26, 2002

Effective: May 26, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.3        Rules and Regulations (Continued)

(M)    (Continued)

(5)    That the 911 customer will subscribe to additional local exchange service at the PSAP location for administrative purposes, for placing of outgoing calls. Such lines may, at customer's option, be used to receive calls made to 911 when all 911 trunks are in use, i.e., administrative/ outgoing lines may be used for "911 overflow."

(N)    Diverse routing is supplied to the extent made possible as determined by the Company, through availability of Company facilities. Provision of diversity at the Public Safety Answering Point and additions to existing facilities to obtain such diversity, where feasible within the 911 network and as determined by the Company, will be based upon costs incurred by the Company and supplied upon customer request.

(O)    Emergency Service Number (ESN) - When the Selective Routing feature is provided due to multiple PSAPs, the customer is responsible for identifying primary and secondary PSAP locations, as well as the unique combinations of police, fire, ambulance or any other appropriate agencies responsible for providing emergency service in the 911 serving area. An Emergency Service Number (ESN) will be provided by the Company for each unique combination defined by the customer. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 911 serving area. The ESNs will be carried in the central office facilities to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone on the 911 serving area.



**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.3        Rules and Regulations (Continued)

(P)        The customer will comply with West Virginia Code Section 24-6-1, et seq., and all other applicable statuses and regulations.

(Q)        Resolution of Conflicts

In the event that a conflict arises between the Company and the customer, the Public Service Commission (PSC), upon application by the Company or the customer, shall resolve such conflict.

(R)        The E911 Customer shall have the sole and exclusive ownership of, control over and responsibility for the ALI database used in the operation of its E911 system. The E911 Customer's responsibility in this regard includes, but is not limited to, the verification and validation of all subscriber address information provided to the E911 Customer by the Company.

(S)        The E911 Customer shall have the sole and exclusive responsibility to secure, operate and maintain all equipment and software required on its side of the network point of demarcation in the construction and operation of its network up to the point of demarcation at the E911 Customer's location.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.4        Rules and Regulations Governing the provision of End User Data to E911 Customers

- (A)        Company will provide the E911 Customer with all subscriber name and address information, including, where available and as requested by the Customer, instructions regarding how to drive to the subscribers service location, in the Company's billing database, to the extent not otherwise prohibited by privacy-related laws, regulations or tariff provisions, for the use of the E911 Customer in assembling, operating and updating its ALI Database.
- (B)        The E911 Customer shall use non-listed or non-published telephone number information provided by the Company solely for purpose of inclusion in E911 Customer's ALI Database and in the discharge of E911 Customer's E911 responsibilities and such telephone numbers shall not be disclosed by E911 Customer, its employees, agents and/or independent contractors for any other purpose.
- (C)        Subscriber name and address information provided to the E911 Customer by Company may not be relied upon by the E911 Customer's independent validation and verification, in the assembly, operation and updating of the MSAG component of E911 Customer's ALI Database.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.4 Rules and Regulations Governing the provision of End User Data to E911 Customers (Continued)

(D) ***The company's obligation to provide name and address data from its billing database to the E911 customer is limited in scope to providing such information as it has available, without any representation or warranty as to the suitability of such data as it has available, for use in the assembly, operation or updating of E911 customer's ALI database.***

(1) Company will endeavor to maintain accurate information in its billing database and to provide accurate information to E911 Customer, but shall bear no responsibility to the E911 Customer for validating and verifying the accuracy of that information for the E911 Customer's use in its ALI Database.

(E) In order to assist E911 Customer in maintaining an up-to-date ALI Database, Company will provide E911 Customer with daily information regarding new subscribers and other changes in subscriber information which may be necessary in E911 Customer's ALI Database. The parties hereto will negotiate a methodology for the necessary data transfers required in the ALI database updating process.

(1) The E911 Customer recognizes that although updates will be made daily as available, the updates will be generated from Company's completed service orders. Company agrees to give the highest priority to providing the new service information to the E911 Customer.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.4 Rules and Regulations Governing the provision of End User Data to E911 Customers (Continued)

- (F) To the extent that E911 Customer's process of validating and verifying address information provided by Company reveals errors or discrepancies in addresses, E911 Customer shall, at no charge, notify Company in a timely manner of the correct address information. E911 Customer shall not be responsible for the accuracy of address information it provides to Company as a result of E911 Customer's validation and verification process.
- (G) The information in the ALI Database is and shall remain the property of E911 Customer. The E911 customer retains all rights, responsibilities (except as otherwise provided herein) and privileges associated with the ALI Database, and Company will take all reasonable and customary measures to protect the rights of the E911 Customer to its data.
- (H) The E911 Customer shall not publish, reproduce, resell, disclose, allow access to or use for any reason other than emergency response purposes associated with the public safety, any of the subscriber information provided by Company.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.5        Rates and Charges

- (A)    The tariff provisions in S16.1.5(F) following are applicable only to those local exchange end users served by the 911 Service who reside in the Company's serving area.
- (B)    In such instance wherein the Company has been requested to bill Enhanced 911 fees prorata to local exchange end users, failure to pay the prorata charge affiliated with the payment of the Enhanced 911 fee shall not allow the Company to cut off service to local exchange end users.
- (C)    The Enhanced 911 fee billed by the Company pursuant to S16.1.5(F)(4) following in this Tariff will be listed individually on the bill.
- (D)    The ultimate responsibility for paying the sums due under the contract provisions in S16.1.5(F) is the customer.
- (E)    When an order for 911 Service or requests for additions, rearrangements, relocations or modifications of service are cancelled in whole or in part prior to completion of the work involved, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.
- (F)    At the request of the Customer subscribing to 911 Service, the Company will spread the payment of the non-recurring and recurring charges for the initial provisioning or subsequent addition of 911 Service as follows:

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.5        Rates and Charges (Continued)

(F)            (Continued)

(1)            Installation and other non-recurring charges shall be covered under separate contract between the government and Company. This payment schedule shall not exceed 18 months from the date subscriber billing is commenced.

(2)            In addition, at the request of such Customer, the Company will bill these Enhanced 911 fees prorata to the local exchange end users served by the 911 Service on an individual access line basis.

There is no charge per message for calls placed to the 911 number.

(3)            Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed as covered in other sections of this Tariff based on rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer.

(4)            The following monthly Rates and Charges are applicable to the Customer subscribing to the 911 Service:

B911 (Basic 911 Service)

B911 Service provides for routing all 911 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 911 Service line.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.5        Rates and Charges (Continued)

(F)            (Continued)

(4)            (Continued)

A 911 Service line consists of a central office termination and a local (loop) facility.

911 lines are furnished at rates and charges applicable for business measured rate individual lines or Private Branch Exchange (PBX) trunks, as appropriate, as specified in this Company's Local Exchange Service Tariff, Section S3.4.3(B).

A 911 call may be directed to a PSAP via dedicated facilities from the caller's central office to the PSAP or by tandem switching using the exchange telephone network from the caller's central office to the central office serving the PSAP.

Basic 911 Feature Package

Features in the Basic 911 Feature Package include:

- (1)            Forced Disconnect - Enables the PSAP attendant to release a connection on a 911 call even if the calling party remains off-hook.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.5       Rates and Charges (Continued)

(F)            (Continued)

(4)            (Continued)

(2)            Called Party Hold - Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.

(3)            Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

Enhanced 911-ANI Service

ANI Spill provides for the telephone number of the calling party to be forwarded to the PSAP.

ANI Provisioning refers to furnishing the capability in the telephone network to generate and transmit the caller's ANI to a PSAP upon completion of a 911 call.

Trunk Enabling refers to the central office engineering and equipment installation necessary to activate the local loop.

ANI Spill does not guarantee the capability of forwarding the number of a multiparty line end user. For calls placed to a PSAP from off premises stations and stations behind business systems, ANI Spill will display the identity of the primary telephone service billing number.



**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.5       Rates and Charges (Continued)

(F)        (Continued)

(4)        (Continued)

Enhanced 911-ANI Service (Continued)

The PSAP's premises equipment used in conjunction with ANI Service must be reviewed by the Company to determine the compatibility of the unit with the E911 Service requested. Any additional costs associated with the bringing of incompatible equipment into compliance with the 911 system will be the responsibility of the customer.

Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is provided when an E911 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 911 services or when a central office's political subdivisions are served by different 911 systems. The Customer is responsible for the following:

- (1) Providing end user street address validation and PSAP routing information for each central office.
- (2) Verifying the accuracy of the routing information provided.
- (3) Advising the Company of any changes in the routing information on a timely basis.

**GENERAL CUSTOMER SERVICES TARIFF**

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S16.            Emergency Reporting Service (Continued)

S16.1          911 Emergency Telephone Service (Continued)

S16.1.5        Rates and Charges (Continued)

(F) (Continued)

(4) (Continued)

Subscriber Billing

Subscriber Billing Service refers to the billing to the Customer's end users by the Company, on behalf of the Customer, the Enhanced 911 fee as such fee as specified in the Customer's Enhanced 911 ordinance.

The Company shall retain three percent (3%) of the fees collected. For the purposes of this tariff, 3% of the "fees collected" shall mean the fees billed by the Company, less the fees uncollectible which shall be calculated at the Company's current rate of uncollectible revenues for intrastate service.

If a Telephone Company customer notifies the Telephone Company, in writing, that he or she refuses to pay the Enhanced 911 fee, or that he or she is owed a refund for such fee, the Telephone Company may remove all fee amounts from the customer's account. The county is responsible for collection of Enhanced 911 fee amounts not billed by Company due to a Telephone Company customer's refusal to pay.

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No.  
dated .

**GENERAL CUSTOMER SERVICES TARIFF**

S16. Emergency Reporting Service (Continued)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.5 Rates and Charges (Continued)

(F) (Continued)

(4) (Continued)

Subscriber Billing (Continued)

Frontier will provide the County, upon request, a printout of every customer name and telephone number refusing to pay E911 fee.

Rate/Charge for Enhanced 911 Service

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Billing Code</u>
Per 1000 Access Lines	\$110.00	\$2700.00*	E911A E911N
Less than 100 Access Lines	\$11.00	\$270.00	E100 E100N

- For customers with less than 1,000 access lines, the nonrecurring charge will be \$270.00 per 100 access lines.

(C)  
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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_, dated \_\_\_\_\_

**GENERAL CUSTOMER SERVICES TARIFF**

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S16. Emergency Reporting Service (Continued)

(N)

S16.1 911 Emergency Telephone Service (Continued)

S16.1.5 Rates and Charges (Continued)

(F) (Continued)

(4) (Continued)

Where Frontier is not the lead provider for the E-911 database, the following charges apply:

E-911 trunk rate element recovers the cost of all required E-911 voice and data trunks between Frontier's End Offices, Frontier served PSAPs and the E-911 Statewide provider's selective routers. This rate is based on provisioning to the Statewide E-911 Provider a minimum of 232 DSO channel equivalents.

E-911 Database Administration Rate recovers the cost of daily E-911 database record error correction and maintenance on all customer access lines served by Frontier Communications of West Virginia. This pricing is applicable only to a Statewide E-911 provider.

Rates/Charge for Enhanced 911 Database Provider

Trunking Rate Element per \$60.00 MRC  
1000 access lines

Database Administration per \$62.00 MRC  
1000 access lines

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_, dated \_\_\_\_\_

**GENERAL CUSTOMER SERVICES TARIFF**

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S17. Switched Data Services

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

## GENERAL CUSTOMER SERVICES TARIFF

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S17. Switched Data Services

S17.1 Switched Data Line Services

S17.1.1 General

Switched Data Services provide a customer with the ability to use the switched network to send and receive data using digital transmission rather than analog transmission. Switched Data Services are provided using access arrangements that interface with the customer on a digital basis. Access varies by type of physical interface (2 wire versus 4-wire), transmission speed (low speed or high speed), and data protocol.

Switched Data Services is only offered from digital central offices and is subject to availability of required facilities.

S17.1.2 Definitions

Access Arrangements Definitions

(A) Single Line Data Access

Single Line Data Access provides a 2-wire access line with speeds up to 64 kilobits per second (kbps). This arrangement utilizes Time Compression Multiplexing and Northern Telecom's T-Link Rate Adaption protocol.

Single Line Data Access may provide either low speed asynchronous or high speed synchronous transmission depending on the type of data unit at the customer's premises. If a low speed data unit is used, this arrangement provides full duplex asynchronous data transmission at speeds from 110 bps to 19.2 kbps.

**GENERAL CUSTOMER SERVICES TARIFF**

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S17. Switched Data Services (Continued)

S17.1 Switched Data Line Services (Continued)

S17.1.2 Definitions (Continued)

Access Arrangements Definitions (Continued)

(A) Single Line Data Access (Continued)

If a high speed data unit is used, this arrangement provides full duplex synchronous data transmission at speeds from 1.2 kbps to 64Kbps. The maximum speed is 56Kbps unless the call is intraswitch. Single Line Data Access must terminate in a data unit(s) at the customer's premises. This unit(s) provides the interface between the Company's transmission facilities and the customer data equipment.

The customer premises data units must be compatible with the Company's central office facilities, and in compliance with BELLCORE's Technical Reference TR-EOP-000277.

(B) Single Line Loop Extension

Single Line Loop Extension regenerates the digital signal when the location of the customer's premises is beyond the normal loss limits (31 db). Additional loop extension charges will apply for this service.

**GENERAL CUSTOMER SERVICES TARIFF**

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S17. Switched Data Services (Continued)

S17.1 Switched Data Line Services (Continued)

S17.1.2 Definitions (Continued)

Access Arrangements Definitions (Continued)

(C) Dual Line Data Access

Dual Line Data Access provides a 4-wire access line at either 56Kbps or 64Kbps. This arrangement provides Digital Signal Level "Zero" (DS-0) channel derived from a DS-1(1.544 Mbps channel). Dual Line Data Access speed may be limited to 56Kbps unless the call is intraswitch.

Dual Line Data Access must terminate in a data unit(s) located between the customer's premises and the Company's facilities. This unit(s) provides the interface between the customer's data equipment and the Company. If the customer's premises is beyond the normal loss limits (45 db) loop extension is not available.

(D) Originating Calls

All originating calls from Single Line Data Access or Dual Line Data Access will be charged on a minutes-of-use basis. Such charges are in addition to all other applicable local or long distance charges, as appropriate.



**GENERAL CUSTOMER SERVICES TARIFF**

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S17.            Switched Data Services (Continued)

S17.1          Switched Data Line Services (Continued)

S17.1.3        Regulations

- (A)    Interoffice Facility - Access Arrangements for Switched Data Line Services will only be furnished from equipped digital central offices. This service will be provided on an interoffice basis in central office areas when the normal serving office is not equipped. Interoffice mileage rates and charges will apply as set forth in Section S9 of this tariff.
- (B)    Transparent interwork - Switched Data Line Services will interwork transparently with most other pure digital services; but, will not interwork directly with analog data transmission via a modem.
- (C)    Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Company. CPE provided by the Company must have common equipment items placed at a convenient, safe location on the customer's premises. The customer must provide floor or frame space and any power source required such as 60 Hz AC power source as specified in Section S2.3.6 of this tariff.

**GENERAL CUSTOMER SERVICES TARIFF**

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S17.            Switched Data Services (Continued)

S17.1          Switched Data Line Services (Continued)

S17.1.3        Regulations (Continued)

- (D)      Maintenance of Service Charges, as set forth in Section S4.7 of this tariff apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities or equipment.
- (E)      Service Interruption - provisions concerning allowances for interruptions in service are set forth in Section S2.4.4 of this tariff.
- (F)      All rates and charges set forth in this schedule apply only if suitable facilities are available. If Special Construction is required, the Construction Charges set forth in Section S5.1.6 of this tariff apply.

**GENERAL CUSTOMER SERVICES TARIFF**

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S17.            Switched Data Services (Continued)

S17.1          Switched Data Line Services (Continued)

S17.1.4        Optional Features

- (A)    Data Individual Speed Call Short List - permits up to eight stored numbers. Short list is only available with the Single Line Data Access where facilities permit.
- (B)    Data Call Forwarding (all/busy/no answer) - permits incoming calls to be automatically forwarded to a predetermined number. A customer may have the option of either having all calls forwarded; all calls forwarded according to a busy condition; or all calls forwarded according to a no answer condition. Data Call Forwarding is only available with the Single Line Data Access where facilities permit.
- (C)    Data Last Number Redial - permits redialing the last number by depressing a single key. Data Last Number Redial is only available with the Single Line Data Access where facilities permit.
- (D)    Data Toll Restriction - permits the blocking of toll calling over Switched Data Lines. Toll denied calls are routed to a tone. Data Toll Restriction is only available with Single Line Data Access where facilities permit.

**GENERAL CUSTOMER SERVICES TARIFF**

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S17.            Switched Data Services (Continued)

S17.1          Switched Data Line Services (Continued)

S17.1.4        Optional Features (Continued)

(E)        Data Multiline Hunting - provides a means of searching a group of lines to find an idle line for call completion. Hunting usually begins at the pilot directory number (DN) assigned to the group and ends at the last line in the group. When circular hunting is available, each line in the group can be assigned a DN and hunting will begin at the called DN and hunts all lines until returning to the starting DN. Hunting is only available with Single Line Data Access where facilities permit.

S17.1.5        Other Optional Features

Data Direct Connect - Data Direct Connect provides an automatic connection to a far-end directory number (up to 11 digits) whenever a Switched Data Line goes off hook. Data Direct Connect is only available with Single Line Data Access where facilities permit. This feature is not compatible with any other features.

**GENERAL CUSTOMER SERVICES TARIFF**

S17. Switched Data Services (Continued)

S17.1 Switched Data Line Services (Continued)

S17.1.6 Rates and Charges

The following monthly rates and charges are in addition to the rates and charges for any other applicable services to furnish a communications system as referenced in Section S4 of this tariff.

	<b><u>Installation Charge</u></b>	<b><u>Monthly Rate</u></b>	(O) (O)
(A) Single Line Data Access			
-Low Speed Residence	\$50.00	\$34.95	(O)
-Low Speed Business	*	*	(C)(O)
-High Speed Residence	50.00	44.95	(O)
-High Speed Business	*	*	(C)(O)
(B) Single Line Loop Extension			
-Residence	160.00	29.95	(O)
-Business	*	*	(C)(O)
(C) Dual Line Data Access			
-Residence	50.00	49.95	(O)
-Business	*	*	(C)(O)
(D) Originating Calls, Per each minute of use		<b><u>MOU</u></b>	
-Residence		\$ .06	
-Business		*	(C)

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

**GENERAL CUSTOMER SERVICES TARIFF**

S17. Switched Data Services (Continued)

S17.1 Switched Data Line Services (Continued)

S17.1.6 Rates and Charges (Continued)

The following monthly rates and charges are in addition to the rates and charges for any other applicable services to furnish a communications system as referenced in Section S4 of this tariff.

	<b>Monthly Rate</b>	(O) (O)
(E) Optional Features		
(1) Data Speed Call - Short List		
-Residence	\$2.20	(O)
-Business	*	(C)(O)
(2) Data Call Forwarding		
-Residence	2.00	(O)
-Business	*	(C)(O)
(3) Data Last Number Redial		
-Residence	3.25	(O)
-Business	*	(C)(O)
(4) Data Toll Restriction		
-Residence	2.75	(O)
-Business	*	(C)(O)
(5) Data Multiline Hunting		
-Residence	5.00	(O)
-Business	*	(C)(O)
Optional Features Package		
-Residence	9.95	(O)
-Business	*	(C)(O)
(Includes all optional features listed above)		
(F) Other Optional Features		
Data Direct Connect		
-Residence	5.00	(O)
-Business	*	(C)(O)
(Not compatible with any other features)		

\*- Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

**GENERAL CUSTOMER SERVICES TARIFF**

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S17.            Switched Data Services (Continued)

S17.1          Switched Data Line Services (Continued)

S17.1.6        Rates and Charges (Continued)

- (G)    End User charges, per access line, as specified in the End User Access Service, Section 4.8.4(A) or 4.8.4(B) of Citizens Tariff FCC No. 1 will also apply to Switched Data Line Services.
- (H)    For Presubscription of an Interexchange Carrier, the rates and charges as set forth in Section 9.3.3 of Citizens Tariff FCC No. 1 will apply to Switched Data Services.
- (I)    A directory listing for Switched Data Line Services will be provided upon request in accordance with Section S6.1(E) of this tariff.

## GENERAL CUSTOMER SERVICES TARIFF

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### S18. Special Promotional Tariff Offerings

The company may, from time to time and in a nondiscriminatory manner, offer specifically designated products and/or services at reduced rates and/or charges, or for no rate and/or charge, for promotional, market research, training and/or experimental purposes. Such offerings may be applicable to monthly recurring charges, non-recurring charges or gifts. The promotion may be limited to specific geographic areas and may also be limited to specific customer types (e.g., business or residential) and/or service classifications/designations (e.g., local or toll).

#### S18.1 Effective November 30, 2005 through February 28, 2006.

This promotion is available to any residential customer subscribing to Frontier Choices Tier I Premium Calling Plan Service (S14.2.1) during the above listed dates. With this promotion the customer will receive Frontier Choices Tier I Premium Calling Plan and a 600 BOT <sup>1</sup> (Block of Time) LD minutes for the price of \$39.99 per month. Eligible customers must retain the service for a period of one year or they will be billed for the difference in value of the service on a normal priced Tier I Premium Calling Plan and 600 BOT <sup>1</sup> at the month-to-month rate for the total number of months they have held the service. A subscriber may not participate in both this promotion and a concurrent special promotion.

#### S18.2 Effective August 15, 2006 through December 14, 2006

The purpose of this filing is to offer a special promotion to residential customers from August 15, 2006 through December 15, 2006. Eligible customers that accept this offer and order a Frontier Choices Tier Bundle will receive waivers of all installation charges and local service charges for the first month of service. Eligible customers are residential customers that subscribe to the Tier Bundle under the one-year term rate plan and that have not had Frontier service within 90 days of their order date for this service under this offer. If the customer terminates the Tier Bundle before the end of the 12-month period, in lieu of termination fees that otherwise apply under the one-year term rate plan, a termination fee of \$100 applies. If customers are not satisfied with the Tier Bundle, they may cancel the service within the first 30 days of the service with no termination fee. This offer applies only one time per customer. This offer may not be combined with any additional promotional offers.

#### S18.3 Effective August 14, 2007 through November 12, 2007

The purpose of this filing is to offer a Special Promotion beginning August 14, 2007 and continuing through November 12, 2007 where technically available in the serving Wire Center. During the promotional period, existing and new residential customers who order Digital Phone Enhanced Feature Pack service will receive a waiver of the applicable Local Service Ordering charges.

(N)

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 07-1438-T-T, dated August 14, 2007



**GENERAL CUSTOMER SERVICES TARIFF**

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S18.4 Effective November 28, 2007 through February 29, 2008

The purpose of this filing is to offer a Special Promotion beginning November 28, 2007 and continuing through February 29, 2008 where technically available in the serving Wire Center. During the promotional period, existing and new residential customers who order Digital Phone Enhanced Feature Pack service will receive a waiver of the applicable Local Service Ordering charges.

S18.5 Effective November 13, 2008 through February 15, 2009

New business customers who order Frontier Business Essentials between November 13, 2008, and February 15, 2009, will receive a waiver of the applicable nonrecurring installation/activation charges.

S18.6 Effective February 27, 2009 through May 28, 2009

New customers who sign up for Frontier Business Metro plan will receive a waiver of nonrecurring charges.

