FRONTIER COMMUNICATIONS OF ROCHESTER, INC.

COMPETITIVE LOCAL EXCHANGE CARRIER (CLEC)
LOCAL SERVICE CATALOG

APPLICABLE IN

ALL TERRITORY SERVED BY THIS COMPANY

IN THE COUNTIES OF:

ALLEGANY	ORLEANS
GENESEE	STEUBEN
LIVINGSTON	WAYNE
MONROE	WYOMING
ONTARIO	YATES

CONTACTING THE COMPANY WITH A COMPLAINT

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

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

- By Phone:

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

- By Mail:

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

CONTACTING THE PUBLIC SERVICE COMMISSION

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

- Online: http://www.dps.ny.gov/complaints or,

- By Phone:

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

- By Mail:

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

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EXPLANATION OF SYMBOLS

(C) - To signify changed regulation

(D) - To signify discontinued rate or regulation

(I) - To signify increase

(M) - To signify matter relocated without change

(N) - To signify new rate or regulation

(R) - To signify reduction

(T) - To signify change in text but no change in rate or regulation

REFERENCES TO P.S.C. NO. 2 - TELEPHONE TARIFF

The following services may be found in the Frontier Communications of Rochester, Inc., P.S.C. No. 2 – Telephone Tariff on Frontier's website at:
http://carrier.frontiercorp.com/crtf/tariffs/index.cfm?fuseaction=main&sctnID=19

Catalog Section	Title
2	Basic Local Service
2	General Basis of Exchange Rates
3	Mileage Charges
4	Directory Listings
5	Operator Services
6	Late Payment Charges
6	Service Charges
7	Taxes and Surcharges
8	Discounted Toll Service for Customers with Impaired Hearing or Speech
8	New York Relay Service
9	Emergency Reporting Services
9	Universal Emergency Telephone Number Service
9	Universal Non-Emergency Telephone Number Service
9	Universal Reverse Emergency Telephone Number Service
10	IntraLata Toll Service

EXPLANATION OF TERMS

ACCESS LINE

A line that provides connection of customer owned and maintained equipment only to the local exchange and toll network. Access lines are individual line services.

ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Company or its underlying carrier and which are independent of, and not electrically connected to, the conductors in the communications path of the telecommunications system.

ADJACENT BUILDING AREAS

Building areas which have a common boundary at any point.

ADJACENT CENTRAL OFFICE DISTRICTS

Central office districts which have a common boundary at any point.

ADJACENT CITY BLOCKS

City blocks which have a common boundary at any point formed by a street, railroad or small natural barrier such as a small creek (blocks separated by parks, large water barriers such as canals or rivers, or by railroad yards, are non-adjacent).

APARTMENT HOUSE

A building used primarily to provide complete residential apartments but not lodging on a day-to-day basis.

BASE RATE AREA

An area within a specific exchange where Tariff and/or Catalog rates for local service apply. The local service rates applicable in this area are known as base rates.

BOARDING HOUSE

An establishment offering regular meals to five or more paying guest, not members of the customer's domestic establishment.

BRIDGED LINE

A line from a station or other terminal to the point of connection with another line. The point of connection is known as the bridging point.

EXPLANATION OF TERMS

BUILDING

See Same Building

BUILDING AREA

All of the territory served from the same central office building.

CENTRAL OFFICE

An operating office of the Company's underlying carrier where connections are made between telephone exchange lines.

CENTRAL OFFICE DISTRICT

The territory served by a central office or by a group of central offices any one of which may serve any part of the district.

CENTRAL OFFICE LINE

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

CITY BLOCK

An area bounded on all sides by streets or highways or by a combination of streets or highways or one or more other barriers, such as a canal, river or railroad.

CLUB

An organization of persons for social purposes maintaining premises with lodging for its members.

COLLEGE

An establishment for higher education authorized to confer degrees where lodging for the students is maintained on the premises.

COMMUNICATIONS SYSTEMS

Channels and other facilities, which are capable when not connected to exchange and message toll telecommunications service, of 2-way communications between Customer Provided terminal equipment or the Company stations.

EXPLANATION OF TERMS

COMPOSITE DATA SERVICE

The term “Composite Data Service” denotes the combined use of terminal and Customer Provided data switching equipment with the use of communications services of the Company by a Composite Data Service Vendor to perform data switching for others.

COMPOSITE DATA SERVICE VENDOR

The term “Composite Data Service Vendor” denotes a customer that has been certified by the Federal Communications Commission pursuant to Section 214 of the Communications Act of 1934, as amended, and by any other regulatory body from which certification is required, to acquire and operate facilities to perform data switching for others. A customer shall be classified as a Composite Data Service Vendor only with respect to use of those exchange and /or private line services which are utilized for the provision of composite data service.

CONNECTING COMPANY

A corporation, association, firm or individual other than an associated Bell Company owning and operating one or more central offices and interchanging traffic directly or indirectly with the Company’s underlying carrier.

CUSTOMER OWNED AND MAINTAINED EQUIPMENT (COAM)

Devices, apparatus and associated wiring and communications systems provided by customer that may be interconnected to the toll and exchange networks of the Company’s underlying carrier.

CUSTOMER PROVIDED TERMINAL EQUIPMENT

See Customer Owned and Maintained Equipment

DATA SWITCHING

The term “Data Switching” as used in connection with composite data service denotes the switching of data (non-voice) messages by the interchange, controlling and routing of data messages between two or more stations, via communications facilities, wherein the information content of the message remains unaltered.

DIRECT ELECTRICAL CONNECTION

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

EXPLANATION OF TERMS

DROP WIRE

That portion of a circuit between the pole line or cable distributing box and the building in which the station is located.

DUPLEX SERVICE

Simultaneous transmission at one incoming and one outgoing communication.

EXCHANGE

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

EXCHANGE LINE

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

EXCHANGE LINE MILEAGE

See P.S.C. No. 2 Tariff, Section 3.

EXCHANGE SERVICE

Service providing access to the exchange system for the purpose to making calls.

FLAT RATE SERVICE

A type of exchange service where the monthly rate covers an unlimited number of calls within the local calling area.

FOREIGN CENTRAL OFFICE

A central office which does not serve the customer’s location, except on a foreign exchange basis.

FOREIGN EQUIPMENT

Equipment, the use of which is not authorized by the Company in connection with service which it renders.

EXPLANATION OF TERMS

FOREIGN EXCHANGE LINE MILEAGE

See P.S.C. No. 2 Tariff, Section 3.

HOSPITAL

An establishment for treatment of human patients by members of the medical profession where lodging for the patients is maintained on the premises.

HOTEL

An establishment offering lodging with or without meals to the general public on a day-to-day basis.

INCOMING SERVICE GROUP

Two or more central office lines arranged so that a call for the first line is completed to a succeeding line in the group when the first line is in use.

INTERCEPT LINE

A line connecting a central office line or a PBX station line to equipment for answering incoming calls.

INTERCOMPANY FOREIGN EXCHANGE SERVICE

See P.S.C. No. 2 Tariff, Section 3.

LOCAL CALL

A call between telephones within a local calling area.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, in which a customer to exchange service may take telephone calls without a toll charge.

LOCAL FACILITIES

See P.S.C. No. 2 Tariff, Section 3.

EXPLANATION OF TERMS

LOCAL SERVICE

Telephone exchange service within a local calling area.

MARINA

A boating center offering berths or moorings to yachtsmen.

MEASURED SERVICE

A type of exchange service where there is a per minute charge for each local call.

MESSAGE RATE SERVICE

A type of exchange service where there is a charge for each local message (call)

MOTEL

An establishment offering lodging and parking facilities to motorists.

MOVE

See P.S.C. No. 2 Tariff, Section 6.

MULTI-POINT LINES

Lines which have one originating point and more than one terminating point.

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 re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications systems.

NEUTRALIZING TRANSFORMER

A device installed on the Company’s underlying carrier’s facilities at power station locations to protect the Company’s underlying carrier’s plant against excessive voltages impressed on lines at the time of a power system fault or a lightning surge on the power lines.

EXPLANATION OF TERMS

NON-PROFIT BUSINESS

An organization, such as religious educational, political, charitable, social service, civic, patriotic, fraternal and similar types of organizations which are not commercial in nature.

NORMAL CENTRAL OFFICE

The central office which normally serves the customer’s location.

PREMISES

A term used to denote continuous property (except railroad right-of-way, etc.) occupied by a customer either user lease or ownership.

RATE CENTER

A point used for determining rates such as mileage. The rate center of a central office district is the location of the central office, except that where the central office is located outside of the central office district a centrally located point in the district is the rate center. The rate center of an exchange is a centrally located point in the exchange.

RESALE

The provision of any portion of the customer’s telephone service or equipment, leased to the customer by the Company, to others for profit.

REWIRE

See P.S.C. No. 2 Tariff, Section 6.

ROOMING HOUSE

An establishment offering lodging to five or more paying guests, not members of the customer’s domestic establishment.

EXPLANATION OF TERMS

SAME BUILDING

Any single building, except that when a building has only one story above ground and is divided into units such as stores, without access between the units, each unit is considered a building. Abutting buildings, or sections of a structure divided above the basement by building walls, are classed as the same building only when openings, such as doorways, through the walls above the basement are in general use and afford ready access at all times between the abutting buildings or the sections. When the openings through the dividing walls are accessible to one customer only, the abutting buildings or sections are classed as the same building for that customer only.

SAME PREMISES

All space in the same building in which one customer has the right of occupancy to the exclusion of others or shares the right of occupancy with others, and all space in different buildings on continuous property, provided such buildings are occupied solely by one customer. Foyers, hallways and other space provided for the common use of all occupants of a building are considered the premises of the operator of the building.

SCHOOL

An establishment for elementary grade of secondary academic instruction where lodging for the students is maintained on the premises.

SEMI-PUBLIC SERVICE

See Section 7.

SERVICE CENTRAL OFFICE

The central office from which local service is furnished.

SHARING

The use of a customer’s telephone service or equipment on a shared cost (non-profit) basis.

SUSPENSION OF SERVICE

Interruption of service in one or both directions.

EXPLANATION OF TERMS

TELEPHONE CALL

A connection between two telephone stations through the exchange system.

TELEPHONE GRADE LINES

Lines furnished for voice transmission for certain signaling purposes.

TERMINATION OF SERVICE

Interruption of both incoming and outgoing service.

TIE LINE

A line connecting two switchboards or dial systems.

TOLL CALLS

A telephone call to a station outside the customer's local calling area for which a specific charge applies.

TRUNK LINE

See Central Office Line

TWO-POINT LINES

Lines which have one originating and one terminating point.

GENERAL RULES AND REGULATIONS

FORWARD

Every service is furnished by Frontier Communications of Rochester, Inc. (henceforth known as "the Company"), subject to the rates, charges, rules and regulations from time to time in force and effect and the following provisions supplement the rates, charges, rules and regulations set forth in the other sections of the P.S.C. No. 2 – Telephone Tariff and/or Catalog.

The rates contained in this Catalog are available only to end user customers of the Company.

A. APPLICATION OF RATES AND CHARGES

1. Application Form

   Applicants for initial service may be required to sign an application form requesting the Company to furnish the service in accordance with the rates, charges, rules and regulations from time to time in force and effect.

2. Business and Work@Home Rates

   a. Business Rates apply to service furnished:

      1) In office buildings, stores, factories and all other places of a business nature.

      2) In hotels, apartment houses, clubs and boarding and rooming houses except when all stations are within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions, except when the station is located in a patient's room; and in churches except when the station is located in the clergyman's study.

      3) At any location when the listing indicates a business or a profession except as provided in a.2) hereof.

      4) At any location where the service includes a station which is at a location where business rates apply unless the station is restricted to incoming calls.

      5) At any location where the substantial use of the service is occupational rather than domestic.

GENERAL RULES AND REGULATIONS

A. APPLICATION OF RATES AND CHARGES (Cont'd)

2. Business and Work@Home Rates (Cont'd)

b. Work@Home rates apply to service furnished:

1) For the use of an employee to work at their residence provided charges are billed to their employer's business account.

2) For that portion of a business customer's service that relates to service furnished:

a) In a patient's room in a hospital or institution.

b) In the individual dwelling areas of a group home, fraternity or sorority house or similar group living arrangement where the individual phones services are billed with the underlying business account.

c) In the dwelling of a clergyman whose service is billed to the church.

d) In the office of a physician, surgeon, dentist, osteopath, chiropodist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or practical nurse, provided that:

(1) The office is located in a part of the customer's domestic establishment.

(2) The listings are restricted to individual names of the customers and members of his domestic establishment. Such listings may indicate the customer's profession, but may not include the designation "office".

(3) Such service is furnished at one residence only, except that service may be furnished at an additional location for a vacation period.

c. All semi-public service is classified as business service regardless of the location.

GENERAL RULES AND REGULATIONS

A. APPLICATION OF RATES AND CHARGES (Cont'd)

3. Flat Rate Service and Measured Rate Service on Same Premises

A customer may not have flat-rated service and measured service on the same premises.

4. Power Supply

The customer must provide the necessary electric power where and when needed. If there is a power failure, the Company is not responsible for interrupted service.

5. Special Charges

The Company may charge an extra installation or monthly rate, or both, if special construction, maintenance or expense is required to install or otherwise provide the service.

The customer may also have to pay more for work done after regular working hours at his/her request.

If the Company provides any service for which a Tariff and/or Catalog charge has not been specified, the charge to the customer will be based on what it costs the Company.

GENERAL RULES AND REGULATIONS

B. USE OF SERVICE AND FACILITIES

1. Use of Service

Except as specified in B.2. following:

The use of business service and facilities is restricted to the customer, the agents and representatives of the customer and joint users except as otherwise provided by this Catalog.

The Company is not required to furnish any service if it would harm the efficiency of the Company's property or service.

2. Sharing of Service

a. General

The Company will permit the sharing of certain telephone services subject to the following terms and regulations:

1) "Sharing" is the provision of any portion of the customer's telephone service, leased to the customer by the Company, on a shared cost (non-profit) basis.

2) The Company's liability in connection with the provision of service which is resold or shared is limited to that contained in D. following, and Section 13. The offer of service by a customer who shares service must include the following provision: "The offering of this service is subject to the rules and regulations of the Company which provides service. The limitations of liability apply with full force and effect to the provision of service hereunder."