(N)  
|  
(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S19. Individual Case Basis Contracts (ICB)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S19. Individual Case Basis Contracts (ICB)

S19.1 Individual Contracts

A. Individual Contract

Contract No.1 - Digital Centrex Service (505 lines)  
Shepherd College (Administrative Offices)  
Three (3) Year Term  
\$15.07 Monthly Rate Per Line  
Service beginning July 1, 1999 and extending until June 30, 2002

B. Individual Contract

Contract No. 2 – Digital Centrex Service (492)  
Shepherd College (Residential Dormitory Service)  
Three (3) Year Term  
\$13.55 Monthly Rate Per Line  
\$ 3.50 Subscriber Line Charge Per Line  
Service beginning January 1, 2000 and extending until December 31,  
2002

C. Individual Contract

Contract No.1 - ISDN-BRI (Basic Rate Interface) Service  
AFG Industries  
Month-to-Months, with thirty (30) day minimum  
One (1) ISDN-BRI circuit with 2 bearer-B channels and 1 data D-channel  
\$79.00 Monthly Recurring Charge  
\$75.00 Non-Recurring Charge  
Service beginning June 20, 2000

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Issued: April 26, 2002

Effective: May 26, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

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S19. Individual Case Basis Contracts (ICB)

S19.1 Individual Contracts

D. Individual Contract

Contract Number: WV0018- Point-to-Point T1 Service  
National Park Service  
Harpers Ferry, WV

a) T-1 Service from customer's Bomb Shelter premises (304-535) to  
Customer's premises located at 5 Willow springs Drive, Charles town,  
WV (304-725)

Monthly Recurring Charge:	\$500.00
Nonrecurring Charge:	\$400.00

b) T-1 Service from Customer's Brackett House premises (304-535) to  
Customers Bomb Shelter premises (304-535)

Monthly Recurring Charge:	\$268.00
Nonrecurring Charge:	\$400.00

Beginning November 13, 2001

Term: Five Years

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02-0112-T-NC, dated March 27, 2002

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Issued: April 26, 2002

Effective: May 26, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

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S20. Integrated Services Digital Network (ISDN)

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<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0216-T-T, dated February 25, 2022.

## GENERAL CUSTOMER SERVICES TARIFF

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S20. Integrated Services Digital Network (ISDN)

S20.1 ISDN - Primary Rate Interface (PRI)

S20.1.1 Applicability

Applicable to Integrated Services Digital Network - Primary Rate Interface, (ISDN-PRI), an optional telephone service arrangement for residential and business customers, in exchanges where facilities are furnished for such service.

S20.1.2 Territory

Within the areas of all exchanges utilizing digital central offices equipped with ISDN-PRI capability.

S20.1.3 General

- (A) ISDN-PRI is an intraLATA group of offerings supported by the ISDN architecture.
- (B) ISDN-PRI provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will initially provide connectivity between an ISDN PBX or other ISDN compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three (23) 64 Kbps B channels and one (1) 64 Kbps D channel. Options are available for plus or minus 23 B channels. These channels may be used to connect the customer's CPE to the Public Circuit Switched Network (i.e. outward, inward, two-way trunks, and WATS/800 Service access lines).
- (C) ISDN-PRI is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service.
- (D) Unless specified the regulations for ISDN-PRI apply in addition to the regulations set forth in Section 2 of this tariff.

**GENERAL CUSTOMER SERVICES TARIFF**

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S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Primary Rate Interface (PRI) (Continued)

S20.1.3 General (Continued)

- (E) ISDN-PRI is provided within a LATA from central offices where appropriate ISDN facilities are available. Service inquiries will be necessary to determine availability. Special construction charges may apply as specified in Section 5 of this tariff.

S20.1.4 Regulations

- (A) Customer Premises Equipment (CPE) that is compatible with ISDN-PRI service is the responsibility of the customer for provisioning.
- (B) Digital transmission rates at speeds less than those indicated may occur as a function of the particular CPE furnished by the user.
- (C) Suspension of service is not allowed.
- (D) Minimum subscription period is month-to-month.
- (E) Verification and Emergency Interrupt service is not available for ISDN-PRI.
- (F) Telephone numbers transmitted via the optional Incoming Call Identification feature are intended solely for the use of the ISDN-PRI subscriber. Resale of this information is prohibited by this tariff.
- (G) For customer locations with more than one (1) PRI, a backup D-channel will be required.

**GENERAL CUSTOMER SERVICES TARIFF**

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S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Primary Rate Interface (PRI) (Continued)

S20.1.4 Regulations (Continued)

- (H) Each ISDN-PRI digital transport facility can support a maximum of 4 trunk groups per T-1 facility. Within the two-way digital transport facilities, for all 24 trunks or up to 4 trunk groups on each ISDN-PRI, only one telephone number can be pointed to that group. Each group cannot have 24 individual telephone numbers and or 24 individual trunk groups.
- (I) Non-facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's over a single D-Channel (NB+D). This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation. When NFAS is selected, the customer will order one ISDN-PRI service arrangement with twenty-three (23) B channels and one (1) D channel. Additional ISDN-PRI service arrangements are ordered with twenty-four (24) B channels at rates and charges provided in Section 20.1.9. The D channel activated on the initial arrangement serves the additional ISDN-PRI arrangements. If a customer desires, he may also request a back-up D channel with the NFAS option (NB+2D). It is recommended that D channels be provisioned in separate ISDN-PRI service arrangements.
- (J) Exemption for 911 Non-Voice Lines
  - a. The Company will apply the appropriate 911 Fee to each of twenty-three (23) channels of ISDN-PRI installed unless a 911 Non-Voice Lines Certificate of Exemption is provided.
  - b. If a Certificate of Exemption is not received prior to installation of ISDN-PRI, the 911 Fee will be applied. Exempt status will become effective on the "effective date of change" on the certification.
  - c. The exemption certification process will be explained to the customer ordering ISDN-PRI service. However, it is the customer's responsibility to request the exemption certificate, have it signed by an authorized representative and indicate the number of channels that will be used for non-voice purposes only.

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Primary Rate Interface (PRI) (Continued)

S20.1.4 Regulations (Continued)

(J) Exemption for 911 Non-Voice Lines (Continued)

d. If any exemption claimed on this certificate is found to be false, Customer agrees to indemnify Frontier for any 911 charge, interest and penalties including all legal and collection fees or any other costs that may be assessed against Frontier or Customer by any authority or jurisdiction for which this exemption has been claimed by Customer.

e. The customer must notify the Company in writing within 30 days of an exempted ISDN-PRI service change or re-termination such that the 911 fee exemption is no longer applicable.

(K) Crediting the 911 Fee

The Company will cease billing the 911 Surcharge when certification is received as stated in S20.1.4 (J) b. preceding. No retroactive refunds will be provided.

S20.1.5 Definitions

B Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.

D Channel - A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64 Kbps Clear Channel Capability (CCC) - A B channel connection that provides end to end digital connection in which all 64 Kbps of bandwidth are available for customer use.

PRI Link - A PRI Link is comprised of a Primary Rate Access Line and a Primary Rate Interface.

(M)

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(M) Material originally appeared in Section 20 Page 4.

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Primary Rate Interface (PRI) (Continued)

S20.1.6 Application of Rates

- (A) ISDN-PRI Primary Rate Access Lines furnished between a serving central office and the customer designated premise will be charged at rates per each Primary Rate Access Line.
- (B) Nonrecurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing DS1 Service to an ISDN-PRI service arrangement.
- (C) ISDN-PRI Primary Rate Access Line rates if applicable, apply in addition to Primary Rate Interface.

S20.1.7 Service Components

- (A) The customer may choose any number of channels up to twenty-three (twenty-four with NFAS described below) per Primary Rate Access (facility) to be active with a corresponding number of services (i.e. inward/outward trunks, WATS Lines, 800 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.
- (B) The components of ISDN-PRI Service will be as follows:
  - Primary Rate Access Line
  - Primary Rate Interface

**GENERAL CUSTOMER SERVICES TARIFF**

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S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Primary Rate Interface (PRI) (Continued)

S20.1.7 Service Components (Continued)

(B) The components of ISDN-PRI Service (Continued)

- (1) Primary Rate Access Line - will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop supports Clear Channel Capability.
- (2) Primary Rate Interface - provides the multiplexing to support up to twenty-three (23) B channels at 64 Kbps and one (1) D channel for signaling also at 64 Kbps. When Non-Facility Associated Signaling (NFAS) is ordered, the Primary Rate Interface can provide up to twenty-four (24) B channels at 64 Kbps.
  - (a) Voice calls may be completed to both ISDN and non-ISDN lines.
  - (b) Data Transmission on the B channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.
  - (c) The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800 Service. The subscription to these services is in addition to the charges for ISDN-PRI service

**GENERAL CUSTOMER SERVICES TARIFF**

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S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Primary Rate Interface (PRI) (Continued)

S20.1.8 Optional Features

(A) Call-by-Call/Integrated Service Access Feature Capability - This optional feature will allow the customer to dynamically allocate the use of channels for ISDN-PRI service. The customer may also choose to subscribe to more services than channels and dynamically change the services in use.

(B) Incoming Call Identification - This optional feature provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D channel associated with incoming calls on a B channel to a PBX.

(C) Incoming call identification plus name – This optional feature provides the customer with the name and telephone number of the calling party. (C)

**GENERAL CUSTOMER SERVICES TARIFF**

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Primary Rate Interface (PRI) (Continued)

S20.1.9 Rates and Charges

(A) All usual and applicable Service Connection Charges and Nonrecurring Charges as specified in the Section 4, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system.

Direct Inward Dialing Trunk Charges in Section 11 do not apply.

(B) ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

<u>Description</u>	<u>NRC/ Installation</u>	<u>Monthly Rate</u> <sup>(1)</sup>	(O) (O)
Primary Rate Access Line and Primary Rate Interface (per PRI Link)			
-Month-To-Month	*	*	(C)(O)
-One Year Contract	*	*	
-Two Year Contract	*	*	
-Three Year Contract	*	*	(C)(O)

\* - Rates Deregulated (N)

Note 1 – Refer to Citizens FCC1 Tariff Section 20.1 for additional charges that apply.

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**GENERAL CUSTOMER SERVICES TARIFF**

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Primary Rate Interface (PRI) (Continued)

S20.1.9 Rates and Charges (Continued)

(B) ISDN-PRI Service Components (Continued)

<u>Description</u>	<u>NRC/ Installation</u>	<u>Monthly Rate</u> <sup>1</sup>	(O) (C)(O)
Backup D-Channel*			
-Month-To-Month	*	*	(C)(O)
-One Year Contract	*	*	
-Two Year Contract	*	*	
-Three Year Contract	*	*	(C)(O)

\* - Rates Deregulated (N)

<sup>1</sup> Customer locations with more than one (1) ISD PRI will require a backup D Channel. (C)

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**GENERAL CUSTOMER SERVICES TARIFF**

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Primary Rate Interface (PRI) (Continued)

S20.1.9 Rates and Charges (Continued)

(C) Optional Feature

The following are optional features that may be ordered with ISDN-PRI.

<u>Description</u>	<u>NRC/ Installation</u>	<u>Monthly Rate</u>	(O) (O)
Call by Call Integrated Service Access Feature Selection (Per PRI Link)			
-Month-To-Month	*	*	(C)(O)
-One Year Contract	*	*	
-Two Year Contract	*	*	
-Three Year Contract	*	*	(C)(O)
Incoming Call Identification (ICI, Per PRI Interface)			
-Month-To-Month	*	*	(C)(O)
-One Year Contract	*	*	
-Two Year Contract	*	*	
-Three Year Contract	*	*	(C)(O)
Incoming Call Identification (Plus name)			
-Month-To-Month	*	*	(C)(O)
-One Year Contract	*	*	
-Two Year Contract	*	*	
-Three Year Contract	*	*	(C)(O)

\* - Rates Deregulated

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Primary Rate Interface (PRI) (Continued)

S20.1.9 Rates and Charges (Continued)

(E) Service Connection Charges

- (1) Service Establishment Charges are applicable for each ISDN-PRI Link (which includes the Primary Rate Access Line and Primary Rate Interface) ordered, for receiving and recording information and or taking action in connection with a customer's request and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.
- (2) Service Change Charges are applicable for receiving and recording information and or taking action in connection with a customer's inside move or transfer of service responsibility request, and processing the necessary data on an existing PRI Link (which includes the Primary Rate Access Line and the Primary Rate Interface. A Service Change Charge is applicable for each PRI Link associated with the customer request (in lieu of a Service Establishment Charge)
- (3) Premise Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.



**GENERAL CUSTOMER SERVICES TARIFF**

S20. Integrated Services Digital Network (ISDN) (Continued)

S20.1 ISDN - Primary Rate Interface (PRI) (Continued)

S20.1.9 Rates and Charges (Continued)

(E) Service Connection Charges (Continued)

(4) Charges for ISDN-PRI Service

(a) Service Change Charge per PRI Link

<u>Description</u>	<b>Nonrecurring Charge</b>	(O) (O)
Changes in 'D' channel or Trunk Group configurations.	*	(C)(O)

(b) Premises Visit Charge per PRI Link

<u>Description</u>	<b>Nonrecurring Charge</b>
Premises Visit Charge (Per Visit).	See Note 1

\* - Rates Deregulated

(N)

Note 1 - Refer to Section 4 of this Tariff for applicable rates.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

## GENERAL CUSTOMER SERVICES TARIFF

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S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered<sup>1</sup>

(C)

S20.2.1 General

- (A) Integrated Services Digital Network (ISDN) Service is a new offering supported by the Integrated Services Digital Network (ISDN) architecture. ISDN describes the digital end-to-end telecommunications network which supports simultaneous transmission of voice, data, and packet services on the same exchange access line. The ISDN architecture consists of digital switching systems which connect Basic Rate Interface (BRI) lines to their serving central offices. Calling/Called Number Delivery is included with this service.
- (B) Basic Rate Interface is an optional service arrangement which uses ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission, and switching of voice, data, and image service via channelized transport. Basic Rate Interface consist of two 64Kbps “B” Channels and one 16 Kbps “D” Channel (2B + D) at the service delivery point.
- (C) “B” Channel - The “B” Channel is a bi-directional synchronous channel capable of supporting 64 Kilobits per second (Kbps) intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or circuit data transmission paths on a per call selection basis. Transmission on the “B” Channel will be circuit switched at 64Kbps within the switch and/or equipped facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56Kbps. One Directory Number (DN) with one Primary Directory Listing for the first “B” Channel ISDN service line is provided. Additional listings may be provided as specified for Additional Listing Charges in the Directory Listings section of this tariff.
- (D) “D” Channel - The “D” Channel is a 16 Kbps Packet-switched digital signaling channel that carries signaling and control for the “B” Channel and has maximum packet transmission throughput of 9.6Kbps.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
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## GENERAL CUSTOMER SERVICES TARIFF

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S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.1 General (Continued)

(E) Packet Switching is a technique in which packets of data are individually addressed and combined on a transmission path with other addressed packets. Packet Switched Data “D” Channel service provides the ability to originate and receive X.25 packet data calls over the “D” Channel. This arrangement provides a maximum throughput of 9.6Kbps. Each “D” Channel packet terminal will be provided a logical channel up to the technical capabilities of the serving central office. Multiple packet calls can be active simultaneously by a user on a single “D” Channel. Up to eight data terminals can be supported per Basic Rate Interface. Service includes one data telephone number. The following optional features are currently available between all customers residing on the same central office switch and must be selected at the time of initial installation.

- (1) Flow Control Parameter Negotiation (FCPN) - This parameter negotiates on a per call basis the flow control parameters. FCPN consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission. FCPN can be presubscribed (fixed) or it can be established on a per call basis.
- (2) Throughput Class Negotiation - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.
- (3) Logical Channels - An arrangement that provides for outgoing logical channels for a packet switching user. It is a virtual circuit identified at the packet level of X.25.
- (4) Incoming Calls Barred - An arrangement that prohibits a data terminal from terminating an incoming call.
- (5) Outgoing Calls Barred - An arrangement that prohibits a data terminal from originating outgoing virtual calls.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
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**GENERAL CUSTOMER SERVICES TARIFF**

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S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.1 General (Continued)

- (6) Closed User Groups - An arrangement that allows ISDN users to establish subnetworks of ISDN packet switching data users from which members can communicate with each other. The Closed User Group is established on a per line basis. Each data terminal in a Closed User Group can be arranged in one of the following modes:

Closed User Group with Outgoing Access - The data terminal makes outgoing calls only.

Closed User Group with Incoming Access - The data terminal receives incoming calls only.

Incoming Calls Barred Within a Closed User Group - The data terminal makes outgoing calls only to the data terminals in the Closed User Group with which it is associated.

Outgoing Calls Barred within a Closed User Group - The data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.

Unrestricted Access - The data terminal receives and makes both incoming and outgoing calls.

- (7) Fast Select - An arrangement that allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.
- (8) Fast Select Acceptance - An arrangement that allows the switch to transmit incoming call packets with the Fast Select facility to a destination terminal that has this feature.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
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## GENERAL CUSTOMER SERVICES TARIFF

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S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.1 General (Continued)

- (F) Calling/Called Number Delivery - A feature that provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination. This feature is provided with ISDN - BRI.
- (G) Calling Number Identification Service - National ISDN - A feature that provides redirected call information in addition to the information provided with Calling/Called Number Delivery. This feature is provided with ISDN - BRI.

S20.2.2 Definitions

“B” Channel - A bi-directional synchronous channel capable of supporting 64Kbps of digital transmission.

“D” Channel - A 16 Kbps digital signaling channel also capable of supporting 9.6Kbps or packet information for the Basic Rate Interface.

64Kbps Clear Channel Capacity (CCC) - a “B” Channel connection that provides end-to-end digital connection in which all 64Kbps of bandwidth are available for customer use.

Packet Switching - ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
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## GENERAL CUSTOMER SERVICES TARIFF

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S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.2 Definitions (Continued)

Circuit Switching - A switching technique in which a specific selection of time slots is dedicated to a given call, through the use of an entire circuit or a digital switch equipped for ISDN.

Clear Channel Capacity - A characteristic of the transmission paths on the “B” Channel that allows the full bandwidth of the “B” Channel, 64Kbps, to be available to the customer. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56Kbps. This characteristic is inherent with ISDN - BRI.

Alternate Circuit Switched Voice Service/Circuit Switched Data Service - Provides the ability to originate and receive either Circuit Switched Voice or Circuit Switched Data calls over a single “B” Channel, but not simultaneously. This arrangement is available where technology permits. This service is provided with ISDN - BRI.

S20.2.3 Regulations

(A) ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.

(B) The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of BRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.3 Regulations (Continued)

- (C) Customer Premises Equipment (CPE) - The customer will be responsible for providing compatible CPE with the ISDN Interface.
- (D) The company will be responsible for publishing and maintaining ISDN Interface Specifications.
- (E) Service Charges in Section 4 of this Tariff are applicable per Individual Line Basic Rate Interface (BRI) in addition to rates and charges following.
- (F) Temporary suspension of service is not available with ISDN - BRI.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0216-T-T, dated February 25, 2022.

## GENERAL CUSTOMER SERVICES TARIFF

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S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.4 Optional Features

Customers are required to subscribe to ISDN - BRI before ordering these features. Calling/Called Number Delivery is provided with ISDN - BRI. Features are available to increase the capability of ISDN - BRI and may be subscribed to on an as needed basis. Availability of features are limited to where facilities permit and may be limited by central office type and switch capacity.

(A) Features for use with Electronic Key Telephone Service (EKTS)

This option provides a group of features that increase the user's voice terminal flexibility and offers the functionality of a key system to groups of users with EKTS equipment.

- (1) Multiple Call Appearances of a Directory Number - An arrangement that allows the user to have appearances of the directory number assigned to the customer provided set, providing the capability of multiple incoming or outgoing calls associated with that directory number. Multiple incoming calls to this directory number or secondary telephone number (if purchased) can be terminated to the telephone if one or more idle call appearances are available to accept the calls. In certain central offices, this arrangement may limit the use of the Shared Call Appearance feature.
- (2) Shared Call Appearances of a Directory Number - An arrangement that allows a directory number(s) from one customer-provided set to appear as a call appearance(s) on the customer-provided set(s) of other users. Bridging, which is an arrangement that allows the user to connect onto a currently active call, is included.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
(N)



**GENERAL CUSTOMER SERVICES TARIFF**

---

S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.4 Optional Features (Continued)

(A) Features for use with EKTS (Continued)

- (3) Secondary Telephone Numbers - An arrangement that allows a customer-provided set to have access to an additional directory telephone number(s). The additional directory number(s), Secondary Telephone Number(s), may originate or receive calls independent of the customer provided set's primary directory telephone number.
- (4) Privacy Release - (Automatic Exclusion) - This is a privacy feature that allows a customer to specify, on an EKTS group basis, that no other user can bridge on to an existing call(s). On a call by call basis, this feature can be disabled to allow bridging to occur.
- (5) Manual Exclusion - (Privacy) - This is the opposite of Privacy Release. On a call by call basis the user can restrict other stations from picking up a call on hold or bridging onto an existing call that is active at that station.
- (6) ISDN Intercom Calling - Dial - This feature allows an EKTS user to call other terminals in the EKTS group with one or two-digit dialing.
- (7) ISDN Intercom Calling - Automatic - This feature allows an EKTS user to call another terminal in the EKTS group by activating a button on the EKTS set.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
(N)

**GENERAL CUSTOMER SERVICES TARIFF**

---

S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.4 Optional Features (Continued)

(B) Features for use with non-EKTS or EKTS CPE

This option provides a group of features that increase the user's voice terminal flexibility.

- (1) Call Forwarding - This feature allows the ISDN user to have the ability to forward all incoming calls to a user specified directory number.
- (2) Call Forwarding - Busy Line - This feature automatically routes calls to a preselected number when the called line is busy.
- (3) Call Forwarding - No Answer - This feature automatically routes calls to a preselected number when the called line does not answer in a preset ringing cycle.
- (4) Call Pickup - Allows a user to answer calls directed to another line in the same preset Call Pickup Group.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0216-T-T, dated February 25, 2022.

## GENERAL CUSTOMER SERVICES TARIFF

---

S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.4 Optional Features (Continued)

(B) Features for use with non-EKTS or EKTS CPE (Continued)

(5) Conference, Drop, Hold, Transfer -

- Conference - allows the user to add a third party to an existing conversation. This feature is for use with voice calls only.
- Drop - This central based feature allows the user to disconnect the last party added to a conference call.
- Hold - Allows the user to place a call on hold by pressing the function button. Any set with the call appearance for the call on hold can pick up the call by pressing the call appearance button.
- Transfer - This feature allows the user to transfer a call to another Directory Number (DN). This feature is for use with voice calls only.

This feature may require an additional call appearance or an additional DN.

(6) Six-Way Conference, Drop, Hold, Transfer - This feature has the same functionality as Conference, Drop, Hold, Transfer feature except that six-way conference is allowed.

(7) Multi-Line Hunting - This feature provides for a predefined search for an idle directory number to which a call can be completed. Directory numbers subscribing to hunting may not have multiple call appearances.

(8) Speed Calling - This feature allows each user to assign up to thirty (30) telephone numbers to a two-digit code for the purpose of enabling abbreviated dialing.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0216-T-T, dated February 25, 2022.

**GENERAL CUSTOMER SERVICES TARIFF**

---

S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.4 Optional Features (Continued)

(B) Features for use with non-EKTS or EKTS CPE (Continued)

- (9) Audible Message Waiting Indicator - Provides the user of a message service with an indication that a message is waiting.
- (10) Additional Call Appearance - Primary Directory Number (PDN) or Directory Number (DN) - This feature allows the terminal to have more than one DN button assigned to the same DN or PDN.
- (11) Call Tracing - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action.
- (12) Automatic Call Return - This allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature the customer receives an automated voice response message stating the number of the last party who called and is given the option of returning the call. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
(N)

**GENERAL CUSTOMER SERVICES TARIFF**

---

S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.4 Optional Features (Continued)

(B) Features for use with non-EKTS or EKTS CPE (Continued)

(13) Selective Call Rejection - Allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

(14) Automatic Busy Redial - An arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
(N)

**GENERAL CUSTOMER SERVICES TARIFF**

S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.5 Rates and Charges

The following monthly charges and rates are in addition to the rates and charges for any other applicable services to furnish a communications system as referenced in Section 4 of this Tariff.

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(1) ISDN Access Line	\$	\$
(a) Business Premium Calling		
- Month-to-Month	*	*
- One year Term	*	*
(2) Channels Activated		
Circuit Switched Voice/Data “B” Channel		
(a) Business - per channel		*
(3) Packet Switched Data “D” Channel		
IntraSwitch only		
(a) Business-per channel		*
Optional Features		
A. Features for use with EKTS CPE		
(1) Multiple Call Appearances		
Second and subsequent appearances, each		
(a) Business-per line	*	*
(2) Shared Call Appearances		
Second and subsequent appearances, each		
(a) Business-per line	*	*

\* - Rates Deregulated

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0216-T-T, dated February 25, 2022.

**GENERAL CUSTOMER SERVICES TARIFF**

S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup> (C)

S20.2.5 Rates and Charges (Continued)

<u>Optional Features</u> (Continued)		<u>Installation Charge</u>	<u>Monthly Rate</u>
A.	Features for use with EKTS CPE (Continued)	\$	\$
(3)	Secondary Telephone Numbers-each (a) Business-per line	*	*
(4)	Privacy Release-per shared DN (a) Business-per line	*	*
(5)	Manual Exclusion-per shared DN (a) Business-per line	*	*
(6)	ISDN Intercom Calling-Dial -each member (a) Business-per line	*	*
(7)	ISDN Intercom Calling-Automatic -each member (a) Business-per line	*	*

\* - Rates Deregulated

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)  
(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0216-T-T, dated February 25, 2022.

**GENERAL CUSTOMER SERVICES TARIFF**

S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup>

(C)

S20.2.5 Rates and Charges (Continued)

Optional Features (Continued)

	<u>Installation Charge</u>	<u>Monthly Rate</u>
B. Features for use with non-EKTS or EKTS CPE	\$	\$
(1) Call Forwarding		
(a) Business-per user (Rates as specified in S11.2.3 of this Tariff)	-	-
(2) Call Forwarding Busy Line		
(a) Business-per user (Rates as specified in S11.2.3 of this Tariff)	-	-
(3) Call Forwarding No Answer		
(a) Business-per user (Rates as specified in S11.2.3 of this Tariff)	-	-
(4) Call Pickup		
(a) Business-per group	*	*
(b) Business-per member	*	*
(5) Conference, Drop, Hold, Transfer <sup>1</sup>		
(1) Business-per user profile	*	*
(6) Six-Way Conference, Drop, Hold Transfer <sup>1</sup>		
(1) Business-per user profile	*	*

<sup>1</sup> Only one type of Conference, Drop, Hold, Transfer is allowed per user.

\* - Rates Deregulated

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0216-T-T, dated February 25, 2022.



**GENERAL CUSTOMER SERVICES TARIFF**

S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup> (C)

S20.2.5 Rates and Charges (Continued)

<u>Optional Features</u> (Continued)	<u>Installation Charge</u>	<u>Monthly Rate</u>
B. Features for use with non-EKTS or EKTS CPE (Continued)	\$	\$
(7) Multi-Line Hunting		
(a) Business-per line	-	-
(Rates as specified in S3.3.2 of this Tariff)		
(8) Speed Calling		
(a) Business-per user	-	-
(Rates as specified in S11.2.3 of this Tariff)		
(9) Audible Message Waiting Indicator		
(a) Business-per line	-	-
(10) Additional Call Appearance, PDN or DN		
(a) Business-per line	*	*

\* - Rates Deregulated

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)  
(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0216-T-T, dated February 25, 2022.

**GENERAL CUSTOMER SERVICES TARIFF**

S20. Integrated Services Digital Network (ISDN)

S20.2 ISDN - Individual Line Basic Rate Interface (BRI) – Grandfathered <sup>1</sup> (C)

S20.2.5 Rates and Charges (Continued)

Optional Features (Continued)

	<u>Installation Charge</u>	<u>Monthly Rate</u>
B. Features for use with non-EKTS or EKTS CPE (Continued)	\$	\$
(11) Call Tracing		
(a) Business-per line (Rates as specified in S11.2.4 of this Tariff)	-	-
(12) Automatic Call Return		
(a) Business-per line (Rates as specified in S11.2.4 of this Tariff)	-	-
(13) Selective Call Rejection		
(a) Business-per line (Rates as specified in S11.2.4 of this Tariff)	-	-
(14) Automatic Busy Redial		
(a) Business-per line (Rates as specified in S11.2.4 of this Tariff)	-	-

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)  
(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 22-0216-T-T, dated February 25, 2022.

**GENERAL CUSTOMER SERVICES TARIFF**

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S21. Billing and Collection of Enhanced 911 Fees

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 15-1142-T-T dated July 30, 2015.

**GENERAL CUSTOMER SERVICES TARIFF**

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S21. Billing and Collection of Enhanced 911 Fees (Continued)

(N)

S21.1 General

This tariff applies to the billing and collection by the Telephone Company of enhanced emergency telephone system (“Enhanced 911”) fees pursuant to law. This tariff establishes the terms and conditions in lieu of contracts with county commissions (“counties”) under which the Telephone Company may act as a billing agent for the applicable Enhanced 911 fee on the bills of the Telephone Company’s customers in each county in which Company provides local exchange telephone service. This tariff supersedes existing individual contracts with county commissions (“counties”) for such billing and collection. This tariff is intended as a means of streamlining the administration of such fees for both counties and the Telephone Company. The billing and collection of such fees, however, is not a telecommunications service under the Telecommunication Act of 1996, and is not subject to resale.

S21.2 Regulations

- (A) The Telephone Company may act as a billing agent for the applicable Enhanced 911 fee on the bills of the Telephone Company’s customers in each county in which Company provides local exchange telephone service.
- (B) A county that wishes to make application for the Telephone Company to act as a billing agent for the county must, no less than one hundred twenty (120) days prior to the proposed effective date for the Enhanced 911 fee, give the Telephone Company written notice of such application properly executed by the county commission, together with a certified copy of the enacting ordinance.
- (C) The Enhanced 911 fee will appear as a separate line item on each regularly issued local exchange service telephone bill rendered by the Telephone Company. The amount of the fee will be as specified in the current Enhanced 911 ordinance of each county. Where a single bill is rendered for multiple lines, the total applicable fee amount may appear as a single line item on the bill.

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 15-1142-T-T dated July 30, 2015.

**GENERAL CUSTOMER SERVICES TARIFF**

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S21. Billing and Collection of Enhanced 911 Fees (Continued)

(N)

S21.2 Regulations (Continued)

- (D) The Enhanced 911 fee is due and payable on the same basis as the rates and charges for basic local exchange service. However, the Telephone Company shall not deny service for failure of a customer to pay the Enhanced 911 fee.
- (E) The Enhanced 911 fee will apply to each local exchange service line, whether such line is provided pursuant to tariff or on a special assembly basis, for which the Telephone Company remits a bill to the end-user customer. Enhanced 911 fees are applied to the retail services of the Telephone Company, one fee per "equivalent" as follows:
- (1) One equivalent for each residential basic local exchange service line, except for lifeline lines;
  - (2) One equivalent for each business basic local exchange service line;
  - (3) One equivalent for each private branch exchange ("PBX") trunk;
  - (4) One equivalent for each number of Centrex lines equivalent to a PBX trunk, as determined by the Telephone Company or, if such is different, as specified in the applicable county Enhanced 911 ordinance;
  - (5) Five equivalents for each primary rate interface; and
  - (6) Such other service that the Telephone Company may offer in the future that the Telephone Company may determine to be the equivalent of a local exchange service line.

In addition to applying to such retail services, the Enhanced 911 fee will apply to each payphone service line provided by the Telephone Company to any payphone service provider, including the Telephone Company.

- (F) The Telephone Company will monthly remit the fees collected (less the rates and charges due hereunder) to the county commission or to a designee of the county commission as agreed to by the Telephone Company. "Fees collected" means the fees billed by the Telephone Company for the county, less the fees uncollectible, which may be calculated at the Telephone Company's current rate of uncollectible revenues for intrastate service or at such other reasonable and convenient basis as determined by the Telephone Company after consultation with the Commission's Staff.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S21. Billing and Collection of Enhanced 911 Fees (Continued)

S21.2 Regulations (Continued)

- (G) In the event the amount remitted is greater or less than the amount due under this tariff, any and all liability of the Telephone Company or of the county shall be discharged by payment of the remaining amount due or by return of the amount overpaid, whichever the case may be. In either such case, no interest shall be charged.
- (H) If a Telephone Company customer notifies Telephone Company, in writing, that he or she refuses to pay the Enhanced 911 fee, or that he or she is owed a refund for such fee, the Telephone Company may remove all fee amounts from the customer's account. The county is responsible for collection of Enhanced 911 fee amounts not billed by Company due to a Telephone Company customer's refusal to pay. Frontier will provide the county, upon request, a printout of every customer name and telephone number refusing to pay E911 fee.
- (I) Where the Enhanced 9-1-1 fee has not been billed as provided for by the applicable ordinance, the Telephone Company may back-bill the fee with the consent of the county. In no event may the Telephone Company be liable for a failure to bill the fee where the fee effectively can be recouped by back-billing with the consent of the county.
- (J) A county that wishes to change the amount of the Enhanced 9-1-1 fee must, no less than one hundred twenty (120) days prior to the proposed effective date for the Enhanced 9-1-1 fee, give the Telephone Company written notice of such change properly executed by the county commission, together with a certified copy of the enacting ordinance.
- (K) Either the county or the Telephone Company may, at any time, terminate the billing agency relationship hereunder by giving at least ninety (90) days' prior written notice.
- (L) All notices between the county and the Telephone Company must be by certified mail, return receipt requested, at the most current address each provides to the other in writing for such purpose. A notice will be deemed given on the date it is received.

(N)  
|  
(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 15-1142-T-T dated July 30, 2015.

**GENERAL CUSTOMER SERVICES TARIFF**

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S21. Billing and Collection of Enhanced 911 Fees (Continued)

(N)

S21.2 Regulations (Continued)

(M) In applying and administering the Enhanced 9-1-1 fee and the provisions of this Section, the Telephone Company has the right to rely upon the terms and conditions of the county's enacting ordinance. Notwithstanding the foregoing, the Telephone Company also has the right to rely upon this tariff in applying and administering the Enhanced 9-1-1 fee. Neither the Telephone Company nor any county shall be liable in connection with applying and administering the Enhanced 9-1-1 fee consistent with a county ordinance or this tariff.

(N) The county shall indemnify and hold the Telephone Company harmless from and against any claims or suits arising out of, in connection with, or related to the county's authority to impose an enhanced emergency telephone system fee or the erroneous collection or failure to bill such fee as a result of a good faith mistake on the part of the Telephone Company. It is expressly understood that the foregoing indemnification shall include the responsibility to investigate and defend against such claims, including payment of reasonable attorney's fees.

S21.3 Rates and Charges

The Telephone Company is entitled to retain three percent (3%) of the fees collected before remitting the remainder of the fees collected to the county.

(N)

**GENERAL CUSTOMER SERVICES TARIFF**

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S103. Grandfathered Basic Local Exchange Service\*

S103.1 Grandfathered Network Access Register Package

S103.1.1 General

The Network Access Register (NAR) Package provides for exchange and long-distance message network calling to and from Main Stations and attendant positions of a Digital Centrex System. The NAR Package provides for Flat Rate network access. This provides the same calling areas and usage rates as the Community Plus option in exchanges which have Citizens Local Calling Plans.

S103.1.2 Rates and Charges

- (A) The Flat Rate (NAR) Package includes an unlimited number of dialed sent paid local calls.
- (B) The rates shown are applicable whether the NAR Package is used for Inward, Outward, or Combination applications.
- (C) The conditions and rates specified in other section of this Tariff for service which may be associated with these services are in addition to those specified herein.
- (D) Flat Rate Network Access Register (NAR) Package:

<u>Exchanges</u>	<u>Monthly Rate</u>	<u>Billing Code</u>
All Exchanges, 3-50 NARS each	\$45.25	CNAR
Additional NARS, 51 & above each	66.70	CNAR

\*Applicable only to Group B Exchanges.



**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grand fathered Central Office Non-Transport Service Offering

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Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G**

S110.1.1 General

(A) Digital Centrex Service is an electronic switching system provided from a central office which offers premium, versatile, and advanced communication features and service. The customer purchases his access line (local loop) separately from his flat usage component (blocks of busy hour capacity minutes-of-use (MOUS)). The flat usage component is commonly referred to as a Network Access Register (NAR).

(B) A Digital Centrex System may be comprised of the following components:

Network Access<sup>1</sup>  
Main Station<sup>1</sup>  
Terminating Arrangements  
Features

(C) Service Features will be grouped as follows:

- Series 1000 - Section S110.1.2.A(2)
- Series 2000 - Section S110.1.2.A(3)
- Series 3000 - Section S110.1.2.A(4)
- Attendant Feature Package - Section S110.1.2.A(5)

<sup>1</sup> Every system will include these components.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.1 General (Continued)

(C) Service Features (Continued)

A Digital Centrex customer must subscribe to at least one of the above feature packages.

(D) Digital Centrex service will be furnished at the rates and charges specified herein to customers in serving areas where facilities permit.

(E) Customer premises equipment associated with this service is provided by the customer.

(F) Directory listings of Digital Centrex Service will be provided in accordance with the regulations and rates as specified in Section S6. of this tariff.

(G) The main station rate includes Basic Service Features.

(H) The rates and charges specified herein for Main Stations are applicable to each Main Station location to which a customer-provided instrument can be connected.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.1 General (Continued)

- (I) Service Charges as specified in Section S4. of this Tariff apply to all customer-requested moves and changes performed by the Company on the customer's premises.
- (J) Rates for the Main Stations of Digital Centrex customers will be based on the following criteria:
  - (1) Main Station Group Size
  - (2) The type of payment plan selected by the customer
- (K) The total Main Station size will consist of Main Station Lines and Attendant Access Lines for all locations served by the same Digital Centrex system.
- (L) Exchange Access
  - (1) Exchange Access is provided by means of Network Access Registers.
  - (2) Presubscription of a Carrier of Preference is specified in Section 9 of the FCC Citizens Telecommunications Company #1 Tariff and Section 9 of Citizens Telecommunications Company of West Virginia Intrastate Access Tariff #1.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.1 General (Continued)

(M) Main Station Line Terminated as an Automatic Access Line

(1) Where a Digital Centrex Main Station Line is terminated as an Automatic Access Line in customer provided equipment, the appropriate recurring charge specified in S110.1.6.B(7) of this Tariff will apply in addition to the appropriate Main Station rate and Network Access Register (NAR) rate.

(N) Where the Digital Centrex station being provided involves a location in a different central office area of an exchange, the mileage charge and measurement as specified in Section S9.2.2 for foreign central office mileage is applicable for each inter-office channel required.

(O) Where Digital Centrex stations of the same system are located in different exchanges, a foreign exchange mileage charge applies for each interexchange channel involved as specified in Section S9.1.1.

(P) End User charges as specified in Section 4 of the Citizens Telecommunications Company Tariff F.C.C. No. 1 will apply to each Digital Centrex Local Access Lines.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.2 Digital Centrex Features

(A) All features may not be available on all switches. Features provided via Digital Centrex Service from host central office interface equipment and software include:

(1) Basic Service Features:

Automatic Identification of Outward Dial (AIOD), Common Recorded Announcement on Intercept, Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Distinctive Ringing, Station-to-Station Calling, and Touch Call.

(2) Line Feature Package-Series 1000:

Call Alternation, Call Forward (All, Busy, No Answer-Fixed/Variable), Call Hold, Call Pick-Up (Extended, Direct, and Group), Call Transfer (all types), Call Waiting Dial, Call Waiting Originating, Call Waiting Terminating/Cancel, Consultation Hold, Hunting (Pilot Number, Directory Number and Secretarial), Last Number Redial, Speed Call Short List (Individual), Station Restriction, Three-Way Calling, and Toll/Code Restriction.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.2 Digital Centrex Features (Continued)

(A) (Continued)

(3) Line Feature Package-Series 2000:

Digital Centrex 1000 plus the following features: Automatic Callback (Camp-On) Call Park (Multiple), Circular Hunting, Data Line Security, Multiple Classes of Service, Saved Number Redial, Speed Call Long List (System), and Uniform Call Distribution.

(4) Line Feature Package-Series 3000:

Digital Centrex 1000 and 2000 plus the following features: Call Forward/Busy No Answer Split, Executive Busy Override, Incoming Call Forward, MultiLevel Restriction, Off-Hook Queuing, Remote Access to Features, Ringback Queuing, Speed Call Long List (Individual), and Within Group Call Forward.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.2 Digital Centrex Features (Continued)

(A) (Continued)

(5) Attendant Feature Package:

Access to Paging, Autodial, Automatic Recall, Busy Verification, Call Hold, Call Park, Call Selection, Camp On, Code Calling Line Termination, Conference, Console Activation of Call Forward, Console Test, Control of Trunk Group Access, Control of Virtual Facility Groups, Delayed Operation, Display of Queued Calls by ICI Key, Flexible Console Alerting, Interposition Calls, Locked-Loop Operation, Lockout, Multiple Listed Directory Numbers, Position Busy, Priority Console Alerting, Recorded Announcement, Secrecy, Serial Call, Speed Call, Transfer, Two-Way Split, Wildcard Key.



**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.2 Digital Centrex Features (Continued)

(A) (Continued)

(6) Optional Features:

Attendant Flexible Night Answer, Attendant Identification-Multiple Directory Numbers, Attendant Predetermined Night Answer (PNA), Attendant Universal Night Answer (UNA), Authorization Codes (per group of 100), Automatic Route Selection (ARS), Code Calling Access, Conference Calling (8, 16, 24 port), Dictation Access, ETS/CCSA Access, FX/FCO Access, Meet-Me Conference, Music-On-Hold, Paging/ Public Address Access, Preset Conference, Priority Queuing, Proprietary Set Interface, Pseudo Number, Recorded Announcement (Custom), Second and Third Recorded Announcement, Speed Call Long List (Additional System), Station Message Detail Recording, Stop Hunt, Terminal Make Busy, Tie Facility Access, T1 Access, WATS Access, 800 Access.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features

(A) A customer subscribing to one of the Line Feature Packages in S110.1.2.A(2), (3), (4), and (5) may order additional optional features at the rates shown in Section S110.1.6.B(6) of this tariff.

(B) Digital Centrex Service includes the following basic service features:

Automatic Identification of Outward Dial:

This feature identifies all calls leaving the customer group by the station number from which calls are placed.

Common Recorded Announcement on Intercept:

This provides a standard recording for intercept of calls to unassigned numbers.

Direct Inward Dialing:

This feature allows incoming calls from the exchange network to reach a specific station without attendant assistance.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(B) (Continued)

Direct Outward Dialing:

This feature allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing:

This feature permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

Station-to-Station Calling:

This feature allows station users to call each other using abbreviated dialing.

Touch Call:

This feature equips all station lines for touch call dialing.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000

Call Alternation:

This feature allows a station user to hold one call, make another call then talk alternately between the two parties.

Call Forwarding:

This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Includes all calls or only calls reaching a busy or no answer condition (Fixed Forwarding is established and changed by the Telephone Company, whereas variable forwarding is established and changed by the station user).

Call Hold:

Allows a Main Station user to place any call involving their Main Station on hold by flashing and dialing a special code. The Main Station is then free to originate another call. The call is then retrieved by dialing the hold code a second time or by hanging up the phone.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000 (Continued)

Call Pick-Up Direct:

This feature permits a station user to pick up any ringing station in the business group by dialing feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended:

This feature permits a station user to dial a code to apply call pick up to groups other than its own.

Call Pick Up-Group:

This feature permits a station user to dial a code to answer a call which is ringing at another station within the call pick up group.

Call Transfer:

Call Transfer provides for the transfer, by a Digital Centrex station, of calls within or outside the business group. The Three-Way Calling Feature is needed in addition to Call Transfer for this feature to work.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000 (Continued)

Call Waiting Cancel:

Call Waiting Cancel allows the customer with Call Waiting Service to inhibit the operation of Call Waiting for one call.

Call Waiting Dial:

This feature provides the ability for originating Main Stations to invoke call waiting service on selected intragroup calls by dialing an access code followed by the extension number of the called station. This differs from Call Waiting Originating in that the call wait tone activation is selective, rather than automatic, on all calls.

Call Waiting Originating:

This feature allows the party making the call to activate Call Waiting on a busy line at completion of dialing on a per call basis.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000 (Continued)

Call Waiting Terminating:

Informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

Consultation Hold:

This feature allows the initiator of a three-way call or transfer to speak privately with the third party before completing the connection.

Directory Number Hunting:

This feature activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If that line is busy, hunting will start with that line and continue to the end of the list.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000 (Continued)

Hunting (Distributed):

Only a pilot directory number is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached.

Hunting (Pilot Number):

This feature provides for an incoming call to a fictitious pilot number to hunt through a rotary group of main station lines to the end of that group.

Hunting (Secretarial):

This feature provides hunting within a department to hunt to the secretary last.

Last Number Redial:

This feature allows a station user to redial the last number dialed by utilizing an access code.



**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000 (Continued)

Speed Calling Short List (Individual):

Lets the Main Station user place calls to a list of frequently called telephone numbers by dialing fewer digits than the complete directory number. Where technology exists, up to 24 dialed digits can be stored.

Station Restriction:

Semi-restricted permits the customer to have selected Main Station restricted from receiving any calls from outside the business customer group or from making any calls outside the business customer group. Intercom calling and private facilities are accessible. Fully restricted blocks calls to and from the attendant in addition to those from/to outside the customer business group.

Three-Way Calling:

This feature permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(C) Digital Centrex Series 1000 (Continued)

Toll-Code Restriction:

This feature prevents customer designated stations from placing any chargeable calls. Arrangements to deny access to Directory Assistance and/or Public Announcement Services are not assured. These features are intended to limit main station direct dialed outgoing calls, but such calls may, in certain circumstances, be completed and will be charged for as specified in other sections of this tariff. Non-recurring charges will be waived for customers subscribing to the 900/976 Toll Restriction Only Option (Series 1000).

(D) Digital Centrex Series 2000

Digital Centrex Series 2000 (The features below are in addition to the Digital Centrex Series 1000 Package features).

Automatic Callback:

Automatic Callback permits a Main Station user who attempts an intercommunication call to a busy Main Station to be automatically connected to that line when both called and calling lines are subsequently idle.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(D) Digital Centrex Series 2000 (Continued)

Call Park-Multiple:

This feature permits a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer business group.