3) Customers who share services shall indemnify (i.e., reimburse the Company for any amount the Company must pay as a result of), defend and save the Company harmless against any and all claims which may arise from or in connection with such sharing including, but not limited to, claims for libel, slander, infringement of copyright or patents, claims for injuries to person or property from voltages or currents, arising out of any act or omission of the customer in connection with facilities provided by the Company or its underlying carrier or the customer, claims for interruption of or deficiencies in service and any consequences thereof and claims arising from mistakes in or omissions of directory listings. Such customers shall provide at their expense and keep in full force and effect a policy of adequate insurance covering the indemnification provision above, and such policy shall name the Company as an additional insured.

GENERAL RULES AND REGULATIONS

B. USE OF SERVICE AND FACILITIES

2. Sharing of Service (Cont'd)

a. General (Cont'd)

4) The Company will not be responsible for the manner in which the use of service, or the associated charges are allocated to others by a customer who shares service. All applicable rates and charges for such service will be billed to and be the responsibility of the customer. Only orders placed by the customer will be accepted by the Company.

5) The Company retains the right to serve the ultimate user directly, if that user so chooses.

b. Directory listings for the customers of the Company's customers who share service will be provided at the rates for business additional listings, and subject to the terms and conditions as set forth in P.S.C. No. 2 Tariff, Section 4. Such customers will have responsibility for the composition and accuracy of these listings. All listing and related charges will be billed to and be the responsibility of such Company customers.

c. The Company shall not be required to permit sharing of service provided by the Company where the proposed use of the service or facilities could injuriously affect the efficiency of the Company's or its underlying carrier's plant, property or service.

d. The Company, upon notification of a customer's demand for interoffice circuits for sharing, will attempt to provide their requirements within the scope of its normal engineering interval.

e. Maintenance Service Charges as stated in Section 11 will apply as appropriate.

f. Non-compliance with the rules and regulations stated in this Catalog may cause termination of the customer's service.

GENERAL RULES AND REGULATIONS

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

3. Use and Ownership of Directories

Telephone directories distributed from time to time by the Company's underlying carrier remain its property. They must not be intentionally damaged, and they must be returned to the Company's underlying carrier upon request. No binder, cover, or attachment of any kind may be used with the directory which might damage it, or which might prevent access to important information.

4. Use of Service - Equipment Attachment

The lines and equipment furnished shall be carefully used, no equipment, apparatus, circuit or device not furnished by the Company or its underlying carrier shall be attached to or connected with or used in connection with the facilities furnished by the Company or its underlying carrier, whether physically, by induction or otherwise. Attachment or connection of customer owned and maintained equipment to facilities of the Company or its underlying carrier for the purpose of providing coin telephone service or use of facilities in violation of B.1. and B.2. of this Section is prohibited.

In case any such unauthorized attachment or connection is made, the Company may remove or disconnect the same, and may suspend or terminate the service. Equipment furnished by the Company shall remain its property and be returned to it, whenever requested, in as good condition as reasonable wear will permit.

5. Accessories

Customer provided accessories as defined in Section 1 may be used with the facilities furnished by the Company or its underlying carrier for exchange and message toll telecommunications service provided that such accessories are used in accordance with the regulations and criteria as specified in Section 13.

GENERAL RULES AND REGULATIONS

C. OBLIGATION OF THE COMPANY

In furnishing service, the Company does not undertake to transmit messages, but furnishes the use of its facilities or its underlying carrier's facilities to its customers for them to transmit their own messages. Its obligation to furnish service depends on being able, at reasonable expense, to obtain service from an authorized underlying carrier or to construct and maintain the necessary circuits and equipment; and to keep, at no cost to the Company, space for the necessary facilities in the building where the service is provided.

The services offered in P.S.C. No. 2 Tariff and/or this Catalog enable communication between a customer of Frontier and another customer of Frontier, a customer of another ILEC or a customer of another TSP (Telecommunications 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 interexchange agreement with Frontier has been fully executed and proper facilities are in place.

D. LIABILITY

1. Liability of Customer for Loss of or Damage to Equipment

The customer is required to reimburse the Company for any loss of, or damage to the telephone instrument, facilities or equipment on the customer's premises, through theft, willful injury or any other cause whatsoever, other than by fire or unavoidable accidents (the term "unavoidable accidents" does not include thefts).

Where coin telephone service is furnished, the customer is required to reimburse the Company for any loss, through theft, of money from the coin collecting equipment.

2. Liability of the Company for Service Interruptions, Errors, etc.

a. Service Interruptions

"Interrupted" service means that equipment malfunction or human error prevent the customer from making or receiving calls. It does not mean delays such as slow dial tones, busy circuits or other network or switching capacity problems. The Company is not responsible for service interruptions caused by electrical power failure when electrical power is provided by the customer; or for problems caused by the customer; or for service that is interrupted because the customer hasn't paid the telephone bill.

GENERAL RULES AND REGULATIONS

D. LIABILITY (Cont'd)

2. Liability of the Company for Service Interruptions, Errors, etc. (Cont'd)

a. Service Interruptions (Cont'd)

When service is interrupted, the customer must notify the Company. If the service hasn't been repaired in 24 hours from this notification, the customer will receive credit on the next monthly bill. The credit will be based on the monthly ratess for the services and equipment furnished by the Company which were unusable. The allowance will be as follows:

1) 1/30 of the specified charges for the first 24 hours or part of 24 hours after the Company has been notified;

2) 2/30 of the specified charges for each additional 24 hours or part of 24 hours before the service is repaired.

3) 2/30 of the specified charges for each 24 hours or part of 24 hours if the service has been repaired and then is out of order again during the same billing period.

Credit will not exceed the total of the specified monthly ratess for the billing period. Message unit allowances for customers with message rate service will not change.

If service is interrupted because of fire, flood, storm or similar conditions beyond the Company's control, the credit will be 1/30 of the specified monthly rate for each 24 hour period of interruption after the Company has been notified.

In cases where groups of customers are affected by interruptions, when it is administratively feasible with a reasonable amount of effort for the Company to identify such customers, the Company will give credit without notification by the customer.

Except for these credits, and unless gross negligence or willful misconduct can be shown, the Company assumes no liability for damages as a result of interruptions or delays.

When the lines of other companies are used in establishing connection to points not reached by the Company's underlying carrier's lines, the Company is not liable for any act or omission of the other company or companies, their agents, servants or employees.

GENERAL RULES AND REGULATIONS

D. LIABILITY (Cont'd)

2. Liability of the Company for Service Interruptions, Errors, etc. (Cont'd)

b. Liability of the Company for Directory Errors and Omissions

Unless gross negligence or willful misconduct can be shown, the Company is not responsible for damages that result from errors in or omissions of any listing, but it will provide the following credits: (a) For free published listings, the credit is given two times the monthly rate for a standard additional listing. This credit is given each month until a new directory is published; (b) For an omitted or wrong additional listing, the credit is the monthly rate for such listing, given until a new directory is published; (c) For directory assistance listings, the customer must notify the Company and allow three working days for the error to be corrected. If the mistake hasn't been corrected in three working days, credit is given at 2/30 of the basic monthly service rate for each additional day the correct number is not available.

Credit will not exceed, on a monthly basis, the total of the charges for each listing plus the basic monthly rate for the line or lines affected.

A listing is considered in error only when it makes it difficult to locate a customer's telephone number. An address is considered in error only when it shows the customer on the wrong street or in the wrong community. The customers must notify the Company of an error, but if the Company finds the mistake it will give credit.

c. Exclusivity of allowance in absence of gross negligence or willful misconduct

Apart from the interruption allowance stated above, no liability shall attach to the Company for damages arising from errors, mistakes, omissions, interruptions, or delays of the Company, its agents, servants or employees, in the course of establishing, furnishing, rearranging, moving, terminating, or changing the service or facilities (including the obtaining or furnishing of information in respect thereof or with respect to the customers or users of the service or facilities) in the absence of gross negligence or willful misconduct.

GENERAL RULES AND REGULATIONS

D. LIABILITY (Cont'd)

2. Liability of the Company for Service Interruptions, Errors, etc. (Cont'd)

d. Missed Repair Appointments

General Rule - $20 rebate on any regulated repair where a customer premises appointment is made, and the cleared date is later than the original appointment date.

- Only one credit per trouble report.
- Repeater (new trouble report after trouble cleared) counts as new trouble and is entitled to separate rebate.
- Includes total service resale - credit to be given to reseller.

Exclusions:

- Employee-reported trouble.
- Subsequent, unregulated services, non-Company problems and other situations excluded from the Public Service Commission service standards measurements.
- Reports closed to customer action or fault (e.g., customer cancel, no access, customer not at home, unsafe conditions, etc.).
- Reports closed to unregulated result codes (e.g., inside wire and sets).
- Appointments renegotiated with mutual agreement of the customer and the Company.
- Trouble with features, including voice mail, where there is no customer premises appointment.
- Special services (non-switched and data services).

3. Indemnification by customer

The customer indemnifies against (i.e., promises to reimburse the Company for any amounts the Company must pay as the result of), and saves the Company harmless against, claims for libel, slander, or infringement of copyright arising from the material transmitted over its facilities or its underlying carrier's facilities; against claims for infringement of patents arising from combining, or using in connection with, facilities of the Company or its underlying carrier, equipment and systems of the customer; and against all other claims including but not limited to injuries to persons or property from voltages or currents, arising out of any act or omission of the customer in connection with facilities provided by the Company or its underlying carrier or the customer.

GENERAL RULES AND REGULATIONS

E. TELEPHONE NUMBER CHANGES

The Company has all rights to the telephone numbers assigned to customers. It may change them as needed. Customer's may retain their telephone numbers when they change from one local exchange carrier to another. Number portability is allowed in the following circumstance:

Service charges are defined in P.S.C. No. 2 Tariff, Section 6 for customers changing carriers.

If a new customer takes over the existing telephone service, she/he may keep the old number only if the former customer gives written consent.

F. ACCESS TO CUSTOMER'S PROPERTY

The Company may have access to a customer's property during normal working hours, or other hours in the event of an emergency, to inspect, remove or repair its equipment or facilities or making collections where coin telephone service is provided.

G. MINIMUM CHARGES

1. General

Unless otherwise stated, the minimum charge for any service is the monthly rate for that service. However, when service is disconnected in the middle of a monthly billing period (except the initial period), the customer will be charged only for the actual period of service.

The minimum charge for listings which have been published in a directory is the charge for the duration of the directory in which the listing is first published, except in cases where the service is terminated, when the charge shall be for the actual period of service.

2. Cancellation or Change of Application Prior to Establishment of Service

If a customer requests service and then cancels the order before the Company has completed it, the customer must pay any costs the Company has already incurred in connection with the order. This will be equal to the normal minimum charge plus installation and termination charges.

If a customer wants some or all of the telephone equipment moved before the installation is complete, she/he may have to pay a higher charge should additional labor time be expended by the Company.

If the customer cancels after the installation work has been done but before service is established, the normal minimum and termination charges plus any connection or construction charges must be paid.

GENERAL RULES AND REGULATIONS

G. MINIMUM CHARGES (Cont'd)

3. Service at Season Rates * – Grandfathered as of June 1, 2020

In areas where season rates apply, the minimum charge for service installed during the season is four months of the scheduled rate. When a customer pays this, she/he may keep the service for four months. When a customer keeps the service more than four months, the monthly scheduled rate applies after the minimum period. If the service is used for less than four months and another customer then establishes service at the same location, the first customer will get a refund or credit for the rest of the four month period. If the new customer has seasonal service, she/he must pay for the rest of the original four month period. The same rules apply for additional customers who may establish service at the same location during the original four month period.

4. Charges Based on Period of Actual Service

When service is ended because of customer death or abandonment of property due to fire or similar catastrophe, and where the normal minimum charge is one month, the charge is only for the actual time service was used.

When the minimum is one month and the service is taken over by a new customer, the new customer pays only for the service from the date she/he assumed the service.

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

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION

1. Advance Payments

An applicant for new telephone service or an existing customer may be required to make an advance payment of one month's rental for local service. The advance payments are applied to the customer's charges. When construction charges apply, the customer may be asked to prepay them as well.

2. Deposits

Any applicant or customer who requests or is furnished facilities and service for which a minimum charge of more than one month is specified, may, in addition, be required to deposit a sum of money estimated to cover the cost of all such services, facilities and usage necessary to supply the same for two calendar months.

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Tariff regulations for advance payments and for the prompt payment of bills on presentation. Each applicant or customer from whom a deposit is collected will be given a certificate of deposit and a circular containing the terms and conditions applicable to deposits, in accordance with Part 633 of the Rules and Regulations of the Public Service Commission pertaining to customer deposits.

Either a new customer or an existing customer may be required to make a deposit. The need for a deposit is based on an existing customer's payment history with the Company. A deposit may also be required when a new customer requests service on a seasonal or short-term basis.

a. Interest on Deposits

Simple interest at the rate specified by the Public Service Commission shall be credited or paid to the customer while the Company holds the money. When the service is discontinued, the amount of any deposit is applied against the final bill, and any balance is returned to the customer.

b. Inadequate Deposit

If the amount of a deposit is inadequate, the customer shall be required to pay an additional deposit on request.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

2. Deposits (Cont’d)

c. Return of Deposit

When a deposit on existing service is to be returned in whole or in part, the amount to be returned may first be applied to the current amount then payable for telephone service. Return of an amount over and above the current amount then payable for telephone service shall be made by check unless the customer requests that the full amount be credited to his bill, or, at the election of the depositor, the full refund shall be made to the depositor.

3. Responsibility for Local and Toll Message Charges

The customer is responsible for all messages sent over the customer's line and for all messages charged to the customer's line where the customer, or any person answering the customer's line, agrees to accept such charge.

4. Payment of Charges

Monthly rates for facilities and service (other than charges for calls) are payable monthly in advance, and, except where otherwise provided in this Tariff, all other charges are payable upon request of the Company.

Bills are due on the due date shown on the bill and are payable at any business office of the Company, or at any other office designated by the Company. If objection is not received by the Company within six months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer; except that where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered. Provided, however, a bill will not be deemed correct and binding upon the customer by virtue of the preceding sentence if the Company has records on the basis of which the objection may be considered, or if the customer has in his or her possession such Company records.