Circular Hunting:

This system tests all lines in the multiline hunt group regardless of the point of entry.

Data Line Security:

This feature prohibits interruption to a busy line by features such as Call Waiting, Executive Busy Override, etc.

Multiple Classes of Service:

This option gives each station a class of service which defines its calling privileges and any features restricted from its use.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(D) Digital Centrex Series 2000 (Continued)

Saved Number Redial:

This feature permits a station user to store a number in memory and then later redial the number using a code.

Speed Call Long List (System):

This feature allows members of a customer business group to share a common speed call list of 30 members. One list is provided with Package 2000. Additional lists are available (see optional feature rates).

Uniform Call Distribution (UCD) Hunting:

Uniform Call Distribution provides an even distribution of incoming network and intercom calls among the individual Main Stations of a hunt group and includes Circular Hunt. Also, may include queue Status Lamp, which will provide an indication at the customer premises of how long the first call in the incoming-call queue has been waiting.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(E) Digital Centrex Series 3000

Digital Centrex Series 3000 (The features below are in addition to the Digital Centrex Series 1000 and Digital Centrex Series 2000 Package features).

Call Forwarding (Busy No Answer Split):

Single feature which allows the customer to specify the destination of a forwarded call based on the call being an intra-system call or an inter-system call.

Call Forwarding/Incoming:

When activated by a Main Station user, automatically routes incoming calls from outside the Digital Centrex System intended for the user's Main Station to any other Main Station selected within the same system or outside the Digital Centrex system. The Main Station selected may also be the attendant. The attendant may also activate call forwarding for a Main Station.

Call Forwarding/Within Group:

This feature restricts a station user so that calls may only be forwarded to other stations in the business group.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(E) Digital Centrex Series 3000 (Continued)

Executive Busy Override:

This feature allows a station user to access a busy station after a break-in tone alerts the busy station.

Multi-Level Restriction:

This feature permits the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NNX) or a six-digit area code (NPA) and NNX basis.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(E) Digital Centrex Series 3000 (Continued)

Offhook Queuing:

When used with Automatic Route Selection (ARS), queuing is available on primary (first choice) routes in ARS patterns. The text and announcement provided with the optional recorded announcement feature will be provided by the Company. The music or music-on-queue will be provided by the customer. This requires a voice-grade channel between the central office and the customer-provided music source, and the optional Music-On-Hold feature. This feature is only available with off-hook queuing. The customer must specify the length of time a call is held in the queue before being routed to a reorder tone. Incoming tie lines have only off-hook queuing. All main station lines must be equipped with the same type of queuing. Off-hook queuing must have either a recorded announcement or music. The audio input is applied to incoming calls waiting in the attendant queue or in the UCD queue. The customer must specify the length of time, etc.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(E) Digital Centrex Series 3000 (Continued)

Remote Access to Features:

This feature allows authorized users to call in from the exchange network and gain access to a business group including all features associated with that group.

Ringback Queuing:

This feature permits a station user with activated queuing to go on-hook and be called when the busy facility becomes available.

Speed Call Long List (Individual):

This feature allows a station user to place calls to 30 commonly called destinations using two to four digits.



**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(F) Attendant Feature Package

These features will be provided where facilities are available.

Access to Paging:

This feature allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

Autodial:

This feature permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

Automatic Recall:

This feature allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Busy Verification:

This feature allows an attendant to determine whether stations or trunks are busy or idle.

Call Hold:

This feature allows an attendant to hold a call manually on the loop by pressing a key.

Call Park:

This feature allows the attendant to park calls against any directory number in the customer group.

Call Selection:

This feature enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Camp-On:

This feature allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Code Calling Line Termination:

With this feature, the attendant can access customer provided code-call equipment using an access code and a called party code.

Conference:

This feature allows the attendant to establish a conference with up to 30 conferees.

Console Activation of Call Forward:

This feature allows attendants to activate, deactivate, and program Call Forwarding for stations.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Console Test:

Allows attendant to test the functional operations of a console.

Control of Trunk Group Access:

This feature allows the attendant to control the access to all stations and incoming trunks to various trunk groups by operating corresponding keys.

Control of Virtual Facility Groups (VFG):

This feature allows the attendant to control the access of all stations and incoming trunks to VFGs by a single key.

Delayed Operation:

This feature allows the attendant to place a call for a calling station while the calling station waits on hook.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Display of Queued Calls by ICI Key:

This feature provides console operators with a visual indication of the number of calls queued to be answered.

Flexible Console Alerting:

Allows an attendant to be alerted to a call requiring attention.

Interposition Calls:

This feature allows an attendant to call, speak to, and transfer a call to another attendant.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Locked-Loop Operation:

This feature allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, manual and automatic. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

Lockout:

Prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

Multiple Listed Directory Numbers:

Each directory number is assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Position Busy:

This feature allows the attendant to make the console unavailable to additional queued calls.

Priority Console Alerting:

This feature allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

Recorded Announcement:

This feature permits the routing of either originated or extended attendant calls to an optional announcement.

Secrecy:

This feature allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Serial Call:

This feature allows an attendant to extend a call to more than one station.

Speed Call:

This feature allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

Transfer:

This feature allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

Two-Way Split:

This feature allows the attendant to talk privately to either the calling party of the called party.



**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(F) Attendant Feature Package (Continued)

Wildcard Key:

This feature allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

(G) Optional System Features\*

(The features below can be ordered individually at the rates shown in Section S110.1.6.B(6) of this Tariff).

Attendant Flexible Night Answer:

This feature permits the attendant to change the Predetermined Night Answer station number by dialing a feature code plus the new night answer station number.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Attendant Identification-Multiple Directory Numbers:

The attendant is able to identify an incoming call by Directory Number using the console display. If the customer has multiple directory numbers, the attendant will know by the number appearing on the console display which department is being called.

Attendant Predetermined Night Answer:

This feature, activated by the attendant, routes calls placed to the listed directory number to some predetermined station, hunt group, or station. This feature also allows transfer of calls during commercial power failure.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Attendant Universal Night Answer:

When activated by attendant, listed number calls are routed to this equipment. Calls can then be answered by individual stations by dialing the associated feature code. This feature also allows transfer of calls during commercial power failure.

Authorization Codes (AC):

The AC feature allows the customer to define a set or sets of dialing privileges, to associate an AC with each set, and to use the AC to restrict the dialing privileges to authorized personnel. The AC must be dialed before a call can be advanced. A customer cannot have authorization codes with a different amount of digits.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Automatic Route Selection (ARS):

ARS provides for the origination of ten-digit, off-network calls to a public telephone number. An access code is dialed followed by the destination digits. A pattern is selected and the route list is checked for an idle route with the proper FRL (if a feature). If no idle route is available, the call is put into queue for the primary route or sent to reorder tone. Routes may include Foreign Exchange, WATS, and interexchange carrier lines. A maximum of 3 patterns will be allowed for each NPA or NPA NXX list. A maximum of 10 routes is allowed per pattern. Each WATS band is considered a separate route.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Automatic Route Selection (ARS): (Continued)

A maximum of 64 NPA NXX lists will be allowed. ARS does not allow for toll restriction or toll diversion. This feature may also include:

- Expensive Route Warning (ERWT):

A tone will be assigned to certain routes as designated by the customer. When one of these designated routes is selected, a tone will be returned to the originating caller. The caller has a specified number of seconds to hang up or the call will be advanced on the expensive route.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Automatic Route Selection (ARS): (Continued)

- Facilities Restriction Level (FRL):

Each main station line is assigned an FRL as is every facility in all routes. When a call is originated, the FRL of the main station line is compared to the FRL of the facility selected for routing. If the FRL on the facility is equal to or less than the main station FRL, the call is advanced. If the FRL on the facility is greater than the FRL on the line, a tone is returned. An Authorization Code can be dialed to override the FRL. FRL's are furnished only with ARS. The maximum number of FRL's available is 8. All main station lines and incoming tie-line terminations with ARS capability must be assigned an FRL.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Automatic Route Selection (ARS): (Continued)

- Time of Day Routing:

This feature provides for route selection based on the most economical path for a particular time of day.

Conference Calling:

This feature permits a station user or attendant to form a conference with a maximum of twenty-four parties, including other stations and/or parties reached over trunks. The capability for offering the feature is provided in multiples of six or eight, dependent on central office technology.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Code Call Access:

Code Calling provides dial access to customer premises located code calling equipment by Main Station attendant access of a Digital Centrex system. The dialed two- or three-digit code activates signaling devices on the customer's premises to produce a coded signal corresponding to the dialed code. The called party, upon recognition of the signal, is automatically connected to the calling party by dialing a special code from any Main Station in the system. For Rates and Charges applicable for control channels when required for supervision purposes with equipment and/or apparatus located on the customer premises, refer to Section S15. of this Tariff for Private Line rates.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.



**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Dictation Access and Control:

This feature provides for station access to customer provided dictation equipment. For Rates and Charges applicable for control channels when required for supervision purposes with equipment and/or apparatus located on customer premises, refer to Section S15. of this Tariff for Private Line rates.

ETS/CCSA Access:

This feature provides access to and from an ETS/CCSA network.

FX/ Access:

This feature provides access to and from an InterLATA or IntraLATA Foreign Exchange Circuit.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Meet-Me Conference

This feature allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time. (Requires Conference Calling Feature).

Music-on-Hold:

This feature provides access to a common music source for use with call hold, transfer, park, and queuing features.

Paging/Public Address Access:

This feature provides a central office interface to a customer premises for paging and/or public address.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

## GENERAL CUSTOMER SERVICES TARIFF

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Preset Conference:

This feature allows a station or attendant console to establish a preset conference by dialing a specific directory number. The dialing of the DN invokes a simultaneous ringing of the preselected conferees. (Requires Conference Calling feature).

Priority Queuing:

This feature permits a station user remaining off-hook to queue for a facility to obtain a line ahead of another station user queuing for a facility that goes on-hook.

Proprietary Set Interface:

This interface provides capability to connect business sets to Digital Centrex. When Display sets are used, this will allow the activation, where available, of calling number display (intra-business group only), call announce, and visual message waiting indication.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Pseudo Number:

A software number that has no real switch hardware attached but is given all the data base characteristics associated with a normal line. The pseudo number provides multi-line set capability, allows the user to originate and receive calls, and to use Digital Centrex features as assigned just as though the pseudo number was a real line identity. Pseudo numbers may also be assigned in a hunt group configuration.

Recorded Announcement:

This feature routes calls to a recording (may be customized) at the Telephone Company's Central Office.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Second and Third Recorded Announcements:

Allows customers to specify delay periods between announcements to calls in UCD or ACD queues and the type of treatment callers are given during those delays.

Speed Call Long List (System):

This feature allows members of a customer business group to share a common speed call list of 30 members. The first list is included in the Series 2000 package rate. This rate is for an additional list (not to exceed eight (8) lists).

Station Message Detail Recording (SMDR):

This feature provides an SMDR formatted-type record of chargeable and nonchargeable calls for each customer group.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

Stop Hunt:

This feature uses a code which allows the hunting process to stop when a particular line is reached in a hunting sequence.

Terminal Make Busy:

This feature uses a code to make a specific terminal, or groups of terminals in a hunting group look busy.

Tie Facility Access:

This feature provides access to and from an InterLATA or IntraLATA tie facility.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.3 Definition of Features (Continued)

(G) Optional System Features\* (Continued)

T1 Access:

This feature provides a trunk side connection to a High Capacity Digital Channel within the Digital Centrex system. Each T1 Access termination is equivalent to 24 derived voice grade circuits.

WATS Access:

This feature provides the customer access to an inter-exchange carrier for bulk toll calling.

800-Service Access:

This feature permits 800 Service Access to terminate in the Digital Centrex Service for **Service Area G** System.

\* The contract period for the Optional System Features is based upon the initial contract period for the Digital Centrex System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.4 Liability of the Telephone Company

- (A) The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Digital Centrex Service for **Service Area G** Features except as shown in Section S2.5 of this tariff.

S110.1.5 Conditions

- (A) The rates and charges shown for Digital Centrex Service for **Service Area G** apply to establishment of Digital Centrex Service for **Service Area G** only. Other services as provided for in other sections of the Tariff may be furnished in connection with this service at rates and charges specified for such services.
- (B) Digital Centrex Service for **Service Area G** is offered on a contractual basis commencing on the date the service is established.
- (1) The rates per Digital Centrex Line as set forth following, plus the selected Feature Series rate per line as set forth following, apply each month from the time the System is placed in service until the Digital Centrex Service for **Service Area G** is discontinued



**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.5 Conditions (Continued)

(C) In the event that the Digital Centrex Service for **Service Area G** is terminated by the customer prior to completion of the initial contract period, the Company will develop the applicable contract termination charge using the formula described below and levy it for payment by the customer.

(1) In the event of termination of Digital Centrex Service for **Service Area G** during the contract period, the customer will remain liable for the balance of contract period rates adjusted to their then present worth equivalent, based upon a 12% discount rate, which shall upon any such termination immediately become due and payable in their entirety.

(2) In the event the customer reduces the number of Digital Centrex lines initially contracted, by 20% or more, the termination liability as specified in (1) above is applicable and will be based upon the initial number of lines under contract, as set forth following.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.5 Conditions (Continued)

(C) (Continued)

(3) Expiration of Contract Period

(a) Digital Centrex customers must upon the expiration of their contract select a new contract period as offered in the current tariff.

(b) A Digital Centrex customer may at any time during his selected payment period resubscribe for an equal or longer payment period at the current tariff rates subject to the following conditions.

i. No credit will be given for payments made during the formerly selected period. Non-recurring charges will not be reapplied.

ii. The new payment period begins with the billing date following the date the new payment period is requested.

iii. No termination charge applies for the former payment period.

**GENERAL CUSTOMER SERVICES TARIFF**

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- S110. Grandfathered Central Office Non-Transport Service Offering (Continued)
- S110.1 Digital Centrex Service for **Service Area G** (Continued)
- S110.1.5 Conditions (Continued)
- (C) (Continued)
- (3) Expiration of Contract Period (Continued)
- (b) (Continued)
- iv. A Network Access Change charge as specified in Section S4. of this Tariff will apply.
- (c) A Digital Centrex customer may at any time during his selected payment period resubscribe for a payment period, shorter in length than the time remaining in the existing service agreement, subject to the following conditions:
- i. No credit will be given for payments made during the formerly selected period. However, non-recurring charges will not be reapplied.
- ii. The new payment period begins with the date requested.
- iii. A termination charge applies to the former payment period.

**GENERAL CUSTOMER SERVICES TARIFF**

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- S110. Grandfathered Central Office Non-Transport Service Offering (Continued)
- S110.1 Digital Centrex Service for **Service Area G** (Continued)
- S110.1.5 Conditions (Continued)
- (C) (Continued)
- (3) Expiration of Contract Period (Continued)
- (c) (Continued)
- (iv) A Network Access Change charge as specified in Section S4. of this Tariff will apply.
- (D) Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.
- (1) Suitable space includes provisions for atmospheric control, which encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 50E to 80E Fahrenheit, with consideration given to heat loss and/or gain of the equipment, and (3) relative humidity of 20% minimum and 55% maximum.
- (2) Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.5 Conditions (Continued)

- (E) Rotary dial stations may not be capable of accessing all Digital Centrex Service for **Service Area G** features shown in Section S110.1.2.
- (F) Digital Centrex Service for **Service Area G** system lines are not subject to Business Exchange Service Rates set forth in Section S3. of this Tariff.
- (G) This Tariff contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
- (H) This Tariff (including the rates and charges shown herein) for Digital Centrex Service for **Service Area G** is subject to such changes or modifications as the Commission may from time to time direct or allow in the exercise of its jurisdiction.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.5 Conditions (Continued)

- (I) Subsequent lines additions/deletions.
  - (1) Subsequent line additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract. If the line addition results in the customer's total Digital Centrex line count exceeding the threshold of the line group previously contracted, lines will be billed at the rate for the larger group.
  - (2) Subsequent line deletions resulting in reductions equal to or exceeding 20% of the initial lines under contract will be treated as set forth in S110.1.5.C(2) preceding. If the reduction causes the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group as set forth in Section S110.1.6.B(3).
- (J) Vacation Rates are not applicable to Digital Centrex Service for **Service Area G**.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.5 Conditions (Continued)

- (K) If a customer chooses to combine Digital Centrex Service for **Service Area G** stations terminating at different locations into a single Digital Centrex Service for **Service Area G** system, then all stations must be served by the same central office switching equipment.
- (L) Private line arrangements connected with Digital Centrex Service for **Service Area G** are subject to applicable rates and charges shown in Section S15. of this Company's Tariff.
- (M) Certain Optional Feature capabilities as shown in Section S110.1.6.B(6) may not be compatible with other Series or Optional features.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges

(A) Non-recurring

- (1) The following non-recurring charges for service are in addition to any applicable service connection, move, change, and installation charges provided for in Section S4. of this Tariff.
- (2) The Network Access Change Charge as specified in Section S4. is applicable when a NAR is added subsequent to the initial installation of the Digital Centrex Service for **Service Area G**. No Central Office Line Work charge is applicable.
- (3) Data Base Changes\*

		<u>Nonrecurring Charge</u>	<u>Billing Code</u>
(a)	Major Software Additions	\$100.00	CEN MASC
	1. Add Customized Dialing Plan		
	2. Add Customer Requested Data Base Profile		

\* Data Base Additions or Changes not listed in this tariff will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

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Issued: April 26, 2002

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**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(A) Non-recurring (Continued)

(3) Data Base Changes\* (Continued)

		<u>Nonrecurring Charge</u>	<u>Billing Code</u>
(b)	Routine Software Change**	50.00	CEN RSC
1.	Change Trunk Group		
2.	Change Non-Data-Link Attendant <sup>1</sup>		
3.	Change Custom Recording		
4.	Change ARS Translations		
5.	Change Translations Tables		
(c)	Minor Software Change**	25.00	CEN MISC
1.	Change Subgroup		
2.	Hunt Groups		
3.	ACD Hunt Group <sup>1</sup>		
4.	Simulated Facility Group		

<sup>1</sup>Additional minor change charge for each additional console.

\* Data Base Additions or Changes not listed in this tariff will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

\*\* Applies to changes in existing services.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(A) Non-recurring (Continued)

(3) Data Base Changes\* (Continued)

		Nonrecurring <u>Charge</u>	Billing <u>Code</u>
(c)	Minor Software Change**	25.00	CEN MISC
5.	Queuing Groups <sup>2</sup>		
6.	Night Answer (UNA/PNA) <sup>3</sup>		
7.	Paging/Public Address/Code Calling <sup>4</sup>		
8.	Conference Calling - 8, 16, 24 Ports		
9.	Remote Access Directory Number <sup>5</sup>		
10.	Authorization Code Validation <sup>6</sup>		

<sup>1</sup>Additional minor change charge for each recording, queuing, and station change.

<sup>2</sup>Additional minor change charge for each trunk group.

<sup>3</sup>Additional minor change charge for each PNA number, zone, area.

<sup>4</sup>Additional minor change charge for each area.

<sup>5</sup>Additional minor change charge for each authorization code.

<sup>6</sup>Additional minor change charge for each 2 codes.

\* Data Base Additions or Changes not listed in this tariff will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

\*\* Applies to changes in existing services.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(A) Non-recurring (Continued)

(3) Data Base Changes\* (Continued)

		<u>Nonrecurring Charge</u>	<u>Billing Code</u>
(c)	Minor Software Change** (Continued)	25.00	CEN MISC
	11. Music on Hold Access		
	12. Dictation Link Access		
	13. Standard Recording		
	14. Extended Pick Up Code		
	15. Executive Busy Override		
	16. Multi-Level Restriction <sup>7,8</sup>		

<sup>7</sup>Additional minor change charge for each 10 codes.

<sup>8</sup>Additional minor change charge to add toll control.

\* Data Base Additions or Changes not listed in this tariff will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

\*\* Applies to changes in existing services.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring

- (1) The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Tariff.
- (2) Digital Centrex Service for **Service Area G** line rates are determined by the total number of Digital Centrex lines requested (i.e., if a customer requests 28 lines, all lines will be billed at the "26-49" group line rate).
- (3) The following rates apply during the contract period and until the service is discontinued: \*

	<u>Monthly Rate</u>	<u>Billing Code</u>
03-25 Stations, Per Station #	\$14.75	CEN25G
26-49 Stations, Per Station #	14.50	CEN49G
<u>12 Month Contract</u>		
50-100 Stations, Per Station	14.25	CEN100G12
101-250 Stations, Per Station	14.00	CEN250G12

\* Digital Centrex Service for **Service Area G** Arrangements exceeding 400 lines will be offered as a Special Service Arrangement case basis.

# Minimum Contract Period for 3-49 Lines is one month.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

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**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(3) (Continued)

	<u>Monthly Rate</u>	<u>Billing Code</u>
<u>36 Month Contract</u>		
50-100 Stations, Per Station	\$13.75	CEN100G36
101-250 Stations, Per Station*	13.50	CEN250G36
251-400 Stations, Per Station*	13.30	CEN400G36
<u>60 Month Contract</u>		
50-100 Stations, Per Station	13.30	CEN100G60
101-250 Stations, Per Station*	13.20	CEN250G60
251-400 Stations, Per Station*	13.10	CEN400G60
<u>84 Month Contract</u>		
50-100 Stations, Per Station	13.20	CEN100G84
101-250 Stations, Per Station*	13.10	CEN250G84
251-400 Stations, Per Station*	13.00	CEN400G84

\* Digital Centrex Service for **Service Area G** Arrangements exceeding 400 lines will be offered as a Special Service Arrangement case basis.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(4) The following Feature Series and Package rates apply for as long as the system is in service.

	<u>Monthly Rate</u>	<u>Billing Code</u>
Feature Series 1000, per line	\$ 2.00	CENFS1000
Feature Series 2000, per line	2.25	CENFS2000
Feature Series 3000, per line	2.75	CENFS3000
Attendant Feature Package, per attendant	65.00	CEN ATTPKGM

(5) Digital Centrex NAR access, eacho

Individual Contracts

Contract No. 1:	Digital Centrex Service (400 lines)	
Shephard College		
Date of Contract:	August 2, 1993	
Contract Termination:	36 months after installation	
Contract Charge:	Monthly per line -	
	Main Station	\$13.00
	Package 1000	1.50

<sup>1</sup> Apply appropriate rates and charges as specified in Section S3.9 for Network Access Registers (NARS).

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(5) Digital Centrex NAR access, each (Continued)

Individual Contracts

Contract No. 2:	Digital Centrex Service (800 lines) Princeton Hospital
Date of Contract:	August 30, 1994
Contract Termination:	60 months after installation
Contract Charge:	Monthly per line -
	Main Station           \$13.00
	Package 3000           2.00
	NAR (per NAR)       30.00

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 02-0112-T-NC, dated March 27, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features

The following charges apply to initial and subsequent additions of these features:

	<u>Monthly Rate</u>	<u>Billing Code</u>
(a) Attendant Flexible Night Answer		
Non-recurring Charge, per console	\$39.50	CEN FNA
Monthly Rate, per console	.75	CEN FNAM



**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

		<u>Monthly Rate</u>	<u>Billing Code</u>
(b)	Attendant Identification - Multiple Directory Numbers		
	Non-recurring Charge, per console	\$1.45	CEN MLN
	Monthly Rate, per console	.70	CEN MLNM
(c)	Attendant Pre-Determined Night Answer		
	Non-recurring Charge, per console	39.50	CEN PNA
	Monthly Rate, per console	.50	CEN PNAM
(d)	Attendant Universal Night Answer (UNA) <sup>1</sup>		
	Non-recurring Charge, per console	5.25	CEN UNA
	Monthly Rate, per console	.20	CEN UNAM
(e)	Authorization Codes, per group of 100		
	Non-recurring Charge, per 100 codes	3.00	CEN ATHCDS
	Monthly Rate, per 100 codes	.30	CEN ATHCDSM

<sup>1</sup> Requires data link console.