Any charged billed to the Company by an underlying carrier, unless otherwise provided for herein, with respect to the service ordered by the customer will be billed to and paid by the customer.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

4. Payment of Charges

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for telephone service previously furnished, until the indebtedness is satisfied. In the event that service is connected for a customer who is indebted to the Company for telephone service previously furnished such customer, the service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification.

a. Customer Overpayment

The Company shall provide interest on customer overpayments. A customer overpayment is defined as payment by the customer in excess of the correct charges which was caused by erroneous billing by the Company.

The customer shall be credited for the overpayment, plus interest. The rate of interest to be paid shall be the greater of the unadjusted customer deposit rate or the applicable late payment rate. Interest shall be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment was refunded. Interest will only be paid on overpayments that are not refunded within 30 days of the date of overpayment.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

5. Suspension or Termination of Service for Non-Payment of Bills

Suspension of service means the Company temporarily discontinues service in an outgoing direction. If service is suspended for non-payment, the customer will be required to pay a restoral charge as well as payment due and any applicable deposit before service will be restored. If service is terminated for non-payment, the customer's service is deferred in both directions and his/her account is canceled. She/he must apply for service again, paying the amounts due, any applicable deposit and installation or service charge.

Telephone service can be suspended for non-payment at least: 5 days after the customer has been personally handed written notice; or 8 days after the customer has been notified by mail; or 5 days after the customer has signed for or refused a registered letter containing written notice.

Telephone service can be terminated for non-payment at least: 10 days after the customer has been personally handed written notice; or 13 days after the customer has been notified by mail; or 10 days after the customer has signed for or refused a registered letter containing written notice.

When service is terminated after being suspended, at least five days must elapse between the two events unless the customer agrees to earlier termination.

Message toll service may be refused, however, if, upon request of the Company, the customer fails to make a reasonable deposit to guarantee payment for said service or pay the toll charge in advance.

No Suspension on Weekends or Certain Holidays

Telephone service shall not be suspended or terminated for non-payment of a bill rendered or a required deposit on:

Weekends; or the following public holidays:

New Year's Day	Election Day
Lincoln's Birthday	Columbus Day
Washington's Birthday	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas
Labor Day	

OR

Other federal or state holidays proclaimed by the President or the Governor

OR

Days on which the main business office of the Company is not open for business.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

5. Suspension or Termination of Service for Non-Payment of Bills (Cont'd)

a. Dishonored Checks

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

b. Exceptions to Suspension and Termination

The monthly rental charge does not apply during the period of suspension or termination for non-payment.

Telephone service shall not be suspended or terminated for:

1) Non-payment of bills rendered other than for telephone service or deposits requested in connection with telephone service;

2) Non-payment for services for which a bill has not been rendered;

3) Non-payment for services which have not been rendered, except the initial advance payment of new customers.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

6. Deferred Payment Agreements

Service will not be suspended or terminated unless a deferred payment plan is offered.

Final notices of suspension/termination will advise customers of deferred payment arrangements and no less than six days before termination of total service, a deferred payment plan will be offered which will include in bold print a notice that assistance may be obtained from the Commission.

Deferred payment agreements will be for a period of no less than 10 months unless otherwise agreed to by customers and for amounts of up to $450.00 unless greater amounts are agreed to by the corporation.

Down payments shall not exceed the lesser of one-fifth of the amount deferred or three months of a customer's average billing.

Service will not be suspended or terminated unless a deferred payment plan is offered.

Final notices of suspension/termination will advise customers of deferred payment arrangements and no less than six days before termination of total service, a deferred payment plan will be offered which will include in bold print a notice that assistance may be obtained from the Commission.

Deferred payment agreements will be for a period of no less than 10 months unless otherwise agreed to by customers and for amounts of up to $450.00 unless greater amounts are agreed to by the corporation.

Down payments shall not exceed the lesser of one-fifth of the amount deferred or three months of a customer's average billing.

7. Adjusted Payment Schedule

Customers on fixed incomes (e.g., pensions and public assistance) shall be offered the opportunity to pay their bills on a reasonable schedule that is adjusted for periodic receipt of income.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

8. Verification of Non-Payment

Telephone service shall not be suspended or terminated for non-payment of a bill rendered or a required deposit unless:

a. The Company shall have verified in a manner approved by the Public Service Commission that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and

b. The Company shall have checked the customer's account, on the day suspension or termination occurs, to determine whether payment has been posted to the customer's account as of the opening of business on that day.

9. Disputed Bills

Telephone service shall not be suspended or terminated for non-payment of any billed charge which is in dispute or for the non-payment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company complaint handling procedures. These procedures are in accordance with the Public Service Commission Rules contained in Subchapter C, Chapter VI, Title 16 of the New York Code of Rules and Regulations, Part 631 - Notice of Discontinuance and Complaint Procedures, Section 631.9 and 631.10, and the Company may not discontinue service regarding a disputed bill or deposit until it has complied with said Commission Rules.

Telephone service may be suspended or terminated for non-payment of the undisputed portion of a disputed bill or deposit if the customer, having been asked to pay such undisputed portion, does not do so.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

10. Other Reasons for Terminating Service

a. The Company, after notice in writing to the customer and after having given the customer an opportunity, appropriate to the circumstances involved, to respond to such notice, may, under the following conditions, forthwith terminate the service, and sever the connection and remove its equipment from the customer's premises:

1) In the event of prohibited, unlawful or improper use of the facilities or service, abuse of the facilities, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or

2) If, in the judgment of the Company, any use of the facilities or service by the customer tends to injuriously affect the efficiency of the Company's or its underlying carrier's personnel, plant, property or service.

The Company, however, shall have the right to take immediate action, including termination of the service and severing of the connection without notice to the customer when injury or damage to the Company's or its underlying carrier's personnel, plant, property or service is occurring, or is likely to occur.

b. Prohibited, unlawful or improper use of the facilities or service includes, for example:

1) The use of facilities or service of the Company or its underlying carrier to transmit a message or locate a person or otherwise to give or obtain information, without payment of charges,

2) Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons,

3) The use of profane or obscene language,

4) The use of the service in such a manner as to interfere with the service of one or more other customers or to prevent others from making or receiving calls,

5) The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service,

6) The obtaining of telephone service by any fraudulent means whatsoever, with the intent of avoiding payment for the service.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

10. Other Reasons for Terminating Service (Cont'd)

c. Where coin telephone service is furnished, the service may also be terminated by the Company after 10 days have elapsed following written notification to the customer, for any of the following reasons:

1) In the event the customer fails to redeem upon demand, slugs, and spurious, mutilated, or foreign coins deposited in the collecting device at the value for which they were deposited therein.

2) In cases of apparent fraudulent use of the service as evidenced by shortage in receipts for messages recorded during any given collection period, unless the customer agrees in writing to recompense the Company upon demand, for all subsequent shortages in receipts for messages. Where service has been terminated because of shortages in receipts for messages, the execution of a like agreement shall be a condition precedent to the re-establishment of the service.

3) In the event that the customer fails to provide access to his premises for the purpose of making collections during regular business hours.

d. Abandonment or unauthorized use may also result in termination of telephone service.

1) In the event of abandonment of facilities or use by unauthorized persons, the Company may terminate telephone service if it is determined by an inspection of the premises, or such other means as are necessary, that such facilities have in fact been abandoned or are being used by unauthorized persons.

2) In the event that telephone service is terminated for abandonment of facilities or unauthorized use and that service is subsequently restored to the same customer at the same location:

a) No charge shall apply for the period during which service had been terminated and

b) No charge shall be made for reconnection of the service if the termination was in error.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

11. Back Billing

Charges for previously unbilled service or upward adjustments of bills previously rendered may not be billed beyond 24 months after the error occurred unless the culpable conduct of the customer caused or contributed to the untimely billing. When such charges are billed, the Company must provide an explanation and advise customers that payment may be made under an installment plan which shall not be less than one month for each month represented by the late billed charges. In addition, the Company may not terminate service for charges rendered during the period in excess of six months unless due to the customer's culpable conduct.

12. Termination by Notice

Subject to the rules and regulations from time to time in force and effect, facilities and service may be terminated by the customer or the Company by giving ten days' notice in writing.

13. Variable Term Payment Plan

Payment of nonrecurring charges for business services may be deferred over the length of the customer's contract period (as stated in the Company's Catalog) or a shorter period subject to the conditions specified in this paragraph, upon execution by the customer and the Company of a Variable Term Payment Plan Agreement.

a. The charges to be deferred must be among the following types:

1) Installation
2) Service Establishment

b. The total amount of nonrecurring charges as defined in 13.a. above may be deferred.

c. The minimum amount deferrable per Variable Term Payment Plan Agreement is $1,000.00.

d. This variable term payment plan option can only be elected by the customer by execution of a Variable Term Payment Plan Agreement indicating the willingness of the customer to pay all deferred charges over a specified payment schedule and additional interest charges based upon the applicable deferred payment interest rate. The deferred payment interest rate to be applicable to a customer on the date the Variable Term Payment Plan Agreement is executed and will be unchanged by subsequent rate revisions. The variable term payment interest rate may be revised periodically by the Company.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

13. Variable Term Payment Plan (Cont'd)

e. The total of all deferred charges (including service charges and charges owing pursuant to the Variable Term Payment Plan interest rate) will be prorated, in equal monthly payments, over the selected deferral period length.

f. All deferred charges must be paid in full when the customer:

1) Upgrades, downgrades or converts the system for which the charges were deferred.

2) Selects a payment period for the service, with an expiration date prior to the expiration date of the deferral period.

3) Moves equipment/software, for which charges had been deferred, between jurisdictions.

4) Disconnects service, for the system, prior to expiration of the selected deferral period.

5) Fails to pay a monthly amount hereunder within 30 days of its due date.

g. Customers may prepay only the total outstanding deferred charges at any time during the selected deferral period.

Customers will be given a credit for the amount of charges owing due to the variable term payment plan interest rate for the unexpired term of the deferred period.

Customers may not prepay less than the total of the outstanding deferred charges.

h. The Company reserves the right to refuse to enter into a Variable Term Payment Plan with any customer whose financial condition is not acceptable to the Company.

Deferred Payment Interest Rate, per year 16%

I. ORDER OF PRECEDENCE DURING PERIOD OF FACILITY SHORTAGES

See Section 5, Telecommunications Service Priority.

GENERAL RULES AND REGULATIONS

J. SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS

1. General

Persons who are blind or whose disability causes difficulty with hand and finger coordination and use of a telephone qualify for a Special Credit Card.

2. Regulations

a. Usage

1) Within the Company territory:

The card may be used from any phone within the territory. Special Credit Card charges will apply for all station-to-station long distance calls made to places within and outside New York State. The user will be entitled to the same lower rate as customers who complete toll calls without operator assistance. Local calls cannot be charged. Person-to-person calls charged to the card will be billed at a higher operator handled rate.

2) Outside the Company territory but within New York State:

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

b. Qualification

Those qualifying for the Special Credit Card are persons whose disabling condition is such that competent authority would certify them as having limitations in the use of a telephone.

The following criteria will be used in determining eligibility for the Special Credit Card Nos. (1) and (2) are taken from the Federal Register, Vol. 25 #126, dated Tuesday, June 30, 1970:

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

2) "Physically Handicapped" - those who are certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitations.

GENERAL RULES AND REGULATIONS

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

2. Regulations (Cont'd)

b. Qualification (Cont’d)

3) Persons whose disabling condition causes difficulty with hand and finger coordination and utilization of a coin or non-coin telephone.

Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or representative of either the Association for the Blind of Rochester, Inc., or the Rochester Rehabilitation Center.

c. Billing Authorization

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

1) The handicapped person (the applicant) may accept responsibility for payment of his or her own bill. In this case, the applicant must be 18 years of age or older and must reside within the Company's operating territory, but he or she does not need to have service from the Company.

2) Another party may agree to accept responsibility for payment of charges incurred through use of the Special Credit Card by the applicant. Where this option is chosen, the person accepting this responsibility must be 18 years of age or older but does not need to reside within the Company's territory.

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

GENERAL RULES AND REGULATIONS

K. END USER ACCESS SERVICE

Any End User Charges, including, but not limited to the FCC End User Common Line Charge, billed to the Company by its underlying carrier may be passed through to the Company's customer (end user).

L. SERVICE AND PROMOTIONAL TRIALS

The Company may engage, from time to time, in special promotional service offerings, service trials, special arrangements or demonstrations, designed to attract new customers, to stimulate customer usage, and/or to increase existing customer awareness of Company service. These offerings will be limited to certain dates, times, and locations determined by the Company. The specific rates, terms, and/or conditions applicable to each promotional offering will be filed with the Commission and take effect on one day's notice.

M. INDIVIDUAL CASE BILLING ARRANGEMENTS

The Company may, in response to a request from a customer or potential customer, develop a responsive competitive pricing proposal for service.

Prices quoted in response to such requests may be different than those in effect in this Catalog.

An individual case billing arrangement price quote will be offered to the customer for acceptance in writing. Such individual case billing arrangements will specify, among other things, the length of service.

GENERAL RULES AND REGULATIONS

N. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

1. General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) to purchase the Company services offered in P.S.C. No. 2 Tariff and/or Catalog at a discount rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC)in its Universal Services Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Opinion and Order 97-11 Adopting Discounts for Services for Schools and Libraries, issued June 25, 1997. The Rules are codified at 47 Code of Federal Regulation (CFR) 54.500 et. seq.

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

2. Regulations

a. Obligations of eligible schools and libraries

1) Request for service

a) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.

b) Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.

c) Services requested will used for educational purposes.

d) Services will not be sold, resold or transferred in consideration for money or any other thing of value.

GENERAL RULES AND REGULATIONS

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

2. Regulations (Cont'd)

b. Obligations of the Company

1) The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services. Those services contained which are excluded from the discount program, in accordance with the Rules.

2) The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).

3) In competitive bidding situations, the Company may offer flexible pricing or rates other than in P.S.C. No. 2 Tariff and/or Catalog, where specific flexible pricing arrangements are allowed, subject to New York State Public Service Commission approval.

3. Discounted Rates for Schools and Libraries

a. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.

b. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.

c. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.

d. The discount matrix for eligible schools, libraries and consortia is listed in 4. following.

GENERAL RULES AND REGULATIONS

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

4. Schools and Libraries Discount Matrix

How Disadvantaged	% Discount Level Urban Discount	% Discount Level Rural Discount
% of Students Eligible for National School Lunch Program		
<1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES

1. General

The Custom Calling Features listed below are available individually or where allowed as part of a discounted package on individual lines in the underlying carrier's Central Offices where technically available.

Call Forward (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.

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

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

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

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

b. Call Forwarding-Plus - This feature includes Call Forwarding and Remote Activation of Call Forwarding. Call Forwarding allows the customer to reroute incoming calls to any telephone number as listed above. Remote Activation of Call Forwarding allows the customer to activate the Call Forwarding feature from a remote location.

c. Call Forwarding-Fixed * - Allows customers to reroute incoming calls to a pre-designated telephone number. The customer may choose one or both of the following types of forwarding:

1) Transfer unanswered calls after a pre-designated number of rings.
2) Transfer calls if the line is busy.

* This service is grandfathered.

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

1. General (Cont'd)

d. Call Hold - Allows customer to put an in progress call on hold and originate a second call. The held call cannot be added to the original call to create a conference call.

e. Call Waiting/Cancel Call Waiting - Allows the customer already on the telephone to know that another call is waiting. The customer can transfer to the new call while holding the original connection. Cancel Call Waiting allows a customer to disable the Call Waiting feature for the duration of a specific call.

f. Customized Ringing * - Allows customer to have up to two additional directory numbers assigned to a single access line. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

g. Speed Calling - Allows the customer to automatically dial one of (8 or 30) customer changeable preprogrammed telephone numbers by dialing the 1 or 2 digits representing the number to be called.

h. 3 Way Calling - Allows the customer to hold a conversation with two other parties at the same time. The customer pays for calls placed from his/her telephone to the other telephone(s) on the connection.

i. Call Transfer - Allows the customer to receive an incoming call, then transfer the calling party to any other number. This feature also includes the 3 Way Calling feature.

j. Distinctive Ringing - Allows a customer with more than one line to have a different ringing pattern on up to two additional lines.

Transmission may not be satisfactory on all three-way and call forward connections.

* This service is grandfathered.

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

2. Rates and Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities and service furnished.

a. Custom Calling Feature - rate per line

		Monthly Rates	
		Business	Work@Home *
1)	Call Forwarding	$7.00	$6.99
2)	Call Forwarding Busy	$7.00	$7.00
3)	Call Forward No Answer	$7.00	$7.00
4)	Call Forward Busy/No Answer	$7.00	$7.00
5)	Call Forwarding-Plus	$6.50	$4.50
6)	Call Forwarding-Fixed *	$2.50	$1.00
7)	Call Hold	$3.12	$2.37
8)	Call Waiting/Cancel Call Waiting	$8.75	$7.75
9)	Customized Ringing *		
	- first additional number *	$5.95	$4.25
	- second additional number *	$4.00	$3.50
10)	Speed Calling (8) Number List *	$3.95	$1.95
11)	Speed Calling (30) Number List	$4.45	$3.95
12)	3 Way Calling	$6.75	$6.95
13)	Call Transfer	$5.95	$4.50
14)	Distinctive Ringing	$2.95	$1.00

		Per Activation	
		Business	Work@Home
1)	3 Way Calling	$3.00 **	$3.00 **

Service Charges - see P.S.C. No. 2 Tariff, Section 6, Record Order Charge. A single service charge is applicable per customer order for Custom Calling Feature(s).

* This service is grandfathered as of March 20, 1997.

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

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

2. Rates and Charges (Cont'd)

b. Multiple Custom Calling Feature Discounts

1) Individual Custom Calling Feature monthly rates as shown in 2.a. preceding are discounted based upon the number of Custom Calling Features and non-usage sensitive Custom Calling Local Area Signaling Service (CLASS) in service on the access line. The appropriate discount percentage is applicable to all Custom Calling Features associated with the access line.

		Discount Percentage	
		Business	Work@Home *
a)	2 Features	0%	10%
b)	3 or more Features	0%	10%

c. Feature Packages

The following offerings are available at a special package rate.

Option I	Option II	Option III
Call ID Plus Name	Call ID Plus Name	Call ID Plus Name
Call Forward-Fixed	Call Forwarding-Fixed	Call Forwarding Plus
Call Fowarding	Call Forwarding	Call Transfer
Call Transfer	Call Transfer	Call Return
Call Return	Call Return	Busy Redial
Busy Redial	Busy Redial	Speed Call 8
Speed Call 8	Speed Call 8	Call Waiting
	Call Waiting	

	Monthly Rates	
	Business	Work@Home *
Option I	$18.95	N/A
Option II	$19.95	$14.95
Option III	$21.50	$16.50

* This service is grandfathered as of March 20, 1997.

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

2. Rates and Charges (Cont'd)

c. Feature Packages (Cont'd)

The following offerings are available at a special package rate. (Cont'd)

Frontier Feature5 Package (Small Business Only)

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

Constant Features:

Caller ID Plus Name
Call Forwarding
Call Forwarding - Fixed
Choice of 3 Custom Calling features from the following:
Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Calling (8) Number List
Busy Redial
Call Return
Call Transfer
Multiline Hunting

	Monthly Rates	
	Business	Work@Home *
Frontier Feature5 Package	$11.95	N/A

* This service is grandfathered.

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

3. Regulations

a. 3 Way Calling is available to customers either on a subscription basis or on an alternative per activation basis.

b. The activation charge for 3 Way Calling is not applied when the call is not completed. Non-subscription customers will be charged the activation charge for calls upon completing the call to the second party without any specific prior request for the feature.

c. Upon customer request, 3 Way Calling will be removed from the customer's telephone line without charge. A Record Order Charge will apply to add per activation capability back onto a customer's line after it has been removed.

4. Rearrangements and Changes

a.	Changes in the capacity of the speed calling repertoire from 8 to 30 numbers or 30 to 8 numbers. No charge applies for customer processed additions, changes or deletions of one or more numbers in the repertoire.	Service Charges as specified in P.S.C. No. 2 Tariff, Section 6.
b.	Changes in the customer prespecified number associated with the Call Forward-Busy (without Customer Changeable Option) and Call Forward-No Answer (without Customer Changeable Option) Features.	Service Charges as specified in P.S.C. No. 2 Tariff, Section 6.

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS)

1. General

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

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

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

b. Call Return (*69) - Allows a customer to automatically return the most recent incoming call, even if it is not answered. This is accomplished by the customer activating a code. If a line is found busy, a 30-minute queuing process begins within which the Network automatically attempts to complete the call.

c. Customer Originated Trace - Allows a called party to initiate an automatic trace of the last call received. After receiving the call which is to be traced, the customer activates a code and the traced telephone number is automatically sent to the Company or its underlying carrier. The customer using Customer Originated Trace is required to contact the Company for further action.

The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them. The Company is not liable for damages if a trace attempt is not successful. Customer Originated Trace is available on a usage basis only.

Storage of Customer Originated Trace activations will be as follows:

- 3 months if there is no customer follow-up with the Annoyance Call Bureau.
- 1 year if there is a customer follow-up with the Annoyance Call Bureau, but the police do not become actively involved.
- 7 years if an investigation is originated and referred to the police.

CUSTOM CALLING SERVICE

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

1. General (Cont'd)

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

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

Customers electing the all call restrict may designate their number as private and prevent the delivery of their telephone number to the called party for calls, unless before dialing a telephone number the all call restrict deactivation code is dialed. *

Customers of record when Call ID service is initiated in their central office territory, and new customers which appear thereafter will be given free per call restrict unless the customer chooses all call restrict. Customers are entitled to change restrict options two times during the six months after Call ID becomes available in their central office territory. Customers electing to change their restrict option after the initial six months or in excess of two changes within the initial six-month period will incur a nonrecurring fee as outlined in the Rates and Charges section below. New customers, who move into the territory after Call ID becomes available, are entitled to a six-month grace period from their initial service date.

Use of the Call ID feature requires a telephone number display device designed for use with Call ID. The Company is not responsible for obtaining, maintaining or repairing any such device except as it may separately agree in writing with a customer.

* Calling Number Identification service blocking options does not prevent the calling party's Automatic Number Identification (ANI) from being transmitted with the call. Therefore, Calling Number Identification Blocking does not prevent the delivery of calling party's telephone number to those parties that utilize ANI, such as calls made to emergency services (9-1-1), (3-1-1), or calls made to toll free service numbers (i.e. 800, 888, 877, 866 etc.).

** This service is grandfathered.

CUSTOM CALLING SERVICE

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

1. General (Cont'd)

e. Call ID Plus Name - Call ID Plus Name permits a customer to receive the calling telephone number and associated name for calls placed to that customer, if the call is not placed from outside the Call ID area, through an operator or via telephone credit card, and provided the calling party has not activated either the per call or all call restrict options.

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

Customers electing all call restrict may designate their number and name as private and prevent the delivery of their telephone number and name to the called party for all calls, unless the all call restrict deactivation code is dialed before dialing the telephone number.

Use of the Call ID Plus Name feature requires a telephone number and name display device designed for use with Call ID Plus Name. The Company is not responsible for obtaining, maintaining or repairing any such device except as it may separately agree in writing with a customer.

f. Anonymous Call Rejection - Customers subscribing to Call ID or Call ID Plus Name service may activate Anonymous Call Rejection (ACR) by dialing an activation code. ACR allows customers to reject calls automatically if the calling party is using either per call restrict or all call restrict. Once ACR is activated, the called party's phone will not ring, and the calling party will hear an announcement that the anonymous call will not be accepted. There will be no charge to the calling party for rejected calls. The Company will remove ACR from a customer's line without charge if the customer so requests. A Record Order Charge will apply to add ACR capability back onto a line after it has been removed.

g. Selective Call Forward - Selective Call Forwarding allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forwarding list will be forwarded to the predetermined telephone number. Selective Call Forwarding is access by dialing *63 or 1163 from a rotary telephone. After gaining access to the service, the customer can active or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forwarding list, as well as the forward-to telephone number, can be changed at any time.

CUSTOM CALLING SERVICE

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

1. General (Cont'd)

h. Selective Call Acceptance - Selective Call Acceptance allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing *64 or 1164 on a rotary telephone.

i. Selective Call Rejection - Selective Call Rejection allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer’s telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an unknown caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing *60 or 1160 from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

j. Priority Call - Priority Call 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.

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

CUSTOM CALLING SERVICE

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

2. Regulations

a. CLASS features are available to one-party business customers where facilities are available. In addition, the customer and the other party involved in the call must either be served by the same central office or served from different central offices which are linked by facilities that can send the parties' telephone numbers between these central offices.

b. CLASS features are not available to 911, Hotel/Motel, coin and semi-coin telephone services.

c. Call Return (*69) and Busy Number Redial (*66) are available to customers either on a subscription basis or on an alternative per activation basis. A cap of return $15.00 is provided to all customers utilizing Call Return (*69) and Busy Number Redial (*66) on a per activation basis.

d. The activation charge for Call Return (*69) and Busy Number Redial (*66) is not applied when the call is not completed. Non-subscription customers will be charged the activation charge for completed calls upon dialing the activation code without any specific prior request for the feature.

e. Upon customer request, Call Return (*69) and Busy Number Redial (*66) will be removed from the customer's telephone line without charge. A Record Order Charge will apply to add per activation capability back onto a customer's line after it has been removed.

f. The Company does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID Name, Call Return (*69), Busy Number Redial (*66) services and other similar services identified in this Catalog. Some calls may not display name and/or number information and/or Automatic 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, Call Return (*69), Busy Number Redial (*66) or other similar services identified in this Catalog.

3. Limitations of Liability - The Company will not be liable for any economic harm, personal injury, invasion of any right of privacy of any person, or any other harm, loss or injury, caused or claimed to be caused, directly or indirectly, by the Company's delivery or failure to deliver the telephone number of a calling party.

CUSTOM CALLING SERVICE

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

4. Rates and Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities and service furnished.

a. CLASS Features - rate per line

		Monthly Rates	
		Business	Work@Home ****
1)	Busy Number Redial (*66)	$6.99	$4.00
2)	Call Return (*69)	$6.99	$4.25
3)	Call ID ****	$9.50	$6.50
4)	Call ID Plus Name	$12.00	$7.50
5)	Anonymous Call Rejection	$6.25	$3.00
6)	Selective Call Forward	$4.95	N/A
7)	Selective Call Acceptance	$6.99	N/A
8)	Selective Call Rejection	$6.99	N/A
9)	Priority Call	$6.99	N/A
10)	Multiple Simultaneous Call Forward	$3.21	N/A

Service Charges – see P.S.C. No. 2 Tariff, Section 6, Record Order charge. A single Service Charge is applicable per customer order for Busy Number Redial (*66), Call Return (*69), Call ID or Call ID Plus Name.

Call ID Restrict Options:	Monthly Rates	
	Business	Work@Home ****
Restrict Option Change Charge	$10.00	$0.00

		Per Activation	
Per Activation		Business	Work@Home ****
1)	Busy Number Redial (*66)	$3.00 **	$3.00 **
2)	Call Return (*69)	$3.00 **	$3.00 **
3)	Customer Originated Trace *	$4.25***	$4.00 ***

* Charge applies for successful activation only. There is no Service Charge associated with Customer Originated Trace.

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

*** The maximum monthly pay per use charge is $32.50 for business customers, regardless of the number of times the service is activated within a month.

**** This service is grandfathered as of March 20, 1997.

CUSTOM CALLING SERVICE

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

4. Rates and Charges (Cont'd)

b. Multiple Custom Calling Local Area Signaling Service (CLASS) Features Discounts

Individual CLASS feature monthly rates as shown in 4.a. preceding are discounted based upon the number of Custom Calling Features and non-usage sensitive CLASS feature in service on the access line. The appropriate discount percentage is applicable to all CLASS features associated with the access line.

		Discount Percentage	
		Business	Work@Home *
1)	2 Features	0%	15%
2)	3 or more Features	0%	20%

5. Rearrangements and Changes

a. Changes or Service Charges and substitutions in regulations specified in feature associated paragraph 4.a. preceding with an access line.

* This service is grandfathered as of March 20, 1997.

CUSTOM CALLING SERVICE

C. VIRTUAL TELEPHONE SERVICE (VTS) - REMOTE CALL FORWARDING (RCF)

l. General

Virtual Telephone Service (VTS) – Remote Call Forwarding (RCF) is a local exchange service that utilizes a telephone number and central office facilities in the VTS - RCF local calling area to automatically forward all incoming calls dialed to the VTS - RCF telephone number to another telephone number in the same exchange as the VTS - RCF number or in a different exchange.