**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

	<u>Monthly Rate</u>
(f) Automatic Route Selection	
Non-recurring Charge, per system	\$150.00
Monthly Rate, per line	2.00
(g) Code Calling Access	
Non-recurring Charge, per system	25.00
Monthly Rate, per system	40.00
(h) Conference Calling, Each Port Group <sup>2</sup>	
Non-recurring Charge, per port group	100.00
Monthly Rate, per port group	150.00
(i) Dictation Access	
Non-recurring Charge, per system	25.00
Monthly Rate, per system	40.00

<sup>2</sup> Port groups are groups of 6 or 8 ports.

**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

	<u>Monthly Rate</u>
(j) ETS/CCSA Access <sup>3</sup>	
Non-recurring Charge, per termination	\$50.00
Monthly Rate, per termination	20.00
(k) FX/FCO Access <sup>3</sup>	
Non-recurring Charge, per termination	50.00
Monthly Rate, per termination	20.00
(l) Meet-Me Conference	
Non-recurring Charge, per system	100.00
Monthly Rate, per system	40.00
(m) Music On Hold <sup>4</sup>	
Non-recurring Charge, per system	4.00
Monthly Rate, per system	25.00

<sup>3</sup> Each of the rate elements shown provides only the basic line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS, FX, etc.)

<sup>4</sup> Where facilities and conditions permit. Does not include music source for Music on Hold.

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**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

		<u>Monthly Rate</u>	<u>Billing GSEC</u>
(n)	Paging/Public Address Access		
	Non-recurring Charge, per system	\$25.00	CEN PGALL
	Monthly Rate, per system	40.00	CEN PGALLM
(o)	Preset Conference		
	Non-recurring Charge, per system	100.00	CEN PCONF
	Monthly Rate, per system	40.00	CEN PCON FM
(p)	Priority Queuing <sup>6</sup>		
	Non-recurring Charge	---	---
	Monthly Rate, per line in queue group	.30	CEN PRQU EM
(q)	Proprietary Set Interface		
	Non-recurring Charge	---	---
	Monthly Rate, each	5.00	CEN PSIM

<sup>6</sup> Requires off hook queuing.

**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

		Monthly Rate	Billing Code
(r)	Pseudo Number		
	Non-recurring Charge	---	---
	Monthly Rate, each	\$6.00	CEN PSEUDOF
(s)	Recorded Announcement - Custom		
	Non-recurring Charge, per system	145.00	CEN RANCUS
	Monthly Rate, per system	40.00	CEN RANCUSM
(t)	Second and Third Recorded Announcements		
	Non-recurring Charge, per system	50.00	CEN ANNC2
	Monthly Rate, per system	35.00	CEN ANNC2M
(u)	Speed Call Long List (Additional Systems)		
	Non-recurring Charge, per line	---	---
	Monthly Rate, per line	.30	CEN SC30SM

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**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

	<u>Monthly Rate</u>
(v) Station Message Detail Recording	
Non-recurring Charge, per system	---
Monthly Rate, per system	\$40.00
(w) Stop Hunt <sup>5,7</sup>	
Non-recurring Charge, each	---
Monthly Rate, each	1.00
(x) Terminal Make Busy <sup>7</sup>	
Non-recurring Charge, each	---
Monthly Rate, each	1.00
(y) Tie Facility Access <sup>3</sup>	
Non-recurring Charge, per termination	50.00
Monthly Rate, per termination	20.00

<sup>3</sup> Each of the rate elements shown provides only the basic line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS, FX, etc.)

<sup>5</sup> Requires one or more hunt groups.

<sup>7</sup> May require additional hardware.

**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

(6) Optional System Features (Continued)

		<u>Monthly Rate</u>	<u>Billing Code</u>
(z)	TI Access <sup>3</sup>		
	Non-recurring Charge, per termination	\$100.00	CEN TI
	Monthly Rate, per termination	350.00	CEN TIM
(aa)	WATS Access <sup>3</sup>		
	Non-recurring Charge, per termination	100.00	CEN WTSACC
	Monthly Rate, per termination	1.50	CEN WTSACCM
(bb)	800 Service Access <sup>3</sup>		
	Non-recurring Charge, per termination	100.00	CEN 800 SVCALL
	Monthly Rate, per termination	1.50	CEN 800 SVCALLM

<sup>3</sup> Each of the rate elements shown provides only the basic line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS, FX, etc.)

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.6 Rates and Charges (Continued)

(B) Recurring (Continued)

- (7) Main Station Line terminated as an Automatic Access Line. The main station line charge, shown in Section S110.1.6.B(3), and the applicable NAR charge, shown in Section S3.9, will apply in addition to the following rate.

	<u>Monthly Rate</u>	<u>Billing Code</u>
Each	\$46.25	CEN RTRTXM

S110.1.7 Subsidiary System Arrangement

(A) General

- (1) A Subsidiary System of a Digital Centrex system is a customer-provided equipment system which is furnished Automatic Access lines from the central office serving the customer's Digital Centrex system and which is connected by tie lines to that Digital Centrex system.
- (2) A Subsidiary System Arrangement provides station numbers which are in sequence with the main station line numbers of the customer's Digital Centrex system to the stations of one or more Subsidiary Systems.

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.7 Subsidiary System Arrangements (Continued)

(B) Regulations

- (1) Subsidiary System Arrangement (SSA) station numbers are provided by the same central office equipment and facilities which furnish Direct-Inward-Dialing (DID) service and will only be furnished where adequate DID facilities are available in the central office serving the customer's system and where the Subsidiary System is properly equipped for DID service.
- (2) The Automatic Access Lines of the Subsidiary System are provided at the same rates and charges as specified for such PBX Access Lines furnished from the central office serving the customer's Digital Centrex system. In addition, foreign central office or foreign exchange mileage charges are applicable to those Automatic Access Lines when the Subsidiary System is located outside the area of that serving central office.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.7 Subsidiary System Arrangements (Continued)

(B) Regulations (Continued)

- (3) The same rates and charges as specified for DID service apply for SSA station numbers. Where more than one Subsidiary System is involved, each Subsidiary System is considered a separate service and the count of station numbers furnished will commence anew at each such system for the purpose of determining the applicable rates and charges.
- (4) Tie lines connecting the Digital Centrex and Subsidiary Systems are provided at the same rates and charges as specified for Digital Centrex tie line terminals, tie lines, and tie line terminals in a customer-provided equipment system.
- (5) SSA station numbers are furnished subject to the condition that all inward and outward local and toll network calling by Subsidiary System stations be via the central office serving the customer's Digital Centrex system.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.7 Subsidiary System Arrangements (Continued)

(B) Regulations (Continued)

(5) (Continued)

(a) Where the Subsidiary System station's outward local and toll network calls are placed via tie lines and the network access registers of the Digital Centrex system, the charges for such calls are identified and billed as primary directory listing calls of the Digital Centrex system.

(b) Where the Subsidiary System station's outward local and toll network calls are placed via PBX trunks, the charges for such calls are identified as primary directory listing calls of the Digital Centrex system.

(6) At the option of the customer, identification of outgoing toll network calls by SSA station number will be provided at the same rates and charges as specified for Identified-Outward-Dialing (IOD) service subject to the following conditions:

**GENERAL CUSTOMER SERVICES TARIFF**

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- S110. Grandfathered Central Office Non-Transport Service Offering (Continued)
- S110.1 Digital Centrex Service for **Service Area G** (Continued)
- S110.1.7 Subsidiary System Arrangements (Continued)
- (B) Regulations (Continued)
- (6) (Continued)
- (a) The identification of outgoing toll calls by SSA station number will only be provided on calls routed via Automatic Access Lines.
- (b) Where more than one Subsidiary System is arranged for the identification of outgoing toll calls by SSA station number, each system shall be considered a separate service and the count of connecting channels which serve as IOD trunks will commence anew at each system for the purpose of determining the applicable rates and charges.
- (7) The Digital Centrex Subsidiary System Arrangement is provided solely for the furnishing of SSA station numbers to Subsidiary Systems for local and toll network and intercommunication calling and does not provide any of the basic or optional service features of Digital Centrex Service for **Service Area G** to stations of the Subsidiary Systems.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.7 Subsidiary System Arrangements (Continued)

(C) Rates and Charges

(1) Each Subsidiary System Arrangement

(a) Direct-Inward-Dialing<sup>1</sup>

(b) Identified-Outward-Dialing<sup>2</sup>

(c) Exchange Access, per Automatic Access Line<sup>3</sup>

(d) Tie Line Service<sup>4</sup>

<sup>1</sup> Apply rates and charges as specified in Section S11. of this Tariff for DID service.

<sup>2</sup> Apply rates and charges as specified in Section S11. of this Tariff for IOD service.

<sup>3</sup> Apply rates and charges as specified in Section S3. of this Tariff for Automatic Access Line.

<sup>4</sup> Tie lines are provisioned using Automatic Access Lines. Apply rates and charges specified in Section S3. of this Tariff.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.8 Telephone Numbers and Facilities Reserved for Future Use

(A) General

- (1) A customer may reserve preassigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.
- (2) Telephone numbers reserved for future use services include preassigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.
- (3) The assignment of telephone numbers and the sequence of numbers assigned to a Digital Centrex system is made at the discretion of the Company.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.8 Telephone Numbers and Facilities Reserved for Future Use (Continued)

(A) General (Continued)

- (4) The service is furnished subject to the availability of facilities and telephone numbers.
- (5) Calls to reserved (unassigned) telephone numbers will be routed to intercept over Digital Centrex common recorded announcement facilities as specified in Section S110.1.3.B.
- (6) Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Digital Centrex main station.
- (7) Reserved numbers not assigned to a main station as agreed in S110.1.8 will be billed at the following rates until removed from reserved status or billed as an active Digital Centrex main station.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.1 Digital Centrex Service for **Service Area G** (Continued)

S110.1.8 Telephone Numbers and Facilities Reserved for Future Use (Continued)

(B) Rates and Charges

(1) Reserved Digital Centrex Telephone Numbers

Monthly  
Rate

(a) Per Reserved Telephone Number Note 1

Note 1: Apply 60 percent of the monthly rate applicable for a Station Line, as specified preceding for a main station line.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.2 Multi-Account Digital Centrex Service for **Service Area G**

S110.2.1 General

- (A) Multi-Account Digital Centrex Service for **Service Area G** is a fully partitioned Digital Centrex Service for **Service Area G** for use in an environment serving multiple tenants located in the building or buildings on the same continuous or contiguous properties. The property area for each Multi-Account Digital Centrex Service for **Service Area G** must be specifically identified and under the control of a single owner or management unit. Areas so designated may be intersected or transversed by public and semi-public thoroughfares, provided that the adjacent property segments created by such intersecting or transversing thoroughfares would be continuous or contiguous in the absence of the thoroughfare. The designated service area must be wholly within the confines of the serving wire center boundary. In any instance, Multi-Account Digital Centrex Service for **Service Area G** shall be offered at the sole discretion of Citizens Telecommunications Company of West Virginia.
- (B) Rates and conditions for Multi-Account Digital Centrex Service for **Service Area G** as specified following and where applicable are in addition to the rates and conditions specified for Digital Centrex Service for **Service Area G** in other sections of this Tariff.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.2 Multi-Account Digital Centrex Service for **Service Area G** (Continued)

S10.2.2 Regulations

- (A) The provision of Multi-Account Digital Centrex Service for **Service Area G** is dependent upon the establishment of a Primary Account. All other customers to Multi-Account Digital Centrex Service for **Service Area G** are considered Secondary Accounts. All Secondary Account agreements for Multi-Account Digital Centrex Service for **Service Area G** must terminate either on or before the expiration date of the Primary Account's subscription agreement for Multi-Account Digital Centrex Service for **Service Area G**.
- (B) The Primary Account accepts responsibility for assisting in the training of Secondary Accounts and will provide assistance in the coordination of Digital Centrex Service for **Service Area G** for Secondary Accounts. The Primary Account is also responsible for insuring that the minimum system size established for Multi-Account Digital Centrex Service for **Service Area G** is maintained throughout the life of the agreement.
- (C) Multi-Account Digital Centrex Service for **Service Area G** will provide partitioned Digital Centrex Service for **Service Area G** for each account subscribing to Multi-Account Digital Centrex Service for **Service Area G**. Each Multi-Account Digital Centrex Service for **Service Area G** subscriber is required to have separate Network Access Registers (NARs) to provide network access.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.2 Multi-Account Digital Centrex Service for **Service Area G** (Continued)

S110.2.2 Regulations (Continued)

- (D) Station-to-Station calling is limited to Digital Centrex Service for **Service Area G** main station lines within each Multi-Account Digital Centrex Service for **Service Area G**. Intercom calling between unaffiliated accounts is not permitted under Multi-Account Digital Centrex Service for **Service Area G**.
- (E) Each subscriber to Multi-Account Digital Centrex Service for **Service Area G** is subject to all rates, rules and regulations of Digital Centrex Service for **Service Area G** as specified and where applicable in Section S110.1 of this Tariff.
- (F) Each account will be directly responsible to the Company for all charges associated with its service. The Company will bill each account directly for its service.
- (G) System size will be determined by the total number of main station lines in a Multi-Account System. The minimum number of main station lines per Multi-Account System will be ten (10).
- (H) Each account must designate its preferred carrier for long distance service.
- (I) Digital Centrex Service for **Service Area G** features are provided individually to each account.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.2 Multi-Account Digital Centrex Service for **Service Area G** (Continued)

S110.2.3 Definitions

Account: A customer of Multi-Account Digital Centrex Service for **Service Area G** may be either a Primary Account or a Secondary Account.

Multi-Account System: Consists of a Primary Account with or without Secondary Account(s).

Primary Account: The customer who accepts responsibility for the coordinating role of the Multi-Account system as specified in this Section.

Secondary Account: Any Multi-Account Digital Centrex Service for **Service Area G** customer of a system other than the Primary Account.

S110.2.4 Conversion

(A) Conversion from Digital Centrex Service for **Service Area G** to Multi-Account Digital Centrex Service for **Service Area G**.

(1) When a customer with Digital Centrex Service for **Service Area G** elects to convert to a Multi-Account Digital Centrex Service for **Service Area G**, the following conditions apply:

**GENERAL CUSTOMER SERVICES TARIFF**

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- S110. Grandfathered Central Office Non-Transport Service Offering (Continued)
- S110.2 Multi-Account Digital Centrex Service for **Service Area G** (Continued)
- S110.2.4 Conversion (Continued)
- (A) (Continued)
- (1) (Continued)
- (a) When a Digital Centrex account with a minimum of 10 station lines wants to become the Primary Account, conversion must be for at least the remaining contract term, if any.
- (b) When a Digital Centrex account wants to become a Secondary Account, conversion to the new rates must be for at least the remaining contract term, if any.
- (B) Conversion from Multi-Account Digital Centrex Service for **Service Area G** to Digital Centrex Service for **Service Area G**.
- (1) When a customer with Multi-Account Digital Centrex Service for **Service Area G** elects to convert to Digital Centrex Service for **Service Area G**, the following conditions apply:
- (a) The Primary Account will not be allowed to convert unless there are no remaining Secondary Accounts. Each conversion will be for at least the remaining contract term, if any.

**GENERAL CUSTOMER SERVICES TARIFF**

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- S110. Grandfathered Central Office Non-Transport Service Offering (Continued)
- S110.2 Multi-Account Digital Centrex Service for **Service Area G** (Continued)
- S110.2.4 Conversion
- (B) (Continued)
- (1) (Continued)
- (b) When a Secondary Account wants to become a Digital Centrex Account, conversion to the new rates must be for at least the remaining contract terms, if any.
- S110.2.5 Rates and Charges
- (A) Common Equipment - The following rates and charges are for the Multi-Account Digital Centrex Service for **Service Area G** feature only and are in addition to the appropriate and applicable service charges, monthly rates and non-recurring charges for Digital Centrex Service for **Service Area G**, Network Access Registers, and other services to which Multi-Account Digital Centrex Service for **Service Area G** customers may subscribe. Rates and charges for Multi-Account Digital Centrex Service for **Service Area G** apply only to each Secondary Account.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.2 Multi-Account Digital Centrex Service for **Service Area G** (Continued)

S110.2.5 Rates and Charges (Continued)

(B) Term Payment Plan Monthly Rate

1 Month  
12 Months  
36 Months  
60 Months  
84 Months

Per Secondary Account apply appropriate rates and charges as specified in Section S110.1.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.3 Digital Centrex Customer Moves and Changes (CMAC) for **Service Area G**

S110.3.1 General

- (A) Digital Centrex Customer Moves and Changes (CMAC) provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.
- (B) The customer controls the following functions:
- (1) Service Option Information Changes:
    - (a) Line Restriction Status
    - (b) Facility Restriction Level Assignment
    - (c) Call Pick-Up Group
    - (d) Call Forwarding Number
    - (e) Authorization Code Assignment
    - (f) Button Features
  - (2) Activation/Deactivation of Features
  - (3) Telephone Number Swaps
  - (4) Flexible Reports, Queries, and Tallies



**GENERAL CUSTOMER SERVICES TARIFF**

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- S110.        Grandfathered Central Office Non-Transport Service Offering (Continued)
- S110.3      Digital Centrex Customer Moves and Changes (CMAC) for **Service Area G**  
(Continued)
- S110.3.2    Definitions
- (A)        Service Option Information Changes:
- (1)        Line Restriction Status - The customer can restrict telephone numbers from changes. If changes are desired at a later time, the customer can remove the restriction.
- (2)        Facility Restriction Level Assignment - The customer can change the Facility Restriction Level (a permission level assigned to define calling privileges) associated with both facilities and station users.
- (3)        Call-Pickup Group - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.
- (4)        Call Forwarding Number - The customer can change the number that a station user forwards calls to.
- (5)        Authorization Code Assignment - An authorization code is a number associated with a specific person rather than a specific telephone number. The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.
- (6)        Button Features - The buttons on a multi-button station set can either activate features or enable call appearances (specific telephone numbers assigned to buttons). The customer can manipulate the features assigned to the buttons.

**GENERAL CUSTOMER SERVICES TARIFF**

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- S110. Grandfathered Central Office Non-Transport Service Offering (Continued)
- S110.3 Digital Centrex Customer Moves and Changes (CMAC) for **Service Area G** (Continued)
- S110.3.2 Definitions (Continued)
- (B) Activation/Deactivate Features - The customer can either add a feature to a telephone number that does not have it or take a feature off a telephone number that does. This function is limited to the features included in the feature packages subscribed to by the customer.
  - (C) Swap Telephone Numbers - The customer can swap telephone number assignments among lines within a group.
  - (D) Flexible Reports, Queries, and Tallies - The flexible report generator formats requested information from the customer's database into a desired format. The system includes several reports that can be customized, or the customer can build new reports. The customer can run a flexible report, query, or tally as a function by itself or may choose to perform other system functions once the report request is made. This feature of the report function keeps customers from having to wait on-line for reports to be processed.
- S110.3.3 Regulations
- (A) Digital Centrex CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.

**GENERAL CUSTOMER SERVICES TARIFF**

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- S110. Grandfathered Central Office Non-Transport Service Offering (Continued)
- S110.3 Digital Centrex Customer Moves and Changes (CMAC) for **Service Area G** (Continued)
- S110.3.3 Regulations (Continued)
- (B) Customers will have 24-hour dial-up access to the CMAC system except when restricted during maintenance windows. On occasion, customers may receive a busy condition.
  - (C) Customers will have up to two hours per dial-in session at a time on the CMAC system. However, after a period of inactivity, the Company will discontinue the transmission. The CMAC system will provide the customer a disconnect warning prior to disconnect.
  - (D) Some of the lines in a customer's Digital Centrex system cannot or should not be rearranged. The Company will specify unchangeable lines. Unchangeable lines may be rearranged by the Telephone Company and applicable Service Charges shall apply.
  - (E) All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
  - (F) The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.

**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.3 Digital Centrex Customer Moves and Changes (CMAC) for **Service Area G**  
(Continued)

S110.3.4 Rates and Charges

(A) The following rates are applicable for Digital Centrex Customer Moves and Changes (CMAC). These rates are on a per account basis.

<u>Line Size</u>	<u>Monthly Rate</u>	<u>Billing Code</u>	<u>Charge</u>	<u>Non-recurring Billing Code</u>
1 - 100 Lines	\$140.00	CMAC1	\$ 190.00	CMAC1NRC
101 - 200 Lines	180.00	CMAC2	350.00	CMAC2NRC
201 - 500 Lines	265.00	CMAC5	800.00	CMAC5NRC
501 - 1,500 Lines	435.00	CMAC15	1,850.00	CMAC15NRC
1,501 + Lines	655.00	CMACOV15	3,500.00	CMACOV15NRC

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**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.4 Digital Centrex Service For **Service Area C**

S110.4.1 General

Centrex Service provides for digital switching service for intercommunicating purposes and for connection through the local and long distance telephone network to customers within the exchange on a dial basis without intermediate handling by an attendant. Digital Centrex Service requires special central office equipment and is provided only where such central office equipment is available.

(A) Feature Packages

The Basic Feature Package of the Digital Centrex Service comprises the following features:

(1) Station Features

- Automatic Line
- Call Forward Busy Line-Fixed
- Call Forward No Answer-Fixed
- Call Forward Variable
- Call Hold
- Call Park
- Call Pick Up
- Call Transfer
- Call Waiting
- Conference-Three Way
- Consultation Hold
- Directed Call Pick Up Without Barge In
- Speed Call, Individual Short List
- Touch Calling

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**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.4 Digital Centrex Service For **Service Area C** (Continued)

S110.4.1 General (Continued)

(A) Feature Packages (Continued)

(2) System Features

- Class of Service Restrictions
- Fully Restricted Service
- Semi-Restricted Service
- Toll Restricted Service
- Distinctive Ringing
- Distinctive Call Waiting Tones
- Direct Inward Dialing
- Direct Outward Dialing
- Directory Number Hunting
- Multiline Hunting
- Distributed Line Hunting
- Intercom Dialing
- Night Service
- Special Service Facilities Access

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.4 Digital Centrex Service for **Service Area C**

S110.4.1 General (Continued)

(B) Optional Features

(1) Station Features

- Call Forward Busy Line-Programmable
- Call Forward No Answer-Programmable
- Cancel Call Waiting
- Do Not Disturb-Station Activated
- Speed Call, Individual Long List
- Voice Data Protection

System Features

- Simulated Facility Group
- Special Intercept Announcement
- Uniform Call Distribution

- (C) Digital Centrex Service is furnished subject to the availability of outside plant facilities and features of the serving central office.
- (D) Suitable building space and commercial power, including outlets, required for the operation of key telephone equipment, console(s), and other station apparatus at the customer's premises will be furnished by the customer.
- (E) All console functions by the attendant at the customer's premises are performed at the expense of the customer.
- (F) Directory listing will be provided without charge for ten (10) primary administrative Centrex station locations only. All additional listings will be provided at rates specified in Section 5, of this Tariff.
- (G) Mileage charges as shown in Section 4 will apply for a bridged line not located in the same building as the associated Centrex line.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.4 Digital Centrex Service For **Service Area C** (Continued)

S110.4. General (Continued)

- (H) Where quantities of switching equipment or other facilities are requested by the customer, such additional facilities will be furnished at rates and charges based on costs at the time requested.
- (I) The Company will charge a \$75.00 reconnection charge for each group of ten-place stations, or a portion thereof. To be eligible for this bulk reconnection charge, the stations must retain the same telephone numbers and features and not require a premise visit.