2. Rates and Charges

	Monthly Rates Business	Monthly Rates Work@Home **	Service Charge
a. Virtual Telephone Service - Remote Call Forwarding (RCF), * each path	$27.50	$26.50	See P.S.C. No. 2 Tariff, Section 6

b. Rearrangements and Changes

	Charge
1) Change of telephone number to which calls are forward, per occasion	Additional Line Charge applies - see P.S.C. No. 2 Tariff, Section 6
2) Change of Directory Listing, per occasion	Record order charge - see P.S.C. No. 2 Tariff, Section 6
3) Change of Interexchange Carrier	See P.S.C. No. 2 Tariff, Section 6

* In addition, the customer to Virtual Telephone Service - 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, the message rate schedule for service in the VTS - RCF central office will apply. No allowance for local calls is included in the VTS - RCF monthly rate.

** This service is grandfathered.

CUSTOM CALLING SERVICE

C. VIRTUAL TELEPHONE SERVICE (VTS) - REMOTE CALL FORWARDING (RCF) (Cont'd)

3. Regulations

a. Virtual Telephone Service - Remote Call Forwarding is offered subject to the availability of necessary equipment and facilities.

b. VTS - RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups; only one forwarding number is permitted per group.

c. Virtual Telephone Service - Remote Call Forwarding is not offered where the terminating number is a coin telephone.

d. Identification of the originating telephone number is not provided to the VTS - RCF customer.

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

f. Virtual Telephone Service - Remote Call Forwarding is not represented as suitable for the transmission of data.

g. Call Forwarding will not be offered as a feature at the VTS - RCF terminating station.

h. Virtual Telephone Service - Remote Call Forwarding is provided on condition that the customer subscribe to sufficient VTS - RCF paths and terminating facilities to adequately handle calls to the VTS - RCF customer without interfering with or impairing any other services offered by the Company.

i. The minimum charge for the VTS - RCF is the monthly rate for one month plus the Service Charge.

j. Appropriate charges for the call to the Virtual Telephone Service - Virtual Telephone Service directory number shall be paid by the calling party.

k. Each VTS - RCF group is entitled to one alphabetical listing and one classified listing at no charge in the directory which serves the associated VTS - RCF central office. Overflow paths associated with foreign exchange trunk groups are not listed. All other listing regulations apply.

SERVICE CHARGES

A. PREMIUM INSTALLATION SERVICE

1. General

When placing an order for special service circuits, a customer may request an in-service date that is prior to the standard interval date specified in Paragraph 3. following. A customer may also request that a pending standard interval be modified to reflect an expedited in-service date. Premium Installation Service is offered where facilities are available.

When service is provided on an expedited basis, a premium installation charge applies as specified in the Rates and Charges section following. This charge is applied per circuit on a per diem basis for each day by which the standard interval is requested to be shortened, except as provided in paragraph 2.b. following. This premium installation charge applies in addition to all other applicable charges.

2. Regulations

a. The Company reserves the right to limit the number of circuits and/or the number of days it will accept for expedited installation.

b. If the Company is unable to meet an agreed upon service date, no premium installation charge applies. If a missed service date is caused by the customer, his agent or patron, the entire premium installation charge applies.

a. If the customer requests that out-of-hours work be performed in connection with Premium Installation service, the Company or its underlying carrier will develop and quote an estimate of the costs for such work to the customer and bill the customer. These charges will apply in addition to the premium installation charge and other applicable charges. Out-of-hours work is defined as work requested by a customer outside of the Company's underlying carrier's normal business hours.

b. Premium Installation Service is furnished subject to availability of facilities.

e. The terms diem and days used herein exclude Saturdays, Sundays and "Company honored" holidays.

SERVICE CHARGES

A. PREMIUM INSTALLATION SERVICE (Cont'd)

3. Service and Associated Intervals

The following intervals apply only for situations in which facilities are in place.

	Standard Interval (Work Days)
2 Wire Services	7 Days
4 Wire Services	7 Days
TPLUS Services	8 Days

4. Rates and Charges

The following nonrecurring charges are applied per two-point circuit for each day by which the standard interval is shortened at the customer's request. Each segment of a multi-point circuit is considered a two-point circuit for the application of these charges.

	Premium Installation Charge Per Day *
Voice or Data Private Line Service, per circuit	$55.00
Low Speed Digital Service, per Circuit	$25.00
TPLUS Service (Where no construction or channel banks are required), per system	$100.00

* This charge applies in addition to all standard installation and service charges.

SERVICE CHARGES

B. CONSTRUCTION CHARGES

1. The Construction Charges specified in this Section apply in addition to all other applicable charges including mileage.

   Construction Charges apply when special routing or arrangements are provided at the customer's request, or when the service provided is of a temporary nature. Such charges are based on cost.

   In case of any inconsistency between the provisions of Paragraphs B.2, B.3 and B.4 on the one hand and Paragraph B.5 (Underground Extensions for Subdivisions) on the other, the provisions of Paragraph B.5 shall be controlling.

2. Construction along Public Highways

   a. Regulations

      1) The Company's underlying carrier determines the type of plant to be used.

      2) Ownership of all such plant is vested either in the Company's underlying carrier or in some other utility company with which the carrier has an agreement for the joint use of plant.

      3) The allowance, charges and regulations governing the provision of service apply regardless of the type of construction of facilities used, including attachments to plant of other companies.

   b. Charges

      Construction required for private line service, extension lines, PBX station lines and tie lines are furnished at charges based on cost.

      Construction required for main exchange service is furnished at charges based on the actual cost of construction less applicable allowances.

      Charges for each ¼ route mile of fraction thereof, of construction beyond existing facilities within the exchange in excess of the following allowance:

      1/4 route mile of construction for each main service and each additional central line to be furnished on a full year basis.

SERVICE CHARGES

B. CONSTRUCTION CHARGES (Cont'd)

2. Construction along Public Highways

b. Charges (Cont'd)

1/10 route mile of construction for each main service and each additional central office line to be furnished for only part of a year.

Where there is not more than one mile, route distance, between successive applicant they are considered as a group and the construction allowances for the individual members of the group are totaled to determine the amount of construction which will be provided without construction charge to the group. Charges for construction in excess of the total allowances are divided equally among the members of the group.

When customers are added to a group within the five-year term of the construction charges, the charges are recomputed on the basis of the larger number of customers. If this re-computation results in a lower construction charge per customer, the monthly payments for the existing customers are reduced for the balance of the term. Where a customer has prepaid the total monthly payments, an appropriate refund is made. The new customers are responsible for payment of construction charges only for the unexpired portion of the five-year term.

An applicant who wishes to prepay all the monthly payments or the balance of monthly payments at any time during the five-year term may do so by paying the total of the monthly payments for the unexpired term less 10%.

A customer paying the construction charge on the monthly payment basis who discontinues service within the five-year term is required to pay a termination charge equal to the total of the monthly payments for the unexpired portion less 10%. Charges to the remaining customers in the group are not affected.

On foreign exchange service, on either an intracompany or an intercompany basis, the allowances apply only to the part of the construction within the service central office district.

SERVICE CHARGES

B. CONSTRUCTION CHARGES (Cont'd)

3. Pole Line Construction on Private Property

a. Regulations

The customer is required to obtain and furnish any and all necessary rights-of-way authorizing the Company or its underlying carrier to place and maintain its plant.

Poles on private property for telephone use only to serve the customer's principal location are furnished, owned and maintained by the Company or its underlying carrier subject to the allowances and charges shown below.

Poles beyond the principal location on the customer's premises are furnished, erected, owned and maintained by the customer or at his expense. Such construction is subject to the approval of the Company or its underlying carrier. Where poles are furnished as a joint undertaking by the Company or its underlying carrier and a utility company, such poles are maintained by the companies and the Company's charge applies.

Where poles for the carrier's facilities and other facilities are not furnished as a joint undertaking of the Company or its underlying carrier and other utility company, the customer is required to furnish, erect, own and maintain the poles. Such construction is subject to the approval of the Company or its underlying carrier.

Where the Company or its underlying carrier attaches its wires to poles of another utility company, in lieu of requiring the applicant to place and maintain poles, the applicant is charged the full attachment rental made by such utility company.

Where the customer requests poles to be relocated such relocation of poles will be made by the Company or its underlying carrier at the customer's expense.

Where the pole line construction is provided to serve two or more customers, that portion of the construction which is used in common by two or more customers is subject to the regulations and charges specified in B.2.b. preceding.

SERVICE CHARGES

B. CONSTRUCTION CHARGES (Cont'd)

3. Pole Line Construction on Private Property (Cont'd)

b. Charges

Construction required for private line service, extension lines, PBX station lines and tie lines are furnished at charges based on cost.

Poles required for main exchange service to the principal location of each customer are furnished at charges based on the cost of construction in excess of two poles at 500 feet route distance for service on a full year basis. No allowance applies to service to be furnished for only part of a year regardless of whether or not season rates apply.

For campground service areas with multiple seasonal customer locations on property owned and maintained by a single owner, the Company may also, at our cost, provide the initial 500 feet of cable from an established highway for the purpose of establishing a common demarcation point served by a single underlying carrier facility.

4. Underground Construction

a. General

Where a customer or any other party in interest (any other party in interest includes the applicant for service, or the owner or operator of the building or premises where service is or is to be provided) requires or it is otherwise necessary that circuits be placed underground between the building to be served and the underlying carrier's general distributing plant, or between points on the same premises of the customer or other party in interest, the customer or other party in interest is responsible, and shall without expense to the Company or its underlying carrier provide for opening and closing the necessary trench and, where conduit is required by the Company or its underlying carrier, for furnishing such conduit satisfactory to the Company or its underlying carrier.

SERVICE CHARGES

B. CONSTRUCTION CHARGES (Cont'd)

4. Underground Construction (Cont’d)

b. Regulations

When, at the request of the customer or other party in interest, the Company or its underlying carrier provides the underground construction for which the customer or other party in interest is responsible, charges based on cost apply.

The customer or other party in interest is required to obtain and furnish any and all necessary permits and rights-of-way authorizing the placing and maintenance of underground construction for which he is responsible.

Where there is existing underground conduit, satisfactory to the Company or its underlying carrier, which can be made available to the Company or its underlying carrier without expense to it, such conduit may be used. Trench or conduit utilized by the Company or its underlying carrier shall not be used by others for any purpose without approval of the Company or its underlying carrier.

For any such repairs, maintenance or replacement of the underground cable or conduit for any reason, the customer or other party in interest is responsible for opening and closing the trench and for repair or replacement of the conduit, if any. Charges based on cost apply to any repair or replacement of the cable in conduit made necessary by any damage not attributable to the negligence of the Company or its underlying carrier.

For any rearrangement of the underground cable or conduit, initiated by the customer or any other party in interest, the customer or other party in interest is responsible for opening and closing the necessary trench and, if required, providing conduit satisfactory to the Company or its underlying carrier. In addition, if the arrangement is not initiated by the Company or its underlying carrier, the customer or other party in interest in required to pay charges based on cost for rerouting or rearranging the cable, excepting the cost of additional cable, if any. The Company or its underlying carrier has the right to discontinue at any time the use of the underground connection, if the point of connection to the general distributing plant is changed for any reason. In such case, the Company or its underlying carrier shall, at the customer’s request, make every reasonable effort to provide service by a temporary connection until permanent connection can be furnished. Charges based on cost apply for providing such temporary connection, except when the change is made at the Company’s initiative.

SERVICE CHARGES

B. CONSTRUCTION CHARGES (Cont'd)

4. Underground Construction (Cont'd)

b. Regulations (Cont'd)

Installation of cable containing a greater number of pairs than is necessary to meet a customer's service requirements, may be installed provided the customer or other party in interest requesting the same pays the estimated monthly carrying charges on the additional pairs.

5. Changes and Relocation of Facilities

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

6. Cable and Pair Information Charge

	Charge, per Request
No Premises Visit, per request	$15.00
Premises Visit, per request	$45.00

7. Charges Applicable for Facility Extension (N)

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

MISCELLANEOUS SERVICES

A. BLOCKING SERVICE

1. General

Blocking Service is an optional feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to business customers where the technical capabilities exist to provide the services. Blocking service will be provided automatically to all customers at no charge when the optional blocking service is unavailable due to technical limitations:

a. 700 Blocking - blocks all calls beginning with the 700 prefix (i.e. 700-XXX-XXXX) from being placed.

b. 900 Blocking - blocks all calls beginning with the 900 prefix (i.e. 900-XXX-XXXX) from being placed.

c. 976 Central Office Code Blocking - allows the subscriber to block placement of all calls to numbers with a 976 central office code (i.e. XXX-976-XXXX).

d. Third Number Billed and Collect Call Restriction - provides the customer with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.

e. Toll Restriction (1+ and 0+ Blocking) - provides the customer with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

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

f. Toll Restriction Plus - provides the customer with Toll Restriction, as described above in this Section, and blocking of 411 calls.

g. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID Service as described in Section 8 to have Third Party and Collect Call Blocking on the number ranges.

2. Regulations

a. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.

b. Blocking Service is available where equipment and facilities of the underlying carrier permit.

MISCELLANEOUS SERVICES

A. BLOCKING SERVICE (Cont'd)

3. Rates and Charges

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

		Nonrecurring Charges	
		Business	Work@Home *
1)	700 Blocking	$10.00	$0.00
2)	900 Blocking	$10.00	$0.00
3)	900 & 700 Blocking	$10.00	$0.00
4)	900, 971, 974 and 700 Blocking	$10.00	$0.00

		Monthly Rate	
		Business	Work@Home **
5)	Third Number Billed and Collect Call Restriction	$2.00	$2.00
6)	Toll Restriction	$2.00	$2.00
7)	Toll Restriction Plus	$2.00	$2.00
8)	Direct Inward Dialing Blocking (Third Party and Collect Call)	$50.00	N/A

		Nonrecurring Charges	
		Business	Work@Home
9)	Initial Activation (of any amount of numbers requested)	$50.00	N/A
10)	Subsequent Activation, per line	$2.00	N/A

b. The nonrecurring charge for the initial request of one and two line business customers is waived for 90 days from a customer's service establishment date.

c. Service Charges - Service Charge applies as specified in P.S.C. No. 2 Tariff, Section 6, Record Order Charge. The Record Order Charge will be applicable on a per line basis.

* This service is grandfathered as of November 8, 1996.