S110.4.2 Basic Termination Charges

- (A) A Digital Centrex customer will be required to retain as a minimum an amount equal to 90% of the number of access lines of the same type and grade of service originally connected, for the term of the contract period. The term of the contract period can be no less than 36 months and the customer is required to maintain month-to-month service for a minimum of three (3) months.
- (B) A termination charge as computed in C. following, will apply to Digital Centrex customers who wish to terminate service prior to the end of the service contract term.
- (C) The Digital Centrex termination charge will be an amount equal to the present value of the sum of the monthly feature package payments remaining in the contract term, plus cost of removal. The applicable interest rate will be the average interest rate on Treasury Bills for the preceding three quarters.
- (D) For the contract period selected, the Company will not initiate rate increases in Feature Packages. The feature package rate is determined by subtracting the \$15.00 intercom line rate from the Intercom Service rate.



**GENERAL CUSTOMER SERVICES TARIFF**

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- S110. Grandfathered Central Office Non-Transport Service Offering (Continued)
- S110.4 Digital Centrex Service for **Service Area C** (Continued)
- S110.4.2 Basic Termination Charges (Continued)
- (E) Digital Centrex is offered to customers with a minimum of two (2) Main Station Line requirement.
- S110.4.3 Definitions
- (A) Basic Station Features
- (1) Automatic Line-Provides an automatic connection between a calling station going off hook and a pre-determined terminating number.
  - (2) Call Forward Busy Line-Fixed-Allows incoming calls to a busy line to be automatically routed to a preselected station line. This feature must be programmed by the Company. Forwarded calls can be limited to those originating from outside the customer group.
  - (3) Call Forward No Answer-Fixed-Allows incoming call to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Company. Forwarded calls can be limited to those originating from outside the customer group.
  - (4) Call Forward Variable-This feature allows a station user to redirect all calls for that station to another telephone number. The number that calls are forwarded to is restricted by the station's class-of-service.

**GENERAL CUSTOMER SERVICES TARIFF**

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- S110. Grandfathered Central Office Non-Transport Service Offering (Continued)
- S110.4 Digital Centrex Service for **Service Area C** (Continued)
- S110.4.3 Definitions (Continued)
- (A) Basic Station Features (Continued)
- (5) Call Hold- Allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call.
  - (6) Call Park- Allows a station to park a call against its own directory number. The parked call can be retrieved from any station by dialing a feature code and the directory number against which the call is parked.
  - (7) Call Pickup- Allows a station to answer incoming calls to another station within a defined call pickup group. This feature is provided on individual stations within a customer group.
  - (8) Call Transfer- Allows a station to answer incoming calls to another station within a defined call pickup group. This feature is provided on individual stations within a customer group.
  - (9) Call Waiting- With this feature, an incoming call encountering a busy station receives audible ringing. The busy station receives a call waiting one. The called station may then place the existing caller on hold and acknowledge the incoming caller, then alternate between the callers, or abandon one of the calls.
  - (10) Conference- Three Way- This feature allows a station to add a third party to an existing conversation. The added party can be dropped from the connection by a flash from the initiating party.
  - (11) Consultation Hold- This feature allows a station user to consult privately with a station that is being added to an existing conversation or a station to which a call is being transferred.

**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.4 Digital Centrex Service for **Service Area C** (Continued)

S110.4.3 Definitions (Continued)

(A) Basic Station Features (Continued)

- (12) Directed Call Pickup Without Barge In- Allows a station user to answer calls directed to a specific station line from any other station line in the customer group by dialing a feature code and the number of the ringing station.
- (13) Speed Call, Individual Short List- Provides a station user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.
- (14) Touch Calling- Provides a station user with the capability for dual-tone multifrequency signaling.

(B) Optional Station Features

- (1) Call Forward Busy Line- Programmable- Allows incoming call to a busy line to be automatically routed to a preselected station line. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.
- (2) Call Forward No Answer- Programmable- Allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.
- (3) Cancel Call Waiting- This feature allows a station with call waiting to inhibit the application of call waiting tone for the duration of one call. During this call, anyone calling the call waiting station will receive the normal busy treatment.
- (4) Do Not Disturb- Station Activated- Provides the individual station user with the option of making that station's line either busy or available to incoming calls.

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**GENERAL CUSTOMER SERVICES TARIFF**

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- S110. Grandfathered Central Office Non-Transport Service Offering (Continued)
- S110.4 Digital Centrex Service for **Service Area C** (Continued)
- S110.4.3 Definitions (Continued)
- (B) Optional Station Features (Continued)
- (5) Speed Call, Individual Long List- provides a station user with abbreviated calling. The individual long list provides two digit codes and is dedicated to one user.
- (6) Voice/Data Protection- This feature allows a station user to inhibit intrusion features on their line. The main purpose of this feature is to prevent data transmission errors caused by interruption tones such as call waiting, operator verification, etc.
- (C) Basic System Features
- (1) Class of Service Restrictions- Provides the capability to allow or deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations and tie trunks.
- (a) Fully Restricted Service- Two types of fully restricted service are applied to stations as described in the following:
- (i) Attendant restricted stations are denied access to the exchange network.
- (ii) Fully restricted stations are denied access to the exchange network and to the attendant.
- (b) Semi-Restricted Service- Allows access to the exchange network through the attendant only.
- (c) Toll Restricted Service- Enables stations to be either toll denied or assigned toll diversion to the attendant.
- (d) Unrestricted Service-Allows stations to access the exchange network, toll facilities or any service accessible by dialing.
- (2) Distinctive Ringing-Provides a different and distinct ringing cadence for intra group and DID calls allowing the station user to identify the type of call.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.4 Digital Centrex Service for **Service Area C** (Continued)

S110.4.3 Definitions (Continued)

(C) Basic System Features (Continued)

- (3) Distinctive Call Waiting Tones-Permits a called station to determine whether an incoming waiting call is external or internal to the customer group by providing different tone cadences for the two situations.
- (4) Direct Inward Dialing- Incoming calls from the exchange or toll network may be dialed directly to completion to unrestricted station lines without the assistance of an attendant.
- (5) Direct Outward Dialing- Outward central office calls are initiated by direct dialing from unrestricted dial telephones.
- (6) Group Speed Call List- This feature provides abbreviated dialing to the customer group through a shared speed call long list. One station line is designated as the controller for the list.
- (7) Hunting- This is a call completion feature that increases the likelihood of an incoming call being completed within a customer defined group of lines. Three types of hunting are available:
  - (a) Directory Number Hunting (DNH)-DNH may be either circular or sequential.
    - (i) Circular hunting hunts all lines in the group regardless of the starting point.
    - (ii) Sequential hunting starts at the number dialed and ends with the last number in the group.
  - (b) Multiline Hunting- Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from the pilot number to the last number in the group.

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Issued: April 26, 2002

Effective: May 26, 2002

**GENERAL CUSTOMER SERVICES TARIFF**

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- S110. Grandfathered Central Office Non-Transport Service Offering (Continued)
- S110.4 Digital Centrex Service for **Service Area C** (Continued)
- S110.4.3 Definitions (Continued)
- (C) Basic System Features (Continued)
- (7) Hunting- (Continued)
- (c) Distributed Line Hunting (DLH)- Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.
- (8) Intercom Dialing- This feature provides abbreviated dialing for station to station calls within the customer group.
- (9) Night Service- This feature routes calls, normally directed to the attendant, to preselected stations within the customer group. Trunk Answer from Any Station (TFAS) may be used to allow station users to pick up calls after being alerted by a signal on the customer premises.
- (10) Special Service Facilities Access- Allows station users to gain access to foreign exchange lines, tie lines and WATS lines by dialing an access code.
- (D) Optional System Features
- (1) Simulated Facility Groups- Allows the subscriber to control the use of network resource. Simulated facility groups provide the capability to restrict the number of simultaneous DID calls terminating to the business group and the number of simultaneous calls originated by the group to the public network.
- (2) Special Intercept Announcements- This feature allows a unique intercept announcement to be provided to each business group. These announcements are applicable on originating calls that violate restrictions or the dialing plan and terminating calls to nonworking directory numbers assigned to the business group.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.4 Digital Centrex Service for **Service Area C** (Continued)

S110.4.3 Definitions (Continued)

(D) Optional System Features (Continued)

(3) Uniform Call Distribution- Provides for uniform distribution of incoming calls to all lines in a multiline hunt group. The following four features work together to provide a uniform call distribution group:

(a) Distributed Line hunting- Provides for an even distribution of incoming calls to a group of stations (UCD Agents).

(b) UCD Queue Slots- If all the available agents in the UCD group are active, incoming calls are placed in queue slots and callers receive an audible ringback.

(c) Delay Announcement- After a customer specified delay interval, queued calls are routed to a delay announcement until an agent becomes available.

(d) Make Busy Status- This feature allows a station to be removed from the UCD group by dialing a feature code. A different code is dialed to turn the station to active status.

**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.4 Digital Centrex Service for **Service Area C** (Continued)

S110.4.4 Rates and Charges

(A) The schedule of rates for Digital Centrex service applies as follows:

Type A Exchanges:

<u>Usage Pricing Rates</u>	<u>Intercom Service (a)</u>	<u>Exchange Access</u>	<u>Total (b)</u>
Lines 2-10	\$19.55 DBFH	\$14.02 MXB	\$33.57
Lines 11-25(c)	\$19.30 DBFL	\$14.02 MXB	\$33.32
Lines 26-50(d)	\$19.00 DBFP	\$14.02 MXB	\$33.02

Flat Rates - Usage Pricing Exchanges

Lines 2-10	\$19.55 DBFH	\$33.36 BCMT	\$52.91
Lines 11-25(c)	\$19.30 DBFL	\$33.36 BCMT	\$52.66
Lines 26-50(d)	\$19.00 DBFP	\$33.36 BCMT	\$52.36

Flat Rates - non-Usage Pricing Exchanges (e)

Lines 2-10	\$19.55 DBFH	\$29.97 BCMT	\$49.52
Lines 11-25(c)	\$19.30 DBFL	\$29.97 BCMT	\$49.27
Lines 26-50(d)	\$19.00 DBFP	\$29.97 BCMT	\$48.97

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**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.4 Digital Centrex Service for **Service Area C** (Continued)

S110.4.4 Rates and Charges (Continued)

(A) The schedule of rates for Digital Centrex service applies as follows:

Type B Exchanges:

<u>Plan 1</u>	<u>Intercom Service(a)</u>	<u>Exchange Access</u>	<u>Total (b)</u>
Lines 2-10	\$18.83	\$14.02	\$32.85
Lines 11-25(c)	\$18.58	\$14.02	\$32.60
Lines 26-50(d)	\$18.28	\$14.02	\$32.30
<u>Plan 2</u>			
Lines 2-10	\$18.83	\$40.47	\$59.30
Lines 11-25(c)	\$18.58	\$40.47	\$59.05
Lines 26-50(d)	\$18.28	\$40.47	\$58.75

Individual Contracts

Contract No. 1-Digital Centrex Service (over 50 lines)  
Wayne County Commission  
Date of Contract - July 15, 1993  
Contract Termination - 60 months after installation  
Contract Charge: \$1760.55 Monthly

- (a) Includes basic feature package. The intercom portion of this rate is \$15.00.
- (b) An additional zone charge of \$2.00 per line applies to subscribers outside base rate area as referred to in Section 4.
- (c) Rates are applicable to lines 11-25 only.
- (d) Rates are applicable to lines 26-50 only. For subscribers with over 50 lines, special assembly rates apply.
- (e) In addition, applicable EAS additives, as specified in Section 2, apply on a per line basis.

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**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.4 Digital Centrex Service for **Service Area C** (Continued)

S110.4.4 Rates and Charges (Continued)

(A) The schedule of rates for Digital Centrex service applies as follows:

(B) Rate Stabilization Plan

Under the Company's rate stabilization plan, customers who desire to enter into digital Centrex contracts for terms of three, five or seven years will receive the following discounts on the intercom and basic feature line rate in accordance with the following schedule:

<u>Contract Term</u>	<u>Discount</u>	<u>Billing Code</u>
3 Years	3%	DBFM
5 Years	6%	DBFN
7 Years	9%	DBFO

(C) Service Establishment Charge

The following charges will apply for establishing the Centrex customer group:

	<u>Nonrecurring Charge</u>
(a) Primary or Secondary Service Order Charge	*
(b) Centrex Group Establishment Charge	\$50.00
(c) Charge per Centrex Line	\$10.00

\* See Section 7

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**GENERAL CUSTOMER SERVICES TARIFF**

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S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.4 Digital Centrex Service for **Service Area C** (Continued)

S110.4.4 Rates and Charges (Continued)

(D) Adds, Moves and Changes Charge

Changes to the Centrex system at the customer's request will be charged at the rates specified below on a per activity basis.

- (1) Adding new Centrex lines:  
-Service Connection Charges, as specified in Section 7 of this tariff, will apply.
- (2) Adding System Features  
-Charge is as specified in 10.4.4(G) following.
- (3) Adding/Changing Station Features  
-There will be a \$5.00 per line charge for adding or changing station features on an existing Centrex line unless charges are specified in 10.4.4(F) following.

(E) PBX and Key Line Centrex Charges

Centrex service and features may be extended to PBX and Key Line customers at the rates specified below. These rates are in addition to the applicable trunk and key line rates specified in Sections 2 and 2.1.

	<u>Monthly Rate</u>
(a) Add-on rate, per PBX trunk*	\$20.00 DPAT
(b) Add-on rate, per Key Line*	\$10.00 DKAL

\* Includes Basic Features Only.

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**GENERAL CUSTOMER SERVICES TARIFF**

S110. Grandfathered Central Office Non-Transport Service Offering (Continued)

S110.4 Digital Centrex Service for **Service Area C** (Continued)

S110.4.4 Rates and Charges (Continued)

(F) Optional Station Feature Charges\*

	<u>Monthly Charge</u>	<u>Connection Charge</u>
(a) Call Forward Busy Line - Programmable	\$0.75 CCFB	-
(b) Call Forward No Answer-Programmable	\$0.75 CFDA	-
(c) Cancel Call Waiting	\$0.75 CCW	-
(d) Do Not Disturb - Station Activated	\$1.00 BDND	-
(e) Speed Call, Individual Long List	\$1.50 IBSF	-
(f) Voice/Data Protection	\$1.00 VDP	-

(G) Optional System Feature Charges\*

	<u>Monthly Charge</u>	<u>Connection Charge</u>
(a) Simulated Facilities Group Per group	\$15.00 DVCT	\$35.00
(b) Special Intercept Announcements Per announcement	\$25.00 SIA	\$50.00
(c) Uniform Call Distribution (UCD) Per UCD group	\$35.00 CUCD	\$100.00
Per UCD Centrex line	\$ 2.00 IBUT	-
Per UCD Queue Slot	\$ 5.00 IBQM	-

\*Connection Charges, if specified, apply to new or existing service.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S111 Grandfathered Provision for Circuits Connecting Stations

S111.1.1 General

(A) Extension service may be provided to a different premise in connection with all classes and grades of telephone service, excluding coin telephone service. The mileage charges as shown in S11.1.1(C) will apply for each circuit required.

(B) Extension services must be so located that their use will be restricted to those entitled to use the customer's service, except that extension service may be located on the premises of a party other than the customer to provide for the answering of calls during the customer's absence. Such extension service is furnished only on the condition that use of separate exchange service is available to the other party on the same premises.

(C) Off-Premises Mileage Charges:

(1) Beyond the limit of 250 feet as specified in Section S15 following, in same exchange:

a. For each quarter mile or fraction thereof, airline measurement.

Monthly Rate      \$0.48              OPS

(2) Between locations in different exchanges:

See IntraLATA Private Line Services in Section S115

**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels

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**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service

General

- (A) This communication service is furnished through facilities provided wholly by Citizens Telecommunications Company of West Virginia or jointly with another company for the provision of a transmission path between two or more customer designated locations.
- (B) Where the service is provided jointly with another telephone company, Citizens Telecommunications Company of West Virginia will bill the customer for the portion of service it provides according to the rules and regulations set forth in the Intrastate Access Tariff.
- (C) Rates and charges for any specific IntraLATA Private Line Service not shown in Section S115 following may alternatively be determined from the Company's Intrastate Access Tariff

S115.1 IntraLATA Private Line Service

(A) Regulations

(1) Scope of Service

- (a) Local private lines connect two or more points within the same exchange service area for telephone communications but are not connected to general telephone facilities for either exchange or toll service.

**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.1 Local Private Line Service (Continued)

(A) Regulations (Continued)

(1) Scope of Service (Continued)

(b) Both two-point and multi-point service ordinarily contemplates communication between two stations only at the same time.

In connection with multi-point service, arrangements may be made to permit communication between three or more stations at the same time. Special equipment and arrangements which may be required to furnish such service are furnished at rates and charges based upon estimated costs.

(c) The minimum contract period for local private line telephone service is one month.

(d) It is expressly declared that fully metallic facilities are in continually decreasing supply, and the Company is not obligated to continue to make such facilities available or to furnish to existing customers fully metallic facilities.



**GENERAL CUSTOMER SERVICES TARIFF**

S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.1 Local Private Line Service (Continued)

(A) Regulations (Continued)

(2) Allowance for Interruptions

No allowance is made for interruptions of less than twenty-four hours. For interruptions of twenty-four hours or more, credit is allowed for the proportionate part of the monthly charge in multiples of one day for each twenty-four hours or major fraction thereof, of interruption for the portion of the facilities rendered inoperative by reason of the interruption.

(B) Rates and Charges

(1) Channels

(a) Between points on non-continuous property.

	<b><u>Monthly Rate</u></b>	<b><u>Billing Code</u></b>
Channel Mileage		
Termination, Per	\$23.00	CHAN
termination		
Facility, (Per Airline Mile)	.75	
Per Mile	.75	LCS1
Per ½ Mile	.75	LCS2
Per ¼ Mile		
Channel Termination		
Two Wire	55.00	PLSA2
Four Wire	75.00	PLSA4

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1379-T-T, dated September 18, 2003

**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.1 Local Private Line Service (Continued)

(B) Rates and Charges (Continued)

(2) Special Arrangements

(a) Special arrangements requested by the customer are furnished where feasible and if not detrimental to the service at rates and charges based on estimated costs. Where arrangements as covered elsewhere in this tariff may be used with local private line service without modification or change, the rates and charges for such arrangements are as specified in the other tariff sections.

(3) Nonrecurring Charges

(a) For installation, move or change of each channel termination. \$14.85\* (PLIM).

Note: In conjunction with nonrecurring charges shown above, each local private line channel is considered to have two terminations only, except that where different buildings are involved each building is considered to have one termination per building only.

\* The charge is in addition to the appropriate service charges in Section S4.

**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.1 Local Private Line Service (Continued)

(B) Rates and Charges (Continued)

(4) Channel Conditioning Arrangement

(a) Type C1 - Description (For a two-point or multi-point channel)

The envelope delay distortion shall not exceed:

- Between 1000 and 2400 cps, a maximum difference of 1000 mcs.

The loss deviation with frequency (from 1000 cps reference) shall not exceed:

- Between 1000 and 2400 cps, -1dB to +3dB
- Between 300 and 2700 cps, -2dB to -6dB

(Note: + means more loss)

**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.1 Local Private Line Service (Continued)

(B) Rates and Charges (Continued)

(4) Channel Conditioning Arrangement (Continued)

(b) Type C2 - Description (For two-point or multi-point)

The envelope delay distortion shall not exceed:

- Between 1000 and 2600 cps, a maximum difference of 500 mcs.
- Between 600 and 2600 cps, a maximum difference of 1500 mcs.
- Between 500 and 2800 cps, a maximum difference of 3000 mcs.

**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.1 Local Private Line Service (Continued)

(B) Rates and Charges (Continued)

(4) Channel Conditioning Arrangement (Continued)

(b) Type C2 - Description (For two-point or multi-point)  
(Continued)

The loss deviation with frequency (from 1000 cps  
reference) shall not exceed:

- Between 500 and 2800 cps,  
-1dB to +3dB
- Between 300 and 3000 cps,  
-2dB to +6dB

(Note: + means more loss)

(c) When, at the request of the customer, a channel is  
conditioned in accordance with the specifications in (4)(a) &  
(b) preceding, a channel conditioning charge applies to the  
first station only at each building except that two channel  
conditioning charges apply for a channel located within the  
same building, at the following charges:

**GENERAL CUSTOMER SERVICES TARIFF**

S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.1 Local Private Line Service (Continued)

(B) Rates and Charges (Continued)

(4) Channel Conditioning Arrangement (Continued)

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>Billing Code</u>
Between buildings in the same exchange on a two-point or multi-point channel (not arranged for switching), or a channel located within the same building			
Type C1, Each	\$388.13	\$6.25	CTYO
Type C2, Each	388.13	6.25	CDC2 C1CD

(C) Rates and Charges for Channels

	<u>Monthly Rate</u>	<u>Billing Code</u>
(1) For the initial one-half mile of circuit or fraction thereof, Circuit measurement	\$0.95	-
(2) For each additional one-fourth mile of circuit or fraction thereof, Circuit measurement	0.48	PL2
(3) For each terminal instrument	11.60	PLT
(4) Service Connection Charges in Section S4 will apply to loop installation.	**	-

\*\* Refer to Section S4 for Service Connection Charges.

**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.2 Channels for Metering, Control, or Other Purposes Not Involving Telephonic Communications

Rates and charges are as specified for Local Private Line Service in Section S115.1.1.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1379-T-T, dated September 18, 2003

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Issued: August 22, 2003

Effective: September 22, 2003

**GENERAL CUSTOMER SERVICES TARIFF**

S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.3 Off Premise Extension Mileage

(A) General

For telephones located on premises other than those on which the primary telephone or PBX switchboard are located or located beyond 250 feet from the primary telephone or PBX switchboard, the following Mileage Charges apply. These charges cover the additional facilities required and are in addition to the rates specified for the telephone. Measurements are on route of circuit basis.

(B) Rates

	<u>Monthly Rate</u>	<u>Billing Code</u>
(1) Between the points in different buildings on continuous property or over 250 feet in the same building, each line per 1/4 mile or fraction, thereof, Per month	\$0.48	OPS
(2) Between points on noncontinuous property; (within same exchange as primary main service) first 1/4 mile or fraction thereof, Each line, Per month	0.48	-
Each additional 1/4 mile or fraction thereof, Each line, Per month	0.48	-
(3) Between points on noncontinuous property, different exchange.	*	-

\* Refer to Foreign Exchange Service - Section S9.

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1379-T-T, dated September 18, 2003



**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.4 Special Circuits

(A) General

(1) Channels for PBX tie lines, or alarm circuits and like purposes.

(B) Rates

		<b>Monthly Rate</b>	<b>Billing Code</b>
(1)	First 1/4 mile or fraction thereof circuit measurement	\$0.48	PL2
(2)	Each additional 1/4 mile or fraction thereof	0.48	PL2
(3)	Service Connection Charges in Section S4 will apply with the exception that the equipment handling charge will equal the cost of labor required to install such channels.	N/A	-

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**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service

S115.1.5 Interexchange Private Line Service

(A) Regulations

(1) Classification of Channels

Channels are classified within each series by types. The various series and types are described in terms of characteristics and use.