** this service is grandfathered as of March 20, 1997.

MISCELLANEOUS SERVICES

B. CALL HANDLING

1. General

Call Handling Service provides customers with call distribution of incoming calls.

The following Call Handling options are available to Metered Business lines, Centrex lines, PBX trunks, and Direct Inward Dialed Trunks:

a. Series Completion Hunting - Allows the customer to group up to 13 lines or trunks into a hunt group. When a call is placed to a busy number, the call will hunt to the next available line in the hunt group. Busy tone is returned if the last line is reached without finding an idle line.

b. Multiline Hunting - Provides a search for an idle terminal within a hunt group. The customer can group 14 or more lines or trunks into a hunt group.

1) Regular - The call will hunt in the same manner as series completion hunting described above.

2) Circular Hunting - Hunting starts at the terminal associated with the dialed number and continues through the last terminal in the hunt group, then proceeds to the first terminal in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the called terminal is reached without finding one that is idle.

3) Hunting/Non-Hunting Number - If the lead number of the hunt group is called, the non-hunt number will be part of multiline hunt group. If the non-hunting number is called directly, the call will not hunt to the next terminal if this line is busy.

Uniform Call Distribution is available to Centrex and ISDN customers:

c. Uniform Call Distribution - A multiline hunt service that provides for the uniform distribution of incoming calls, in order of their arrival, among the available members of a hunt group.

MISCELLANEOUS SERVICES

B. CALL HANDLING (Cont'd)

1. General (Cont'd)

d. Call Queuing Options - The following call queuing options are available to Uniform Call Distribution hunt groups. If all lines in the hunt group are busy, the incoming call will be queued. If the number of calls in a queue reaches the maximum number of calls permitted in that queue, subsequent calls to the hunt group will receive a busy signal. Calls will be released from the queue to the available lines in the approximate order of their arrival.

1) Ringing - While in the queue, the calling party will hear the telephone ringing.

2) Generic Announcement - A standard announcement is provided to incoming calls while waiting for an available line.

3) Personalized Announcement - A personalized announcement is provided to incoming calls while waiting for an available line. This feature is offered with either a 12 or 24 second announcement.

4) Personalized Announcement Change - A customer is allowed to change the personalized announcement at any time.

5) Queue Number Change - A customer may change the number of calls allowed in the Queue at any time.

2. Regulations

a. Call Handling Service is available where equipment and facilities permit.

b. Personalized announcement can be either male or female voices.

c. The Company must be informed 20 working days prior to a personalized announcement change is scheduled to be effective.

d. The Company will not permit obscene announcements.

MISCELLANEOUS SERVICES

B. CALL HANDLING (Cont'd)

3. Rates and Charges

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

		Monthly Rates
1)	Series Completion, per line	$1.00
2)	Regular Hunting, per line	$1.15
3)	Circular Hunting, per line	$1.44
4)	Hunting/Non-Hunting Number, per line	$1.95
5)	Uniform Call Distribution, per line	$2.30
6)	Uniform Call Distribution with Ringing, per line	$2.88
7)	Uniform Call Distribution with Generic Announcement, per line	$4.60
8)	Uniform Call Distribution with Personalized Announcement, per 12 second announcement	$115.00
9)	Uniform Call Distribution with Personalized Announcement, per 24 second announcement	$143.75

	Nonrecurring Charge
Personalized Announcement Change, per change	$150.00
Queue Number Change, per change	$50.00

Service Charges - Service Charge applies as specified in P.S.C. No. 2 Tariff, Section 6, Record Order Charge. The Record Order Service Charge will be applicable on a per line basis for rearrangements.

MISCELLANEOUS SERVICES

C. MESSAGE WAITING INDICATION SERVICE

1. General

Message Waiting Indication service allows the central office switch to provide an indication to the customer that they have a message waiting to be retrieved. Two types of indicators are available:

a. Audible Message Waiting Indication - the central office switch provides an indication tone (stutter dial tone) when the customer goes off hook.

b. Visual Message Waiting Indication - the central office switch activates a message waiting indication lamp on the station set. Once the customer retrieves the messages, the message waiting indication is deactivated.

2. Regulations

a. Customers (clients) to Message Waiting Indication must also subscribe to a vendor that provides voice mail service.

b. Customers to Message Waiting Indication must convey to the Company which voice mail vendor they will be utilizing.

c. Message Waiting Indication is offered only from appropriately equipped central offices.

d. Customers that wish to utilize the Visual Message Waiting Indication feature must provide the customer premise equipment (lamp) needed to support this feature.

3. Rates and Charges

		Quantity	Rate
a.	Message Waiting Indication	1-999	$0.50
		1000-2499	$0.45
		2500-3999	$0.40
		4000+	$0.35

b. In addition, a service charge applies as specified in P.S.C. No. 2 Tariff, Section 6.

MISCELLANEOUS SERVICES

D. HOTLINE SERVICE

1. General

Hotline Service provides a telephone access line to be programmed to automatically establish a pre-designated connection the moment the calling line goes off-hook.

2. Regulations

a. Hotline Service can be used for intra or inter Central Office calls.

b. Calls may be terminated on the line.

c. The Customer cannot override the Hotline feature. The customer must call the Company to change the pre-designated number.

d. Hotline service is not available to ISDN access lines and coin phones.

3. Rates and Charges

	Monthly Rate	Nonrecurring Charge
a. Hotline Service	$2.00	$50.00

The monthly recurring charge is in addition to the monthly exchange access line charge.

Service Charges - Service Charge applies as specified in P.S.C. No. 2 Tariff, Section 6, Record Order Charge. The Record Order Service Charge will be applicable on a per line basis for a predesignated number change.

MISCELLANEOUS SERVICES

E. AUDIO TELECONFERENCING SERVICE (ATS)

1. General

Audio Teleconferencing Service (ATS) is the furnishing of telecommunications between two or more stations.

2. Definitions

a. Customer - The entity requesting the Audio Teleconferencing Service

b. Conferee - A participant in an Audio Teleconference call.

3. Description

Audio Teleconferencing Service (ATS) provides the capability to establish a teleconference between multiple voice stations.

A Customer with Touch Calling Service, or its equivalent, can either establish and control the teleconference or elect to have the teleconference established through an operator. After the call is established, control of the teleconference is transferred from the operator to the Customer. A Customer with rotary signaling must use the operator to establish the teleconference and will not have access to the control features of this service. Conferees may have either rotary or touch type telephones.

4. Types of Audio Teleconferencing Service

a. We Call You - Conferees are called by a Conference Coordinator to establish the teleconference.

b. Meet-Me - A Customer may establish a teleconference by having each conferee call a specified telephone number.

c. Combination Calling - Some Conferees may be called by a Conference Coordinator while other conferees may call a specified telephone number to establish the teleconference.

MISCELLANEOUS SERVICES

E. AUDIO TELECONFERENCING SERVICE (ATS) (Cont'd)

5. ATS Features

The Customer can establish and/or control the teleconference utilizing Touch Calling signaling or its equivalent for ATS features.

ATS features enable Customer to:

- Access operator assistance (for an ATS arrangement ordered on a reservation basis there is no access to an operator during the last four minutes of the teleconference)
- Add additional stations
- Transfer control of the teleconference to another station
- Restore a station which has been disconnected from the teleconference
- Terminate the teleconference
- Arrange to have an operator provide the capability in which each conferee will call a specified telephone number at a specified time (this feature is called a "meet-me" teleconference). This ATS feature is available only on a reservation basis and must be ordered by the Customer at least 30 minutes prior to the start of the teleconference. In addition, this ATS feature is available only for a voice grade ATS arrangement. Any conferees not able to join the teleconference due to network limitations must be added to the teleconference by the originating conferee.

6. Availability

a. ATS and associated features are furnished subject to the availability of components and billing capability.

b. ATS and associated features are not limited to the Company's local exchange territory.

c. A customer may request an ATS arrangement on a reservation basis up to twelve months in advance. Reservations will be honored in the order received. All reservations are made subject to the availability of the ATS capacity.

d. Collect and Coin Station Sent-Paid Calls are not permitted.

MISCELLANEOUS SERVICES

E. AUDIO TELECONFERENCING SERVICE (ATS) (Cont'd)

7. Regulations

a. All charges incurred for the conference call will be billed to the originating telephone number unless arrangements are made to bill the teleconference to a Bank Credit Card.

b. For Customer dialed calls only, chargeable time for the Usage Charge, for the initially specified ports used in a teleconference, starts when the originating station is connected. During the teleconference, if all initially specified ATS ports are in use and additional ATS ports are added, the chargeable time starts for each additional ATS port when the ATS port is added to the teleconference.

c. Chargeable time for the Usage Charge for the ATS ports ordered on a reservation basis starts at the Customer requested conference start time. If scheduled conferences are not convened, a fee will be applied to each unused port unless the conference is cancelled at least 30 minutes prior to the scheduled conference time.

d. Chargeable time for ATS arrangements will stop when each conferee hangs up.

e. A fractional minute of use for the Usage Charge is rounded to the next highest whole minute.

f. A reservation or Meet-Me type teleconference other than Operator Assisted calls may be changed or canceled at any time prior to 30 minutes of the start time. If a Customer changes or cancels the order within 30 minutes of the start time, or does not use the teleconference, the Customer will be liable for the Cancellation Fee specified in the Rates and Charges section below. In addition, for a Meet-Me type teleconference, the Customer is liable for the Nonrecurring charge as specified in the Rates and Charges section below.

g. Chargeable time for an Operator Assisted conference call begins when connection is established for each of the stations on the conference call.

h. Chargeable time for an Operator Assisted call ends on any connection of a conference call when each station hangs up.

MISCELLANEOUS SERVICES

E. AUDIO TELECONFERENCING SERVICE (ATS) (Cont'd)

8. Rates and Charges

General

Rates for Audio Teleconference Service calls may include: 1) Usage charges, 2) Set-up charges. When a teleconference is initiated or ordered on a reservation basis, the Customer must specify the number of ports required. One port is required for each station on the teleconference. The Usage charge will be billed for all ports used by the Customer. If scheduled conferences are not convened, a fee will be applied to each unused port unless the conference is cancelled at least 30 minutes prior to the scheduled conference time. A Set-Up Charge also applies if the teleconference is established with operator assistance.

a. Rates and Charges

1) Usage Charge - When a teleconference is initiated, the Customer must specify the number of ATS ports (number of stations on the teleconference) required. One port is required for each station on the teleconference. A Usage Charge will be billed for each port specified by the Customer. If scheduled conferences are not convened, a fee will be applied to each unused port unless the conference is cancelled at least 30 minutes prior to the scheduled conference time.

The Usage Charge applies for each port minute of use. To determine the port minutes of use, multiply the number of ports by the duration of the total teleconference. if ports are subsequently added to the teleconference, a Usage Charge will apply for the time that each additional port is connected.

2) Additional services requested such as Conference Recoding, Transcription and Participant Pre-Notification will be priced on an individual case basis.

a)	Conference Set-Up Charge, per conference	$2.50
b)	Usage Charges (per minute)	
	(1) We Call You (Conference Coordinator Dialed)	$0.45
	(2) Meet-Me 800	$0.45
	(3) Meet-Me Toll Local	$0.35
c)	Cancellation Fee (per port)	$2.50

Annual contracts requiring minimum usage will be provided on an individual case basis.

MISCELLANEOUS SERVICES

F. DIRECTORY LISTINGS

1. Preferential Telephone Number Service

a. General

Preferential Telephone Number Service is provided to customers who request a telephone number other than the telephone number randomly offered by the Company.

b. Regulations

1) Customers can request a specific telephone number when ordering new service or changing existing service.

2) Preferential Telephone Numbers are furnished subject to the availability of the Company's underlying carrier's facilities and the requirements of local exchange service as defined by the Company.

3) The Company will not be responsible for the manner in which the Preferential Telephone Number is used for marketing purposes by the customer.

4) The Company reserves all rights to the Preferential Telephone Numbers assigned to customers and may, therefore change them if required.

5) If a new customer takes over the existing service, she/he may keep the old number only if the former customer gives written consent.

c. Rates and Charges

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

	Monthly Rate		Initial Charge	
	Business	Work@Home *	Business	Work@Home *
Preferential Telephone Number Service, each number	$12.45	$4.35	$101.75	$51.00

* This service is grandfathered as of November 8, 1996.

MISCELLANEOUS SERVICES

F. DIRECTORY LISTINGS (Cont'd)

2. Joint User Service

a. General

Joint user service is an arrangement whereby a person, firm or corporation sharing the premises of a customer, not engaged in the customer's business or a member of the customer's domestic establishment, is permitted to use the telephone service of the customer.

Joint user service will not be furnished where the customer performs services primarily of a secretarial nature or is in the business of renting space to tenants.

b. Regulations

1) The joint user service is furnished where the user's telephone needs do not warrant provision of separate customer service.

2) Joint user service is provided only in connection with line service, PBX service (other than that furnished hotels, clubs and apartment houses, hospitals, colleges and schools), or semi-public service.

3) The joint user for business service must be in the same office, or suite of offices as the customer.

4) The telephone station or stations to be used must be readily accessible to the joint user.

5) The number of joint users is limited to two per individual line or PBX system.

6) Applications for joint user service and for additional service for facilities in connection therewith must be made by customer, who is responsible for the payment of all charges incurred.

7) The telephone number in the listing of the joint user must be the customer's listed telephone number.

MISCELLANEOUS SERVICES

F. DIRECTORY LISTINGS (Cont'd)

2. Joint User Service (Cont'd)

c. Rates and Charges

For each joint user, including one listing in the alphabetical section of the directory or information records:

Message and Measured Rate Service	Monthly Rate
Individual Line, Semi-Public, PBX Additional Listing	$0.00

Flat Rate Service

Individual Line Additional Listing	1/3 Base Rate Charge for Individual Line
PBX Additional Listing	1/3 Base Rate Charge for Initial Trunk

3. Foreign Listing (N)

a. A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have a directory listing agreement in place.

b. Rates for Foreign Listing

	Monthly Rate
Foreign Listing	$8.60

(N)

MISCELLANEOUS SERVICES

G. TELECOMMUNICATIONS SERVICE PRIORITY (TSP)

1. General

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

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

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

b. The TSP program has two components: restoration and provisioning.

A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.