(2) Scope

The Company has the overall responsibility for Channel Service up to and including the network interface. Service is furnished 24 hours per day, seven days per week.

(3) Provision of Facilities

(a) A channel may be used for different types of transmission simultaneously as provided in (i) and (ii) following. In accordance with normal transmission characteristics of such channel.

(i) When used for the remote operation of a mobile radio-telephone system, it may be used simultaneously for voice communication and to transmit more than one tone in sequence or simultaneously for control purposes.

(ii) When used for control, metering or signaling purposes, it may be used to transmit more than one tone in sequence or simultaneously for such purposes.

**GENERAL CUSTOMER SERVICES TARIFF**

---

S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(A) Regulations (Continued)

(4) Obligations of the Customer

(a) The customer shall be responsible for making Company facilities available for maintenance purposes at a time agreeable to both the Company and the customer. No allowance will be made for the period during which the service is interrupted for such purposes.

(b) The service or any rights associated therewith may not be assigned or in any manner transferred.

(c) The customer shall be responsible for specifying the type of channel and conditioning to meet their service requirements.

(5) Allowance for Interruptions

When service is interrupted due to causes other than the negligence of the customer, or the failure of facilities furnished by the customer, a credit allowance will be made as set forth following for the portion of the service which is affected. Long Distance Telecommunications Services furnished at the customer's request, when their service is interrupted, are charged for a Long Distance Telecommunications Service rates. No credit is allowed for interruptions to service of less than 24 hours. On interruptions to service of 24 hours or more, the customer is credited with the proportionate part of the monthly contract charge in 24 hour multiples for each 24 or major fraction thereof that the service is interrupted.

**GENERAL CUSTOMER SERVICES TARIFF**

---

S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(A) Regulations (Continued)

(6) Mileage Measurement

(a) Interexchange Channels

Except when customers request that channels be connected in a specified sequence, rate mileage is the shortest combination of airline distances between rate centers for the service points determined.

(7) Service Connection Charges

		<b><u>Nonrecurring Charge</u></b>	<b><u>Billing Code</u></b>
(a)	For the establishment of a customer account and the relocation of existing service to a different building	\$114.96	-
(b)	For moving, changing or adding service on an existing account	114.96	-

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**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(A) Regulations (Continued)

(8) Rates for 9-1-1 Service

In addition to rates specified elsewhere in this tariff, 9-1-1 customers will be charged the following rates for interexchange Private Lines purchased from Frontier. These rates apply in lieu of interexchange Private Line rates specified elsewhere in this section and are in addition to charges for other functions provided in the transmission and processing of 9-1-1 messages.

**Per Month**

Per Channel Terminal \$65.75

Mileage - Per mile or  
fraction thereof 1.90

(B) Series 1000 Channels

(1) General

Series 1000 Channels are unconditioned sub-voice channels capable of transmitting signals at rates up to 75 bauds. Channels are furnished for half-duplex or duplex operation on a two-point or multipoint basis.

**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

15.1.5 Interexchange Private Line Service (Continued)

(B) Series 1000 Channels (Continued)

(2) Regulations

(a) Channel Type 1001

A two-wire interface for half-duplex service or a four-wire interface for duplex service engineered for binary signals up to 30 bauds for remote metering, supervisory control and miscellaneous signaling purposes.

The specifications of channel signals and for channel distortion in (1) and (2) preceding refers to the requirement of the total channel service.

(b) Series 1000 Channels are not suitable for the transmission of alternating current tones.

(3) Rates

		<b><u>Monthly Rate</u></b>	<b><u>Billing Code</u></b>
(a)	Mileage Each mile or additional fraction	\$ 0.75	PLSM PM1E
(b)	Channel Terminals, Each	65.75	PLST
(c)	Station Terminals Type 1000	23.00	PZYA

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**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(C) Series 2000 Channels

(1) General

Series 2000 Channels are voice grade channels furnished for half-duplex operation (voice or data use) on a two-point or multipoint basis.

(2) Regulations

(a) Channel Types

Type 2011 - A two-wire interface with effective two-wire facilities; suitable for off premises extension of an Exchange Line and suitable for off-premises extension of a WATS line.

Type 2014 - A two-wire interface with effective two-wire facilities; suitable for branch exchange or similar off-premises main and extension stations used with branch exchange, dial intercommunication or similar systems capable of operating over loops with resistance up to 1300 ohms.

Type 2041 - Furnished for use as a concentrator connection.

Type 2043 - Furnished for use as a concentrator - identifier trunk.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(C) Series 2000 Channels (Continued)

(2) Regulations (Continued)

(a) Channel Types (Continued)

Type 2045 - Furnished for use as an answering connection.

Type 2120 - Furnished for voice transmission as a two-wire interface with effective two-wire facilities engineered for a 1000 Hz net loss of 10db.

Type 2125 - A two-wire interface with effective two-wire facilities engineered for a 1000 Hz net loss of Odb to 3.5 db.

Type 2126 - A two-wire interface with effective two-wire facilities engineered for a 1000 Hz net loss of Odb to 3.5 db.

(b) Signaling Arrangements

An E&M Signaling Arrangement is required for each tie trunk connection at a customer's premises with a branch exchange or similar system arranged with an E&M signaling interface.

(c) The rates set forth in (3) following contemplate only two-point communications between stations permanently connected to the line.



**GENERAL CUSTOMER SERVICES TARIFF**

S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(C) Series 2000 Channels (Continued)

(3) Rates

Foreign Zone Mileage

Foreign Zone Mileage is measured from the boundary of the foreign zone to the location of the customer terminal equipment.

		<b>Monthly Rate</b>	<b>Billing Code</b>
(a)	First 1/2 mile or fraction Per trunk	\$0.75	PLSN
	Each additional 1/4 mile	0.75	PLSP
(b)	Mileage, all types Per mile or fraction	0.75	PLTM PZ41
(c)	Channel Terminals, All types	65.75	PLTC
(d)	Station Terminals, Each		
	Types 2011, 2041, 2043, 2045 and 2120	23.00	PZEC
	Types 2014, 2125 and 2126	39.23	PZAA
	All other types	97.86	PZT5

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**GENERAL CUSTOMER SERVICES TARIFF**

S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(C) Series 2000 Channels (Continued)

(3) Rates (Continued)

		<u>Monthly Rate</u>	<u>Billing Code</u>
(e)	Arrangements to convert E&M signaling to DX signaling for use with Series 2000, Types 2021, 2120, 2122, 2123 and 2124	\$14.42	-
(f)	Channel Conditioning Arrangements		
	Channel Conditioning Arrangement for Series 2000 Channels Type C1	6.25	-
	Between 1000 and 2400 Hz, a maximum difference of 1000 microseconds		
	The loss deviation with frequency, from 1000 Hz reference shall not exceed:		
	-Between 1000 and 2400 Hz, 1db to + 3db		
	-Between 300 and 2700 Hz, db to + 6db		

(D) Series 3000 Channels

(1) General

Series 3000 Channels are voice grade channels furnished for half duplex or duplex operation (data use) on a two point or multipoint basis.

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**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(D) Series 3000 Channels (Continued)

(2) Regulations

(a) Channel Types

Type 3001B A two-wire interface with effective two-wire facilities conditioned for audio tone protective relaying.

Type 3001C A four-wire interface with four-wire facilities conditioned for audio tone protective relaying.

All Type 3001B and 3001C channels are conditioned for the following transmission specifications:

The envelope delay distortion shall not exceed 2000 microseconds between 800 and 2600 Hz.

The loss deviation with frequency (from 2004 Hz reference) shall not exceed the following limits:

Between 300 and 3000 Hz, -2dB to +6dB.

Between 500 and 2800 Hz, -1db to +3dB.

The resistance unbalance of the local channel cable pairs will be one percent or less.

**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(D) Series 3000 Channels (Continued)

(2) Regulations (Continued)

(a) Channel Types (Continued)

Type 3120 -A four-wire interface with four-wire facilities engineered for a 1000 Hz net loss of 16dB; normally suitable for data transmission.

Type 3122 -A two-wire interface with effective two-wire facilities engineered for a 100 Hz net loss of 16dB; normally suitable for data transmission.

(b) Special signaling arrangements and conditions are available at rates based on cost.

(3) Rates

	<b><u>Monthly Rates</u></b>
(a) Mileage Per mile or fraction thereof	\$ 1.90
(b) Channel Terminals, Each	55.00
(c) Station Terminals, Each	23.00

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**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(E) Digital Data Service

(1) General

Digital Data Service is furnished for the simultaneous two-way transmission of digital signals at synchronous speeds of 2.4, 4.8, 9.6 or 56 kilobits per second (Kbps). Service is provided to the customer for the transmission of communications to or from any station via a digital access line.

(2) Regulations

(a) Explanation of Terms

Channel Service Unit

Channel service units are standard interfaces provided by the customer which accomplish such functions as network protection, signal shaping, loop equalization and maintenance testing capability. It delivers to, and accepts from, the customer's data terminal devices, serial balanced bipolar signals through an interface connector. The channel service unit or equivalent must be designed, manufactured and maintained to conform with the specifications contained in the appropriate Company technical reference material.

**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(E) Digital Data Service (Continued)

(2) Regulations (Continued)

(b) Availability of Service

Digital Data Service can only be provided from central offices equipped for Digital Data Service subject to the technical limitations of such equipment and availability of suitable facilities.

(c) Provision of Service

(i) Service is provided to the customer for the transmission of communications to or from any station via a local channel.

(ii) The service options available to the customer are as follows:

One-Station Service

This service may consist of one local channel line furnished between a customer station and a central office equipped for Central Office Local Area Network Service.

**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(E) Digital Data Service (Continued)

(2) Regulations (Continued)

(c) Provision of Service (Continued)

Two-Station Service

This service consists of local channels and channel mileage, where required, for service between two stations.

Multi-station Service

This service consists of local channels and channel mileage, where required, for service between three or more stations. A multi-station arrangement requires each station to be routed to the nearest Digital Data Service hub. Multi-station service is not offered in conjunction with digital Data Service at a speed of 56Kbps.

**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(E) Digital Data Service (Continued)

(2) Regulations (Continued)

(d) Creation of Additional Bit Streams

The customer, by use of their own channel derivation equipment, may create digital bit streams from a Digital Data Service. This equipment may be connected at the customer's premises with the telecommunications network and Channel Services for the transmission of such bit streams over these facilities.

(e) Suspension of Service

Digital Data Services may be suspended at the request of the customer without cancellation at any time after the initial contract period, subject of the following:

(i) Service will be suspended for a period of not less than two weeks and not more than six months.

(ii) One-half of the monthly charge that would apply if the service was not suspended applies during the periods of suspension.

(iii) Services with initial contract periods greater than one month will have their initial contract periods extended a number of months equal to the suspension period.

(f) Connections

Customer-provided terminal equipment and customer-provided communications systems may be connected with facilities furnished for a Digital Data Service by the Company at the premises of the customer.

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**GENERAL CUSTOMER SERVICES TARIFF**

S115. Grandfathered Private Line Service and Channels (Continued)

S115.1 IntraLATA Private Line Service (Continued)

S115.1.5 Interexchange Private Line Service (Continued)

(E) Digital Data Service (Continued)

(3) Rates (Continued)

(a) Ten or Less Circuits

(i) Local Channels, each

<u>Transmission Speeds</u>	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>	<u>Termination Charge</u>	(O) (O)
2.4Kbps	*	*	*	(C)(O)
4.8Kbps	*	*	*	
9.6Kbps	*	*	*	
19.2Kbps	*	*	*	
56.0Kbps	*	*	*	
64.0Kbps	*	*	*	(C)(O)

(ii) Channel Mileage

<u>Transmission Speeds</u>	<u>Monthly Fixed Charge</u>	<u>Monthly Rate Per Mile</u>	(O) (O)
2.4 Kbps	*	*	(C)(O)
4.8 Kbps	*	*	
9.6 Kbps	*	*	
19.2 Kbps	*	*	
56.0 Kbps	*	*	
64.0 Kbps	*	*	(C)(O)

(b) More than Ten Circuits or Multi-point Circuits.

Service to customers who request more than ten circuits will be provided at rates based on cost.

\* - Rates Deregulated

(N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S115. Grandfathered Private Line Service and Channels (Continued)

S115.2 Channel Modification Charge

General

- (A) Channels requiring unloaded cable facilities will be furnished only where operating and facility conditions exist. In the event that only loaded facilities are available, the Company will, at the customer's request, unload the facilities at the charges shown in S115.2.1.
- (B) Channel modifications (deloading) will only be made where the customer locations are within one central office serving area, and where the total route mileage of the channel does not exceed six miles.
- (C) When the Company is required to make changes in any of the channels, operations or procedures of the Company, the Company does not guarantee the continued availability of unloaded channels furnished. The Company reserves the right, after thirty days' written notice to the customer, to discontinue the provision of such channels.

**GENERAL CUSTOMER SERVICES TARIFF**

S115. Grandfathered Private Line Service and Channels (Continued)

S115.2 Channel Modification Charge (Continued)

S115.2.1 Rates and Charges

(A) Channel Modification Charge (Deloading Cable)

	<b><u>Nonrecurring Charge</u></b>	<b><u>Billing Code</u></b>
(1) Removal of load coils in underground cable. - Each location	\$1378.00	-
(2) Removal of load coils in aerial or buried cable -Each location	822.00	-
(3) Each additional Pair Modified at the same point and the same time as the first pair (underground, aerial or buried) -Per point unloaded	11.00	-

\* The rates and charges for the Private Line Channel apply as specified in S115.2, in addition to the Channel Modification Charge.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service

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**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service

S210.1 General

- (A) Centrex Service is a digital central office based service which provides enhanced telephone features to multi-line business customers.
- (B) Centrex Service is only offered from digital central offices and is subject to availability of required facilities.
- (C) Citizens Telecommunications (the Company) will determine what type of central office configuration is required to conform to facility standards of the Company, including transmission requirements. Additional charges for special arrangements to meet signaling and transmission requirements may apply.  
  
Feature availability is based on central office technology serving any given exchange.
- (D) Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Company. CPE provided by the customer must be compatible with Centrex features.
- (E) Directory listings for Centrex Service will be provided in accordance with regulations and rates as specified in Section S6 of this tariff.
- (F) Service charges as specified in Section S4 of this tariff apply to all customer requested moves and changes performed at the customer's premises.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.1 General (Continued)

- (G) Maintenance of Service Charges, as set forth in Section S4 of this tariff apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities for equipment.
- (H) The Local Exchange Calling scope for Centrex stations will be the Premium Calling Plan as specified in Section S3.4.2(B).
- (I) Temporary suspension of service, vacation service, or seasonal service does not apply to Centrex Service.
- (J) Centrex stations of the same system but located in different exchanges will be subject to foreign exchange mileage as specified in Section S9 of this Tariff.
- (K) Centrex Service is normally offered on an individual station basis however, Basic System and Station Centrex features are available to Automated Access Line (PBX) or Key Line customers. Refer to Section 10.5(A)(4) for trunk additive and Section 10.2(B)(1) for Basic System and Station Centrex Features. Centrex Service cannot be used as a surrogate for the Automatic Access Line serving a PBX or Key System.
- (L) The rates contained herein are for central office facilities and local intercom loops only. The applicable interexchange mileage and termination charges will be charged for private line, foreign exchange lines, tie lines, and WATS.
- (M) End User Common Line (EUCL) Charges will be billed to each Centrex Service Line as set forth in Section 4.8.4 of Citizens' Tariff FCC No 1.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.2 Centrex Service Arrangements

(A) Subscription Components

(1) Centrex Station Line Service

Monthly Rate includes:

- Centrex loop
- Local exchange calling
- Basic system and station features
- Centrex station-to-station calling

(2) System Size Bands:

- 2 - 500 lines\*

(3) Contract Terms:

<u>Contract</u>	<u>Discount</u>
• 36 Months	6%
• 60 Months	9%
• 84 Months	12%
• 120 Months	15%

(4) Optional Add-On Features listed in Section 10.2(B)(2) apply.

\* Centrex Service Arrangements exceeding 500 lines will be offered on an Individual Case Basis (ICB) arrangement.

**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.2 Centrex Service Arrangements (Continued)

(B) Service Features

(1) Basic System and Station Features by Switch Type

Basic System Features	Switch Type		
	DCO	DMS 10	DMS 100
Automatic Identification of Outward Dialing (AIOD)	X	X	X
Direct Inward Dialing (DID)	X	X	X
Direct Outward Dialing (DOD)	X	X	X
Equal Access	X	X	X
Intercept Announcements - Common	X	X	X
Intercom Dialing (Station to Station)	X	X	X
Local Exchange Calling*	X	X	X
Off Premises Stations**	X	X	X
Touch Calling	X	X	X
911 Emergency Service	X	X	X

\* Refer to the Premium Calling Plan as specified in Section S3.4.4 (B),(C) for the Local Exchange Calling scope.

\*\* Applicable only to Off Premises Stations within the exchange and served from the same Central Office.

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**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.2 Centrex Service Arrangements (Continued)

(B) Service Features (Continued)

(1) Basic System and Station Features by Switch Type (Continued)

Basic Station Features	Switch Type		
	DCO	DMS 10	DMS 100
Blind Transfer Recall			X
Call Forward			
Busy	X	X	X
No Answer	X	X	X
Busy/No Answer Split		X	X
Remote Activation	X	X	X
Variable	X	X	X
Of Call Waiting Call			X
Call Hold - Code Dialed	X	X	X
Call Park	X	X	X
Directed	X	X	X
Multiple	X	X	X
Call Pick-Up	X	X	X
Directed	X	X	X
Directed Any Station		X	X
Directed Barge In		X	X
Directed Exempt		X	X
Call Transfer	X	X	X

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**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.2 Centrex Service Arrangements (Continued)

(B) Service Features (Continued)

(1) Basic System and Station Features by Switch Type (Continued)

Basic Station Features	Switch Type		
	DCO	DMS 10	DMS 100
<b>Call Waiting</b>			
<b>All Calls</b>	X	X	X
<b>Cancel</b>	X	X	X
<b>Dial</b>	X	X	X
<b>Inhibit</b>	X	X	X
<b>Originating</b>	X	X	X
<b>Consultation Hold</b>	X	X	X
<b>Data-Call Protection</b>	X		X
<b>Direct Line</b>			
<b>Hot Line</b>	X	X	X
<b>Manual Line</b>	X	X	X
<b>Warm Line</b>	X	X	X
<b>Distinctive Call Waiting Tones</b>	X	X	X
<b>Distinctive Ringing</b>	X	X	X
<b>Do Not Disturb</b>	X		X
<b>Executive Busy Override</b>			X
<b>Executive Busy Override - Exempt</b>			X
<b>Hunting Circular</b>	X	X	X

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**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.2 Centrex Service Arrangements (Continued)

(B) Service Features (Continued)

(1) Basic System and Station Features by Switch Type (Continued)

Basic Station Features	Switch Type		
	DCO	DMS 10	DMS 100
Hunting Sequential	X	X	X
Hunting Uniform Call Distribution (UCD)	X	X	X
Last Number Redial			X
Line Restriction			
Fully	X	X	X
Semi	X	X	X
Toll	X	X	X
Code	X	X	X
Multi-Level		X	X
Make Busy	X		X
Ring Again		X	X
Speed Calling			
Short List	X	X	X
Long List	X	X	X
Group List	X	X	X
Stop Hunt	X		X
Three Way Calling	X	X	X

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1157-T-T, dated August 14, 2003

**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.2 Centrex Service Arrangements (Continued)

(B) Service Features (Continued)

(2) Optional Add-On Features by Switch Type

Optional Add-On Features	Switch Type		
	DCO	DMS 10	DMS 100
Authorization Codes (AC)	X		X
Automatic Call Distribution (ACD)			X
Automatic Route Selection (ARS)			X
Conference Calling - Six Port			X
Custom Intercept Announcements	X	X	X
Customer Data Changes (CDC)			X
Delay Announcements for Queued Calls	X		X
Meet-Me-Conference (Up to 30 ports)			X
Multiple Appearance Directory Numbers (MADNs)			
Single-Call-Arrangement (SCA)		X	X
Multiple-Call-Arrangement (MCA)			X
Music On Hold	X		X
Paging Access			
Loudspeaker Access	X	X	X
Code Access	X	X	X
Radio Access	X	X	X

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1157-T-T, dated August 14, 2003

**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.2 Centrex Service Arrangements (Continued)

(B) Service Features (Continued)

(2) Optional Add-On Features by Switch Type (Continued)

Optional Add-On Features	Switch Type		
	DCO	DMS 10	DMS 100
Queuing for Multiline Hunt Groups	X		X
Special Service Facilities Access			
FX Facilities Access	X	X	X
OutWATS Access	X	X	X
Private Line Facilities Access	X	X	X
Tie Facility Access	X	X	X
800 Service Access	X	X	X
Station Message Detail Recording (SMDR)			X

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1157-T-T, dated August 14, 2003

**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.2 Centrex Service Arrangements (Continued)

(B) Service Features (Continued)

(3) Attendant Feature Package

	Switch Type		
	DCO	DMS 10	DMS 100
<b>Attendant Feature Package</b>			X
<b>Access to Paging</b>			X
<b>Autodial</b>			X
<b>Automatic Recall</b>			X
<b>Busy Verification</b>			X
<b>Call Hold</b>			X
<b>Call Park</b>			X
<b>Call Selection</b>			X
<b>Camp-On</b>			X
<b>Code Calling Line Termination</b>			X
<b>Conference</b>			X
<b>Console Activation of Call Forward</b>			X
<b>Console Test</b>			X
<b>Control of Trunk Group Access</b>			X
<b>Delayed Operation</b>			X
<b>Display of Queued Calls by ICI Key</b>			X
<b>Flexible Console Alerting</b>			X
<b>Interposition Calls</b>			X

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. 03-1157-T-T, dated August 14, 2003

**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.2 Centrex Service Arrangements (Continued)

(B) Service Features (Continued)

(3) Attendant Feature Package (Continued)

	Switch Type		
	DCO	DMS 10	DMS 100
<b>Attendant Feature Package</b>			X
<b>Locked-Loop Operation</b>			X
<b>Lockout</b>			X
<b>Multiple Listed Directory Numbers</b>			X
<b>Position Busy</b>			X
<b>Priority Console Alerting</b>			X
<b>Recorded Announcement</b>			X
<b>Secrecy</b>			X
<b>Serial Call</b>			X
<b>Speed Call</b>			X
<b>Transfer</b>			X
<b>Two-Way Split</b>			X
<b>Wildcard Key</b>			X

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.3 Terms and Conditions

(A) Terms

- (1) Centrex Service is provided for a minimum of one month beginning on the service installation date. Month-to-month rates are subject to changes per approval of the appropriate regulatory agency.
- (2) Centrex Service is also offered on a contractual basis, commencing on the date that service is installed, for fixed terms of thirty-six months (three years), sixty months (five years), eighty-four months (seven years), or one hundred twenty months (ten years). For the contract period, Centrex rates offered by the Company will not change. Centrex customers who subscribe to fixed term contracts will also receive the following discounts to the Centrex Station Line rate:

<u>Contract</u>	<u>Discount</u>
36 Months	6%
60 Months	9%
84 Months	12%
120 Months	15%

- (3) A Centrex customer is required to retain as a minimum, the initial number of lines under their original contract. Subsequent Centrex Station Line additions will be rated at the existing contract rates as an addendum to the existing contract for the remainder of the initial term.



**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.3 Terms and Conditions (Continued)

(A) Terms (Continued)

- (4) In the event that Centrex service is terminated by the customer prior to completion of the initial contract period, a termination charge will apply. The termination charge will be an amount representing the difference between (i) the charges billed for services provided pursuant to the contract, and (ii) the charges applicable under the Company's month-to-month Centrex rates, for a period representing the greater of 50% of the term of the contract or the actual number of months in which service was provided pursuant to the Contract. The termination charge is payable immediately upon termination of a contract.
- (5) When the contract term expires, a Centrex Customer may select a new contract period or continue with month-to-month service at rates offered in the tariff in effect at that time.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions

(A) Centrex Station Line Service - Includes the following:

- Basic system and station features
- Intercom (station to station) calling
- Loop facilities from the system dial switching equipment to the Network interface of the Centrex station line
- Local exchange network access calling

(B) Basic System and Station Features

(1) Basic System Features Definitions

**Automatic Identification of Outward Dialing (AIOD)** identifies all calls leaving the customer group by the station number from which calls are placed.

**Direct Inward Dialing (DID)** allows a station user to receive local or long distance calls from outside of the business group, without the aid of an attendant.

**Direct Outward Dialing (DOD)** allows a station user to place local or long distance calls outside of the business group, without the aid of an attendant.

**Equal Access** provides the ability to access an InterLATA carrier.

**Intercept Announcements - Common** alerts callers when stations are disconnected with a standard office intercept announcement.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(B) Basic System and Station Features (Continued)

(1) Basic System Features Definitions (Continued)

**Intercom Dialing (Station to Station)** allows abbreviated (3 to 5 digits) dialing between Centrex stations.

**Local Exchange Calling** provides a station user exchange network calling to and from a Centrex station.

**Off Premises Stations** allows for stations served from the same central office to be located in a building(s) other than the one housing primary Centrex.

**911 Emergency Service** allows a station to report an emergency by dialing **911**.

(2) **Basic Station Features Definitions:**

**Blind Transfer Recall** allows a set user to transfer a call to another party without waiting for that party to answer. If the party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

**Call Forward Busy** allows an incoming call to be forwarded to an alternate station when the incoming call reaches a busy station.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(B) Basic System and Station Features (Continued)

(2) Basic Station Features Definitions (Continued)

**Call Forward No Answer** allows an incoming call to be forwarded to a predetermined number within the customer group if the called station does not answer within a designated number of ringing cycles.

**Call Forward Busy/No Answer Split** is a single feature that allows the customer to specify the destination of a forwarded call.

**Call Forward Remote Activation** allows a station to activate and deactivate Call Forward from his station. Activation\ deactivation can be performed from another phone served by their own central office, or from another central office.

**Call Forward Variable** allows a station to divert all incoming calls to another directory number. Activation\deactivation and the forward-to destination are controlled by the station user.

**Call Forward of a Call Waiting Call** allows a station user to have calls that are enqueued against their busy station for a set period of time to automatically be forwarded to a pre-determined station.

## GENERAL CUSTOMER SERVICES TARIFF

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(B) Basic System and Station Features (Continued)

(2) Basic Station Features Definitions (Continued)

**Call Hold Code Dialed** allows a station to place any call on hold, to initiate a second call, answer a waiting call, alternate between two calls or return to the previously held call by dialing a feature code.

**Call Park** allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

**Call Park Directed** allows a station user to park calls against another DN within the customer group by flashing the hookswitch and dialing the **Call Park Directed** access code. The parked call can be retrieved from any station by dialing the retrieval access code and the parked DN.

**Call Park Multiple** allows a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer group.

**Call Pick-Up** allows a station user to answer calls directed to a specific station line from any other station line in the customer group by completing a pickup dial code.

**Call Pick-Up Directed** allows a station user to answer a call that is ringing at any station within the business group by dialing an access code and the ringing station number.

## GENERAL CUSTOMER SERVICES TARIFF

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(B) Basic System and Station Features (Continued)

(2) Basic Station Features Definitions (Continued)

**Call Pick-Up Directed Any Station** is a terminating line option which allows any station in the business group to answer/pick-up on the incoming calls terminating at the station assigned with the feature.

**Call Pick-Up Directed Barge-In** allows a station user to answer a call that is ringing on any other line within the same customer group. To answer the station user dials the access code, receives a special dial tone, and then dials the extension number of the station to be picked-up or barged into.

**Call Pick-Up Directed Exempt** allows a station user to answer a call that is ringing on any other line within the same customer group. Once the call is picked-up this feature will not allow the call to be barged into.

**Call Transfer** allows a station user to transfer calls to another station either within or outside the business group by flashing the switchhook and dialing the transfer-to number.

**Call Waiting All Calls** allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon none of the calls.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(B) Basic System and Station Features (Continued)

(2) Basic Station Features Definitions (Continued)

**Call Waiting Cancel** permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call.

**Call Waiting Dial** allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

**Call Waiting Inhibit** prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

**Call Waiting Originating** allows a station user to impose Call Waiting tones on a called station within the customer group.

**Consultation Hold** permits the transferring party to talk privately with the destination before transferring the call.

**Data - Call Protection** allows the assignment to individual lines within the customer group of **No Double-Connect**. This option does not allow the connection of test or busy-verification circuits to the line while the line is busy. This option protects data calls from interruption.

**Direct Line - Hot Line** allows a station user to automatically place a call to a preselected DN by lifting the receiver.

## GENERAL CUSTOMER SERVICES TARIFF

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(B) Basic System and Station Features (Continued)

(2) Basic Station Features Definitions (Continued)

**Direct Line - Manual Line** - automatically places a call to an operator when the station user goes off hook.

**Direct Line - Warm Line** is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a **Hot Line**.

**Distinctive Call Waiting Tones** permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

**Distinctive Ringing** provides a different and distinct ringing cadence for intragroup and DID calls allowing the station user to identify the type of call.

**Do Not Disturb** allows station users to prevent incoming calls from ringing their station. Calls can be diverted to an attendant, another station, a busy tone or a recorded announcement.

**Executive Busy Override** allows a single-line set user to gain access to a busy station by flashing the switchhook (during busy tone), and dialing a feature code.



**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(B) Basic System and Station Features (Continued)

(2) Basic Station Features Definitions (Continued)

**Executive Busy Override Exempt** will not allow **Executive Busy Override** to be activated against the line by a station user within the customer group.

**Hunting Circular** allows calls directed to busy stations to search through to the end of the hunt group and then to return to the beginning of the hunt list in search of an idle station.

**Hunting Sequential** allows calls directed to busy stations to search for an idle station starting with the dialed DN and ending when the call is completed to an idle line or when the last line of the hunt group is reached, whichever comes first.

**Hunting Uniform Call Distribution (UCD)** allows calls directed to busy stations to be distributed evenly among the stations in a multiline hunt group. When a call is connected to an idle station, the location of the next station is marked as the starting point for hunting the next incoming call.

**Last Number Redial** allows a station user to redial the last number called by pressing a single key rather than dialing the entire number.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(B) Basic System and Station Features (Continued)

(2) Basic Station Features Definitions (Continued)

**Line Restriction Fully** permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer 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 customer group.

**Line Restriction Semi** permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and/or receive calls via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

**Line Restriction Toll** permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

**Line Restriction Code** allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(B) Basic System and Station Features (Continued)

(2) Basic Station Features Definitions (Continued)

**Line Restriction Multi-Level** allows the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NXX) or a six-digit area code (NPA) and (NXX) basis.

**Make Busy** allows a station user to temporarily make a particular station appear busy to incoming callers. **Make Busy** causes the hunt feature to skip over a station during the search for an idle station. **Make Busy** can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

**Ring Again** allows a station user when encountering a busy station within the customer group to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

**Speed Calling Short List** allows a station user to create and use a speed calling list for up to 8 frequently dialed numbers.

**Speed Calling Long List** allows a station user to create and use a speed calling list from 10 to 69 frequently dialed directory numbers.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(B) Basic System and Station Features (Continued)

(2) Basic Station Features Definitions (Continued)

**Speed Calling Group List** allows two or more station users within a customer group to have access to the same Speed Calling list. The list can be from 10 up to 69 numbers and can only be updated from a specified line, called the controller.

**Stop Hunt** allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will stop the search for an idle line at that station. **Stop Hunt** can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

**Three Way Calling** allows a station user to form a three-way conference with two other parties, either within or outside the customer group.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(C) Optional Add-On Features

**Authorization Codes (AC)** allows the customer to define a set or sets of dialing privileges and associated dialing codes for each set or sets. **AC** permits certain dialing privileges to authorized personnel.

**Automatic Call Distribution (ACD)** provides advanced call distribution and queuing capabilities as an integrated function of Centrex Service.

**Automatic Route Selection (ARS)** allows an outgoing call to be completed automatically by the most cost-effective route available. The caller is alerted by a tone if the outgoing call is accessing an expensive call route for completion.

**Conference Calling - Six Port** allows station users to establish a conference call consisting of more than three conferees without the assistance of the attendant. The conferees can include lines in the same customer group, lines belonging to another customer group, and stations reached through trunks.

**Custom Intercept Announcements** - allows a custom announcement to be provided to a business group. These announcements are applicable on originating calls that violate restrictions or the dialing plan and terminating calls to nonworking directory numbers assigned to the business group.

**Customer Data Changes (CDC)** - provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

## GENERAL CUSTOMER SERVICES TARIFF

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(C) Optional Add-On Features (Continued)

**Delay Announcements for Queued Calls** informs a caller that their call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

**Meet-Me-Conference (Up to 30 ports)** allows conferees to hold a conference on a thirty-party conference bridge by dialing a directory number at a specified time.

**Multiple Appearance Directory Numbers (MADNs)** is a soft-ware number that has no real switch hardware attached but is given all the data base characteristics associated with a normal line. **MADNs** can be configured in either a single-call-arrangement (**SCA**) or a multiple-call-arrangement (**MCA**). The **SCA** allows only one set to be active on the **MADNs** at any given time. The **MCA** allows more than one set in the **MADNs** group to be simultaneously active. **MCA** is available only within a Centrex customer group.

**Music on Hold** allows a customer group to have music and/or an announcement applied to a calling line while on hold.

**Paging Access** provides a central office interface to customer provided paging equipment such as loudspeaker, code, and radio.

**Queuing for Multiline Hunt Groups** allows calls to hunt groups with all lines busy to be queued with an announcement or music.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(C) Optional Add-On Features (Continued)

**Special Service Facilities Access** allows station users to gain access to the following by dialing an access code:

- **Foreign Exchange (FX) Facilities Access** provides access to and from an InterLATA or IntraLATA Foreign Exchange circuit or Foreign Central Office Circuit.
- **OutWATS Access** provides the customer access to an interexchange carrier for bulk toll calling.
- **Private Line Facilities Access** provides the customer access to a Private Line or Dedicated Circuit.
- **Tie Facility Access** provides the customer access to and from an InterLATA or IntraLATA tie facility.
- **800 Service Access** permits 800 Service Access to terminate in the Centrex Service System.

**Station Message Detail Recording (SMDR)** provides a detailed customer report of calling activity of chargeable and non-chargeable calls for each customer group.

## GENERAL CUSTOMER SERVICES TARIFF

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(D) Attendant Feature Package

These features will be provided where facilities are available.

**Access to Paging** - This feature allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

**Autodial** - This feature permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

**Automatic Recall** - This feature allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

**Busy Verification** - This feature allows an attendant to determine whether stations or trunks are busy or idle.

**Call Hold** - This feature allows an attendant to hold a call manually on the loop by pressing a key.



## GENERAL CUSTOMER SERVICES TARIFF

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(D) Attendant Feature Package (Continued)

**Call Park** - This feature allows the attendant to park calls against any directory number in the customer group.

**Call Selection** - This feature enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

**Camp-On** - This feature allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

**Code Calling Line Termination** - With this feature, the attendant can access customer provided code-call equipment using an access code and a called party code.

**Conference** - This feature allows the attendant to establish a conference with up to 30 conferees.

**Console Activation of Call Forward** - This feature allows attendants to activate, deactivate, and program Call Forwarding for stations.

**Console Test** - Allows attendant to test the functional operations of a console.

## GENERAL CUSTOMER SERVICES TARIFF

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(D) Attendant Feature Package (Continued)

**Control of Trunk Group Access** - This feature allows the attendant to control the access to all stations and incoming trunks to various trunk groups by operating corresponding keys.

**Delayed Operation** - This feature allows the attendant to place a call for a calling station while the calling station waits on hook.

**Display of Queued Calls by ICI Key** - This feature provides console operators with a visual indication of the number of calls queued to be answered.

**Flexible Console Alerting** - Allows an attendant to be alerted to a call requiring attention.

**Interposition Calls** - This feature allows an attendant to call, speak to, and transfer a call to another attendant.

**Locked-Loop Operation** - This feature allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, manual and automatic. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

**Lockout** - Prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(D) Attendant Feature Package (Continued)

**Multiple Listed Directory Numbers** - Each directory number is assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

**Position Busy** - This feature allows the attendant to make the console unavailable to additional queued calls.

**Priority Console Alerting** - This feature allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

**Recorded Announcement** - This feature permits the routing of either originated or extended attendant calls to an optional announcement.

**Secrecy** - This feature allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

**Serial Call** - This feature allows an attendant to extend a call to more than one station.

**Speed Call** - This feature allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.4 Definitions (Continued)

(D) Attendant Feature Package (Continued)

**Transfer** - This feature allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

**Two-Way Split** - This feature allows the attendant to talk privately to either the calling party of the called party.

**Wildcard Key** - This feature allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.5 Rates and Charges

(A) Recurring Charges

(1) Centrex Station Line Service

The following monthly rates and charges are in addition to the non-recurring rates and charges as referenced in Section S4 of this tariff.

All Switch Types	MRC#		(O)
Month to Month 2-500 <sup>1</sup> Lines - Per Station	*		(O)
36 Month Contract - 6% 2-500 <sup>1</sup> Lines - Per Station	*		(C)(O)
60 Month Contract - 9% 2-500 <sup>1</sup> Lines - Per Station	*		(C)(O)
84 Month Contract - 12% 2-500 <sup>1</sup> Lines - Per Station	*		(C)(O)
120 Month Contract - 15% 2-500 <sup>1</sup> Lines - Per Station	*		(C)(O)

# Monthly Recurring Charge - MRC

<sup>1</sup> Centrex Service Arrangements exceeding 500 lines will be offered on an Individual Case Basis (ICB) arrangement.

\* - Rates Deregulated

(N)

Issued by authority of an order of the Public Service Commission of West Virginia in Case No. dated

**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.5 Rates and Charges (Continued)

(A) Recurring Charges (Continued)

(2) Optional Add-On Features by Switch Type

<b>DCO</b>			
Optional Add-On Features <sup>+</sup>	MRC#		NRC#
<b>Authorization Codes (AC), Per 100</b>	*		*
<b>Custom Intercept Announcements, Each</b>	*		*
<b>Delay Announcements for Queued Calls, Each</b>	*		*
<b>Music on Hold<sup>1</sup></b>	*		*
<b>Paging Access</b>			
<b>Loudspeaker Access</b>	*		*
<b>Code Access</b>	*		*
<b>Radio Access</b>	*		*
<b>Queuing for Multiline Hunt Groups, per line</b>	*		-
<b>Special Service Facilities Access<sup>2</sup></b>			
<b>FX Facilities Access</b>	Note 2		Note 2
<b>OutWATS Access</b>	Note 2		Note 2
<b>Private Line Facilities Access</b>	Note 2		Note 2
<b>Tie Facility Access</b>	Note 2		Note 2
<b>800 Service Access</b>	Note 2		Note 2

- + Optional features are available only where facilities and conditions permit.
- # Monthly Recurring Charge - MRC
- # Non-recurring Charge - NRC
- <sup>1</sup> Does not include music source.
- <sup>2</sup> Refer to appropriate tariffs for mileage and termination charges.

\* - Rates Deregulated

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**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.5 Rates and Charges (Continued)

(A) Recurring Charges (Continued)

(2) Optional Add-On Features by Switch Type (Continued)

<b>DMS 10</b>			
<b>Optional Add-On Features <sup>+</sup></b>	<b>MRC#</b>		<b>NRC#</b>
<b>Custom Intercept Announcements, Each</b>	*		*
<b>Multiple Appearance Directory Numbers (MADNs)</b>			
<b>Single-Call-Arrangement</b>	*		
<b>Paging Access</b>			
<b>Loudspeaker Access</b>	*		*
<b>Code Access</b>	*		*
<b>Radio Access</b>	*		*
<b>Special Service Facilities Access<sup>1</sup></b>			
<b>FX Facilities Access</b>	<b>Note 1</b>		<b>Note 1</b>
<b>OutWATS Access</b>	<b>Note 1</b>		<b>Note 1</b>
<b>Private Line Facilities Access</b>	<b>Note 1</b>		<b>Note 1</b>
<b>Tie Facility Access</b>	<b>Note 1</b>		<b>Note 1</b>
<b>800 Service Access</b>	<b>Note 1</b>		<b>Note 1</b>

+ Optional features are available only were facilities and conditions permit.

# Monthly Recurring Charge - MRC

# Non-recurring Charge - NRC

<sup>1</sup> Refer to appropriate tariffs for mileage and termination charges.

\* - Rates Deregulated

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**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.5 Rates and Charges (Continued)

(A) Recurring Charges (Continued)

(2) Optional Add-On Features by Switch Type (Continued)

<b>DMS 100</b>			
<b>Optional Add-On Features <sup>+</sup></b>	<b>MRC#</b>		<b>NRC#</b>
<b>Authorization Codes (AC), per group 100</b>	*		*
<b>Automatic Call Distribution (ACD)<sup>1</sup></b>	*		*
<b>Automatic Route Selection (ARS)<sup>1</sup></b>	*		*
<b>Conference Calling (Six Port)</b>	*		*
<b>Custom Intercept Announcements, Each</b>	*		*
<b>Customer Data Changes (CDC)<sup>1</sup></b>	*		*
<b>Delay Announcements for Queued Calls, per announcement</b>	*		*
<b>Meet-Me-Conference (Up to 30 ports)</b>	*		*
<b>Multiple Appearance Directory Numbers (MADNs)</b>			
<b>Single-Call-Arrangement (SCA) Each</b>	*		
<b>Multiple-Call-Arrangement (MCA) Each<sup>2</sup></b>	*		
<b>Music on Hold<sup>3</sup></b>	*		*

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- + Optional features are available only where facilities and conditions permit.
- # Monthly Recurring Charge - MRC
- # Non-recurring Charge - NRC
- 1 Offered on an Individual Case Basis (ICB) arrangement.
- 2 Available only within a Centrex customer group.
- 3 Does not include music source.

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\* - Rates Deregulated

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**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.5 Rates and Charges (Continued)

(A) Recurring Charges (Continued)

(2) Optional Add-On Features by Switch Type (Continued)

<b>DMS 100 (Continued)</b>			
<b>Optional Add-On Features <sup>+</sup></b>	<b>MRC#</b>		<b>NRC#</b>
<b>Paging Access</b>			
<b>Loudspeaker Access</b>	*		*
<b>Code Access</b>	*		*
<b>Radio Access</b>	*		*
<b>Queuing for Multiline Hunt Groups</b>	*		
<b>Special Service Facilities Access<sup>1</sup></b>			
<b>FX Facilities Access</b>	<b>Note 1</b>		<b>Note 1</b>
<b>OutWATS Access</b>	<b>Note 1</b>		<b>Note 1</b>
<b>Private Line Facilities Access</b>	<b>Note 1</b>		<b>Note 1</b>
<b>Tie Facility Access</b>	<b>Note 1</b>		<b>Note 1</b>
<b>800 Service Access</b>	<b>Note 1</b>		<b>Note 1</b>
<b>Station Message Detail Recording (SMDR)<sup>2</sup></b>	*		*

+ Optional features are available only where facilities and conditions permit.

# Monthly Recurring Charge - MRC

# Non-recurring Charge - NRC

<sup>1</sup> Refer to appropriate tariffs for mileage and termination charges.

<sup>2</sup> Offered on an Individual Case Basis (ICB) arrangement.

\* - Rates Deregulated

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**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.5 Rates and Charges (Continued)

(A) Recurring Charges (Continued)

(3) Attendant Feature Package by Switch Type

<b>DMS 100</b>	
<b>Attendant Feature Package</b>	<b>MRC#</b>
<b>Attendant Feature Package<sup>1</sup> Per attendant</b>	*
<b>See Section 10.2(B)(3) for package features</b>	

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# Monthly Recurring Charge - MRC

<sup>1</sup> Available where facilities and conditions permit.

\* - Rates Deregulated

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**GENERAL CUSTOMER SERVICES TARIFF**

S210 Grandfathered Centrex Service (Continued)

S210.5 Rates and Charges (Continued)

(A) Recurring Charges (Continued)

(4) Automatic Access Lines (PBX) and Key Lines\*

Basic System and Station Centrex Service features may be extended to PBX trunk and Key Line customers at the applicable PBX trunk or Key Line rates as specified in Section S3 and the following:

	<b>Monthly Recurring</b>	
<b>Centrex PBX Trunk Add-On Rate - Per Trunk</b>	*	(O) (O)
<b>Centrex Key Line Add-On Rate - Per Line</b>	*	(C)(O)  (C)(O)

\* Rates are not subject to volume discounts

(B) Database Modifications

Additions, changes, or deletions per hour,  
or fraction thereof

<b>Nonrecurring Charge</b>	
*	(O) (O)  (C)(O)

\* - Rates Deregulated (N)

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**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.6 Telephone Numbers and Facilities Reserved for Future Use

(A) General

- (1) A customer may reserve pre-assigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.
- (2) Telephone numbers reserved for future use services include pre-assigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.
- (3) The assignment of telephone numbers and the sequence of numbers assigned to a Centrex system is made at the discretion of the Company.
- (4) The service is furnished subject to the availability of facilities and telephone numbers.
- (5) Calls to reserved (unassigned) telephone numbers will be routed to intercept over Centrex common recorded announcement facilities as specified in Section 10.4(B)(1).
- (6) Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Centrex main station.

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S210 Grandfathered Centrex Service (Continued)

S210.6 Telephone Numbers and Facilities Reserved for Future Use (Continued)

(A) General (Continued)

(7) Reserved numbers not assigned to a main station as agreed in Section 10.6(A) will be billed at the following rates until removed from reserved status or billed as an active Centrex main station.

(B) Rates and Charges

(1) Reserved Centrex Telephone Numbers\*

<b>Reserved Numbers</b>	<b>Monthly Recurring</b>
<b>Month-to-Month</b>	*
<b>36 Month Contract</b>	*
<b>60 Month Contract</b>	*
<b>84 Month Contract</b>	*
<b>120 Month Contract</b>	*

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- Rates are based on 60 percent of the monthly rate applicable for a Station Line, as specified preceding for a main station line.

\* - Rates Deregulated

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**GENERAL CUSTOMER SERVICES TARIFF**

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S210 Grandfathered Centrex Service (Continued)

S210.7 Grand-fathered Central Office Non-Transport Service

(A) Digital Centrex Service

All existing Centrex customers with contractual agreements are grandfathered at their current contractual rates until the expiration of their contract. Upon expiration customers may select a new contract period or month-to-month service rates at the tariffed rates in effect at that time. Refer to Section S110 for grand-fathered Digital Centrex rates.