A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

MISCELLANEOUS SERVICES

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

2. TSP Request Process

a. TSP Request Process - Restoration

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

1) Determine that its telecommunications service supports an NS/EP function under one of the following four TSP categories.

   a) National Security Leadership
   b) National Security Posture and U.S. Population Attack Warning
   c) Public Health, Safety, and Maintenance of Law and Order
   d) Public Welfare and Maintenance of National Economic Posture

2) Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category (see 2a. above) and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.

3) Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (http://tsp.ncs.gov/).

4) For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT at the NCS website (http://tsp.ncs.gov/) for information on identifying a sponsor for TSP requests.

5) Submit the SF 315 to the OPT.

6) Notify the Company, upon receipt of the TSP Authorization Code from the OPT and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

MISCELLANEOUS SERVICES

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

2. TSP Request Process (Cont'd)

b. TSP Request Process – Provisioning

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

1) Certify that its telecommunications service is an emergency service. Emergency services are those that support one of the NS/EP functions listed in 2.a. preceding <u>and</u> are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.

2) Verify that the Company cannot meet the service due date without a TSP assignment.

3) Obtain approval from the invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

3. Responsibilities of the End-User

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

a. Identify telecommunications services requiring priority.

b. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every two years and must be done before expiration of the end-user's TSP Authorization Code(s).

c. Submit the TSP Authorization Code along with a service request to the Company. The TSP assignment is signified by the TSP Authorization Code.

d. Accept TSP services by the service due dates.

MISCELLANEOUS SERVICES

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

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

e. For services assigned priority levels, ensure (through contractual means or otherwise) the availability of Customer Premise Equipment (CPE) and Customer Premise Wiring (CPW) necessary for end-to-end service operation by the service due date and for continued operation. For services in the Emergency NS/EP category, ensure CPE and CPW for end-to-end service by the time vendors are prepared to provide the services. Additionally, designate the organization responsible for the service on an end-to-end basis.

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

g. Report to the Company any failed or unusable services with priority levels.

h. Designate a 24-hour point of contact for each TSP request and appraise the OPT.

i. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

j. During certain emergencies, make TSP service requests verbally, but follow up with a written service order within two working days.

4. Responsibilities of the Company

The Company will perform the following

a. Provide TSP service only after the receipt of a TSP Authorization Code. The Company is not authorized to provide priority treatment to provision TSP services to customers that have no provisioning priority (i.e., "O" is the first character of the TSP code).

b. Revoke TSP services at the direction of the end-user or OPT.

c. Ensure the TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).

d. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.

e. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.

MISCELLANEOUS SERVICES

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

4. Responsibilities of the Company (Cont'd)

f. Confirm completion of TSP service order activity to the OPT.

g. Participate in reconciliation of TSP information at the request of the OPT.

h. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor, when acting as the prime contractor.

i. Ensure that other carriers supplying underlying facilities are provided, upon request, information necessary to implement priority treatment of facilities that support NS/EP services.

j. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to the service.

k. Disclose content of the NS/EP TSP database only as may be required by law.

l. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

The Company may verify provisioning priority assignments with the TSP Program Office. However, the Company may not delay provisioning of an Emergency TSP service for verification purposes.

5. Preemption

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

Non-TSP Services

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

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

MISCELLANEOUS SERVICES

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

6. Rates and Charges

Initial Service Charge, per Line *	$79.00
Change in TSP Priority Code	Record Order Charge

a. In the event that the Company must utilize additional labor outside of normal business hours in the provisioning or restoration of a service, additional labor charges may apply. Such charges will be based on cost and billed to the customer. The Company will attempt to inform the customer of approximately how much these charges will be in advance.

b. A onetime charge, based on cost, for the initial establishment of change in TSP status by the Company will be billed to the customer. In addition, normal service charges will apply.

c. In subscribing to TSP, the customer recognizes that quoting charges and obtaining customer permission to proceed with service installation or restoration would delay the installation or restoration process and grants the Company the right to assess additional charges, when applicable, after the installation or restoration has been completed. When possible, the Company will attempt to provide an estimate to the customer of the additional charges in advance of the work.

d. Facilities required by the Company for provisioning, restoration, or maintenance are exempt from the TSP rules.

* This charge applies in addition to all standard installation and service connection charges.

MISCELLANEOUS SERVICES

H. CRITICAL FACILITIES ADMINISTRATION SERVICE

1. General

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

2. Responsibilities of the End-User

a. Customers' circuits must be federally registered as TSP circuits.

b. Customers must subscribe to the Critical Facilities Administration Service (CFAS) offered by the Company and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."

c. Customers must pay the appropriate Tariff and/or Catalog charges for CFAS, and any connecting carrier CFAS charges billed to the Company or directly to the customer.

Customers must agree to treat all network information provided to them regarding their subscribed circuits as confidential.

d. Customers must comply with the Company's security procedures established in support of CFAS. This may include but will not be limited to provision of appropriate passwords prior to forwarding of CFAS information.

e. Where Company systems permit, information will be transmitted to the Customer in the form of an AutoCAD file with the coordinates included. The Customer must provide its own software capable of reading an AutoCAD file.

MISCELLANEOUS SERVICES

H. CRITICAL FACILITIES ADMINISTRATION SERVICE (Cont'd)

3. Responsibilities of the Company

a. The Company will maintain data and restrict access by each customer to information relative to that customer's subscribed circuits.

b. The Company will identify the physical path of each subscribed circuit whenever requested by the customer so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit.

c. The Company will make available physical path information for newly provisioned subscribed circuits to the customer within 5 business days after the circuit has been installed and within 15 business days for existing TSP circuits.

d. For circuits provided in concert with other carriers, the Company, when acting as the Prime Contractor will obtain and forward information regarding the connecting carrier's portion of the physical path of the subscribed circuit to the customer as expeditiously as possible.

e. Provision of CFAS will be suspended in the instance of a major telephone outage. Once subscribed circuits are restored to service, the Company will make updated physical path information available to the customer within ninety days of the restoration of service upon request.

4. Rates and Charges

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

Hourly Rate per circuit	$ 47.61

MISCELLANEOUS SERVICES

I. PROMOTIONS

Frontier OneVoice (N)

Between August 22, 2021 and November 19, 2021, New fiber-based Frontier OneVoice customers who purchase a qualifying broadband service will be given a $29.99 discount for the first local OneVoice line. Customers must agree to a two-year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible. (N)

MISCELLANEOUS SERVICES

J. INSTALLATION SERVICE INCENTIVE AND REBATE PLAN

1. The Installation Service Incentive and Rebate Plan will provide small business consumers with rebates for certain premise visit installation appointments missed under the terms and conditions set forth below, in accordance with Subchapter C, Chapter VI, Title 16 of New York State Codes, Rules and Regulations, Part 603, Service Standards for Telephone Companies.

   For purposes of the Rebate Plan, a Missed Installation Appointment is considered to have occurred when the Company has made a commitment to a small business consumer (one or two lines) to install or connect a PSC regulated service (other than special services) at the consumer's premises and when, due to the Company's fault as defined in Subsection 602.4(g) of the Service Standards for Telephone Companies, working dial tone is not provided to the consumer's interface on or before the appointment date or when access to the consumer's premises requiring the consumer's presence at the premises is required beyond the appointment interval for PSC regulated Services.

2. For any Missed Installation Appointment, as that phrase is defined in Subsection 603.15(b)(1) of the Service Standards for Telephone Companies, a rebate of 25% of the connection/installation charges for ordered PSC regulated services that are not made operative on or before the appointment date shall be payable or credited to the consumer, unless:

   a. An appropriate contact is made with the consumer or a responsible representative of the consumer; and

   b. An attempt is made to negotiate a new appointment by 5:00 P.M. the day prior to the initial appointment date, or at such earlier time as the Company becomes aware that the appointment cannot be met.

   c. An additional rebate of 40% (total of 65%) applies for the second missed appointment for the same service. An additional rebate of 35% (total of 100%) applies for the third missed appointment for the same service.

MISCELLANEOUS SERVICES

J. INSTALLATION SERVICE INCENTIVE AND REBATE PLAN (Cont'd)

3. Rebates shall not be payable or credited under the following conditions:

a. The Company makes and keeps a record of a reasonable attempt (including attempting to call a reach number) to reach the consumer once during normal working hours the day prior to the initial appointment date, or such earlier time as the Company becomes aware that the appointment cannot be kept and once after normal working hours, but is unable to do so through no fault of the Company.

b. The direct cause of the missed appointment is the need to reassign a significant portion of the Company's installation work force in an administrative dispatch unit due to a cause other than Company fault in order to re-establish PSC regulated service to existing consumers who have lost service as a result of a common cause or causes. The Company will timely notify Staff in writing when its force is reassigned, and the Company intends not to pay rebates pursuant to this clause. In such situations, the Company shall inform the consumer as soon as practicable that the appointment will be missed, and when negotiating a later appointment, the Company shall assign a priority to such appointment in order to accommodate the convenience and needs of the consumer.

MISCELLANEOUS SERVICES

K. HIGH VOLUME COMMISSION PLAN (HVCP)

1. General

HVCP provides payments, based on call minute volume, to HVCP customers as defined below.

2. Regulations

a. HVCP Customer is any customer that meets the traffic quantity requirements in 3. below.

b. Customer must purchase the entire DID facility. This includes DID port, link and associated telephone station numbers.

c. The customer will receive monthly commission payments from the Company on the wholesale bill. A true-up will occur quarterly. The commission payments will be calculated by the formula below:

(Number of local minutes terminated by the HVCP customer – number of local minutes originated by the HVCP customer) x commission rate from 3. below.

d. HVCP may be withdrawn by the Company at any time during the contract period if laws, regulations, court or regulatory commission decisions, or orders governing reciprocol compensation change. The Company is under no obligation to renew HVCP terms.

e. The HVCP Customer must order the proper quantity of facilities to adequately support HVCP service.

f. Upon establishing service, the customer must provide the Company a list of all its telephone numbers for purposes of tracking minutes.

g. The company reserves the right to verify that all numbers are provided. If a customer does not provide all telephone numbers to the Company then the Company reserves the right to:

Bill the customer retroactively as appropriate.

3. Rates and Charges

Monthly Usage	Commission
1,000,000 - 9,999,999	25%
10,000,000 - 19,999,999	30%
20,000,000 +	35%

MISCELLANEOUS SERVICES

L. BILLING NAME AND ADDRESS SERVICE

1. General

Billing Name and Address (BNA) Service is the provision of the complete billing name, street address, city or town, state and zip code for a telephone number assigned by the Company.

BNA is provided for the sole purpose of permitting the customer to bill its telephonic communications services to its end users and may not be resold or used for any other purpose.

BNA is provided on a manual basis only. The information is provided by voice telecommunications or by mail, as appropriate. BNA information is furnished for sent-paid, collect, bill to third number, 700 and 900 service messages and messages charged to a calling card that is resident in the Company's data base.

2. Undertaking of the Company

The BNA information will be provided for the calling number furnished to the extent a billing name and address exists in the Company's customer records information system, including non published and non listed numbers. If the billing name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the Company will provide an indicator on the confidential records.

The Company will provide the most current BNA information resident in its data base. The Company shall use reasonable efforts to provide accurate and complete lists. The Company makes no warranties, expressed or implied, as to the accuracy or completeness of these lists.

3. Obligations of the Customer

With each order for BNA Service, the customer shall identify the authorized individual and address to receive the BNA information.

The customer shall institute adequate internal procedures to ensure that BNA information, including that related to non published and non listed telephone numbers, is used only for the purpose set forth in P.S.C. No. 2 Tariff and/or Catalog and that BNA information is available only to those customer personnel and agents with a need to know the information.

The customer shall not publicize or represent to others that the Company jointly participates with the customer in the development of the customer's end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of BNA Service.

MISCELLANEOUS SERVICES

L. BILLING NAME AND ADDRESS SERVICE (Cont'd)

4. Rate Regulations

Service Establishment Charges apply for the initial establishment of BNA Service. In addition, a charge applies for each request for BNA information for a telephone number. The Company will keep a count of the requests and of the messages processed. The Company will bill the customer in accordance with these counts whether or not the Company was able to provide BNA information for all requests and messages.

When a customer cancels an order for BNA Service after the order date, the Service Establishment Charge applies.

Query Charge, per Telephone Number	$0.50
Service Establishment Charge	$0.00

MISCELLANEOUS SERVICES

M. BUSY STUDY OF TRAFFIC

1. General

A busy study counts the number of incoming calls per hour for a given time frame. The study registers calls received that reach a busy signal. It is done at the customer's request and is done in a one-week interval.

2. Regulations

a. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.

b. A separate traffic study report is required for each access line, hunt line, or trunk group.

c. Business Traffic Study Service is available to business customers and only where technically feasible.

d. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.

e. Studies will not be performed on toll-free or pay-per-call type telephone numbers.

f. Studies are done in 7-day intervals.

g. Types of studies include (but are not limited to):
-Line or Trunk Study
-Remote Call Forwarding Study
-Multiline Hunt Group Study

3. Rates and Charges

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

MISCELLANEOUS SERVICES

N. CONVENIENCE FEE (N)

1. GENERAL

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

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

2. RATES AND CHARGES

	Nonrecurring Charge
Convenience Fee, per occurrence	$10.00

(N)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE

1. General

Integrated Services Digital Network (ISDN) Service is an exchange service available from digital ISDN equipped central offices. ISDN service allows for the integration of voice and non-voice (data) on a single telephone access line. This service is offered under three separate class of service options: ISDN Measured Rate Business Service *, ISDN Corporate Work-at-Home Service, and ISDN Centrex Service.

ISDN service consists of a digital service line which provides digital termination capabilities to the customer's premise and allows for the simultaneous transmission of voice and data traffic. Basic service capabilities, customized features and optional features are available.

The usage charges for Circuit Switched Voice calls will be identified and charged in accordance with Local Service rates as outlined in P.S.C. No. 2, Section 2. Usage charges for Circuit Switched Data and Packet Switched Data calls will be applied based on rates listed in the Rates and Charges section below.

2. Service Descriptions

a. Digital Service Line - Provides the digital central office termination, via a Basic Rate Interface, that has the potential to support digital transmission of voice and data to the customer's premise. One digital service line comes standard with any ISDN class of service option and is required for customers to use any of the other ISDN basic service capabilities, customized features or optional features. Each digital service line comes equipped with the following standard features:

- Drop - Allows the user to drop the last party added to a three-way/conference call.
- Transfer - Allows the user to transfer a call to another terminal.
- Hold - Allows the user to place a call on hold by pressing the function button.
- 3 Way Calling - Allows the user to include a third party in the call.
- Touch Calling Service

b. Circuit Switched Voice and Data Services - Establishes a connection between two terminals where network resources are dedicated throughout the duration of the call.

* This service is Grandfathered as of May 9, 1997. Grandfathered Business customers will be allowed to keep their service until the date they disconnect from it. If the service is disconnected, the grandfathered status is eliminated. Grandfathered Business customers may add services to their existing accounts.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

2. Service Descriptions (Cont'd)

c. Packet Switching Service - Provides synchronous and asynchronous transport of user data, usually relatively short bursts of data. The data is separated into discrete segments called packets for transmission. All packets are interleaved (statistically multiplexed) as they are transmitted. Routing and control information (packet header) is automatically inserted at the beginning of each packet, and error detection information (packet trailer) is automatically inserted at the end of each packet. Complete with this information, the entire packet is routed to its intended destination over a path that is established at call setup.

With either High Speed Packet Switched Data or Low Speed Packet Switched Data, a logical connection (channel) is established between the calling and called line. This logical connection is called a virtual circuit. This differs from a circuit switched connection in that no physical path or circuit is permanently established between the two lines.

3. Basic Service Capabilities - Are basic voice and data capabilities which can be combined on a single access line. The digital service line provides a combination of up to two B Channels and one D Channel. Each B Channel is capable of transmitting up to 64 kbps for Circuit Switched Voice, Circuit Switched Data or High-Speed Packet Switched Data. The D Channel is a 16-kbps channel and is used for signaling as well as transmission of packet switched data. Up to three basic service capabilities may be furnished for each digital service line.

The following basic service capabilities are available under all three class of service options:

a. Circuit Switched Voice - up to 64 kbps circuit mode used for voice information calls. Circuit Switched Voice is included over one B Channel at no charge.

b. Circuit Switched Data - up to 64 kbps circuit mode used for data information calls.

c. Alternate Circuit Switched Voice/Circuit Switched Data - Circuit switched voice and circuit switched data used alternately for voice information or data information calls.

d. Low Speed Packet Switched Data (LSPSD) - X.25 virtual call and permanent virtual circuit bearer service capability on the 16 kbps D Channel.

e. High Speed Packet Switched Data (HSPSD) - X.25 virtual call and permanent virtual circuit bearer service capability on the B Channel at speeds up to 64 kbps.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

3. Basic Service Capabilities (Cont'd)

f. Alternate Circuit Switched Voice/Packet Switched Data - Circuit switched voice and packet switched data used alternately for voice information or data information calls.

g. Multipoint - Multipoint ISDN allows multiple terminals or users access to one ISDN basic rate interface access line. Terminals on the multipoint share the available 2B + D Channels and are defined later in this Section. When one terminal is active on a circuit switched B-Channel call, no other terminal may use that B-Channel. When both B-Channels are in use, no other terminal may use them. The D-Channel may be shared among all users, although throughput may be affected with high usage. This service will be available at a standard number of two terminals per ISDN access line.

4. Customized Features - The following customized features are available with ISDN Service.

a. Enhanced Digital Telephone Service (EDTS) - Is comprised of several features which provide customers with the functionality of a key system, from the underlying carrier's central office, thereby eliminating the need for controlling equipment and complex wiring on the customer premises. ISDN terminals must be obtained independent of this service by the customer.

The customized features available with EDTS are:

- Configuration Groups - Allow a number of ISDN terminals to have identical assignment of button functions on the ISDN terminals. Predefined standard configuration groups are provided with an EDTS system. The customer has the option of ordering non-standard configuration groups at an additional charge as specified in the rates and charges section following.

- Feature Access - Provides use of optional features via button/key assignments or feature access codes.

- Multiple Directory Numbers - Allows for more than one directory number to be assigned to call appearances on a single ISDN terminal for the exclusive use of that ISDN terminal. One directory number will be specified as the primary directory number.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

4. Customized Features (Cont'd)

a. Enhanced Digital Telephone Service (EDTS) (Cont'd)

The customized features available with EDTS are: (Cont'd)

- Terminal Management - Allows certain functions associated with call appearances to be performed automatically as specified by the customer. A call appearance is the designated button or equivalent on the ISDN terminal where EDTS provides for the termination of directory numbers. The options are:

  Idle Call Appearance Preference - The switch determines which call appearance, previously indicated by the customer, is to be employed when the user goes off-hook without first manually selecting an appearance.

  Ringing Call Appearance Preference - If more than one call is alerting (ringing), the switch selects the first call if a specific call appearance is not manually selected.

  Automatic Hold/Drop Preference - The switch will automatically determine, according to the customer's previously indicated preference, how to treat a call-in progress on a call appearance when the user shifts to another appearance without manually placing the call on hold.

  Call Appearance Selection for Conference/Transfer - The switch automatically selects an idle call appearance after the user has pressed the conference or transfer button.

  Button Management - The switch follows the customer's definition of which ISDN terminal buttons are used for call appearances and activated features within the limits of the configuration group.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

4. Customized Features (Cont'd)

a. Enhanced Digital Telephone Service (EDTS) (Cont'd)

The customized features available with EDTS are: (Cont'd)

- Expanded ISDN Group Coverage - Includes delayed and abbreviated ringing.

  Delayed Ringing - Customer selects the number of seconds to elapse before ringing is provided on an incoming call. A visual signal is activated to alert the user.

  Abbreviated Ringing - Ringing is provided on incoming calls for a customer specified interval only.

  Manual Exclusion - Prevents other terminal users in an ISDN group from retrieving a held call and from bridging onto a call-in progress.

- Shared Call Appearances - Allows an ISDN group to be established where members of the group may share directory numbers of other terminals in the group.

  - Hold with Shared Call Appearances - Allows an ISDN terminal to place a call appearance on hold permitting the retrieval of the held call by any member of the ISDN group that has that call appearance.

  - Bridging with Shared Call Appearances - This feature allows third party-initiated bridging onto a call that is in progress as long as the terminal has an appearance of the directory number, unless manually restricted.

  - Multiple Call Appearances - Allows the assignment of a directory number to more than one call appearance button on a telephone terminal. This allows a customer to handle more than one call on a single directory number.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

4. Customized Features (Cont'd)

b. Flexible Packet Service

The following customized features are available with any of the Basic Packet Switching Service capabilities at no charge.

- Flow Control Parameter Negotiation - Permits negotiation, on a per call basis, of the flow control parameters (window size and packet size).

- Throughput Class Negotiation - Allows negotiation, on a per call basis, of the throughput class (speed or baud rate) for each direction of data transfer associated with a virtual call.

- Calls Barred - Incoming/Outgoing - Prevents the ISDN terminal from receiving or originating data calls on a per virtual circuit basis.

- Fast Select, Fast Select Acceptance - Allows the user to send up to 128 bytes of user data in the call request packet.

- Reverse Charge Request - Permits a user, on a per call basis, to request the Packet Switch to assign billing charges to the called terminal rather than the calling data terminal.

- Reverse Charge Acceptance - Permits a user, on a per call basis, to accept billing charges for a terminating call.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

5. Display Service Optional Features

Display Service - Provides group call related data to ISDN terminals which are equipped with a display screen or which can otherwise utilize this information. The features available are:

a. Basic Display Service

- Outgoing Called Line Identification (OCLID) - Provides the terminal user with information about the originating call.

  - Call Status

  - Time and Date Information

  - Call ID Service - See description under CLASS features.

  - Inspect for ISDN Station Sets - Enables the ISDN terminal user to display call related information about calls placed on hold.

6. Packet Switching Service Optional Features - The following optional features are available with any of the Basic Packet Switching Service Capabilities.

- Permanent Virtual Circuits - Allows the customer to establish a dedicated logical channel between two digital service lines equipped for packet service without needing call setup or clearing.

- Additional Virtual Circuits - Those circuits that the customer subscribes to that are in addition to the initial virtual circuit (logical channel) provided with the HSPSD or LSPSD basic service capability on one digital subscriber line. Additional virtual circuits are provisioned as switched virtual circuits unless the customer specifies that they are to be permanent virtual circuits, in which case the rates for permanent virtual circuits would apply.

- Closed User Group - Provides the customer with the capability to form closed sub-networks within the customers' group of ISDN terminals and thus control user access.

- Single and Multiple Address Hunt Group - Provides a multiline hunt group capability for packet switching which hunts through virtual circuits on a line similar to the analog hunt feature.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

7. Miscellaneous Optional Features

- Additional Directory Numbers - Per customer request, a second directory number will be provided per ISDN terminal at no charge.

  The customer has the option of requesting more than two directory numbers at an additional charge as specified in the rates and charges section following.

- Conference Calling-6 Way - Allows the user to include up to six parties in the call.

- Multifrequency Switched Digital Data Access Service - allows for an access connection between a customer's premise and a suitably equipped central office that is equipped to transmit digital data at the speed of 56 Kbps per second over the switched network. This service is only available for use in conjunction with a specially provisioned Interexchange Carrier Feature Group D switched access service trunk.

8. ISDN Centrex Service

In addition to the aforementioned basic service capabilities, customized features, and optional features, ISDN Centrex Service enables stations to dial each other and to dial outgoing calls directly. Incoming calls may be dialed directly to any station. Incoming calls to the main listed number for the service are connected to a designated station and then completed to the desired party by operation of the call transfer feature.

ISDN Centrex Service also includes the following features at no charge:

- Add On-Consultation Hold-Incoming Only
- Call Forwarding-Remote
  - Variable
  - Incoming Only
  - Busy Line
  - Busy Line - Incoming Only
  - Don't Answer
  - Don't Answer - Incoming Only
- Call Pick-up
- Customer Changeable Speed Calling

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

8. ISDN Centrex Service (Cont'd)

ISDN Centrex Service also includes the following features at no charge:

- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Directed Call Pick-Up
- Group Numbering Plan
- Identified Outward Dialing (IOD)
- Smart Set Interface
- Speed Calling
- Station Busy-Camp On
- Station Line Hunting
- Station-to-Station Calling on Circuit Switched Voice & Data Calls
- Tie Line Access
- ISDN Centrex Group - Allows up to eight primary directory numbers to appear on a single ISDN Centrex terminal.
- ISDN Centrex Group Coverage for Analog Lines - Allows an analog station set to share call appearance with an ISDN Centrex group terminal. Suitable terminal equipment is required.

Note: Packet Switched Data calls within the Centrex group are billable at the rates listed in the Rates and Charges section below.

The following optional features are available with ISDN Centrex Service:

- Intercom - Allows a caller to directly terminate on a predesignated terminal by pressing the intercom key on the ISDN Centrex terminal.

- Group Intercom - Provides for abbreviated dialing to members of a predesignated group. There are three types of intercom: automatic, single digit and double digit.

- Attendant Console Feature Package- The Attendant Console Feature Package to be used in conjunction with customer supplied equipment will include the following basic features:

  - Attendant Direct Station Selection
  - Attendant Identification of Incoming Calls
  - Attendant Recall from Satellite
  - Fully Restricted Line Feature
  - Power Failure Transfer-Attendant
  - Night Service
  - Dial Through Attendant
  - Satellite Attendant Transfer
  - Toll Diversion to Attendant

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

8. ISDN Centrex Service (Cont'd)

An Optional Attendant Console Feature Package will be offered at an additional charge, and include the following:

- Attendant Call Transfer
- Attendant Camp-On
- Attendant Conference
- Attendant Control of Facilities
- Multiple Position Hunt
- Uniform Call Distribution

9. Regulations

a. The rates specified for ISDN Service contemplate the availability of existing compatible facilities from the normal serving wire center which must be a digital ISDN equipped central office entity. If such facilities are not available from the underlying carrier, or if changes to existing facilities are required to provide ISDN Service, a charge based on the cost incurred may apply in addition to the rates for this service. These charges may be in the form of a nonrecurring and/or monthly rate.

b. Up to three types of basic service capabilities may be activated on a digital service line. When three capabilities are selected, one must be Low Speed Packet Switched Data.

c. ISDN Service must include a digital service line and at least one basic service capability.

d. Multipoint

1) In addition to the multipoint charge, all features and usage per terminal will be charged as if the terminal is a single point ISDN line.

2) The following services will not be available with multipoint:

- Attendant Consoles
- Application Processors
- Operator Services
- 911 Operators

Other services and features may be excluded from use on a multipoint at the discretion of the Company.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

9. Regulations (Cont'd)

d. Multipoint (Cont'd)

3) All users in a multipoint will be billed to a single number.

4) All users in a multipoint must be located in the same building. Distance limitations and restrictions will apply.

5) Multipoint service will function only with customer premise equipment that act as fully initializing end point identification terminals and are compatible with the relevant underlying carrier network. These terminals are necessary in that they can be individually identified by the switch.

6) When purchased as part of an ISDN Centrex agreement, a maximum of two terminals per line will be considered part of the customer's commitment level for the contract. For example, a customer who contracts for 10 lines, each with an additional multipoint terminal, would have a terminal count of 20, and a 90% level of commitment of 18 (lines plus multipoint terminals).

e. ISDN Centrex Service is offered only as a complete service. The Centrex station line charges consist of exchange access and intercommunications. Exchange access cannot be provided without intercommunications.

f. Once a call has been established on an Alternate Voice/Circuit Switched Data capability, the call type (voice or data) cannot be changed without disconnecting and establishing a new call. For simultaneous voice and circuit switched data capability the Circuit Switched Voice and Circuit Switched Data capabilities must be ordered separately.

g. ISDN Centrex Service is a contracted service.

h. Temporary suspension of ISDN service by a customer is not permitted.

i. Circuit Switched Voice calls will be measured and rated in accordance with Local Service rates.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

9. Regulations (Cont'd)

j. Usage charges for Circuit Switched Data and Packet Switched Data calls will be applied based on rates listed in the Rates and Charges section below. These rates will apply to all calls originating and terminating in ISDN equipped central offices in the underlying carrier's operating territory.

The customer will designate, in advance, which rate option will be applied to Night and Holiday Packet Switched Data calls.

k. One packet is defined as 128 bytes of user information. A 256 byte packet that is transmitted will be billed as two packets.

l. Each Packet Switched Data call made by the customer will be rounded up to the nearest kilopacket for billing purposes.

m. An individual directory number will be assigned for each digital service line.

n. The customer must provide customer premises equipment (CPE) that complies with the ISDN requirements of the serving underlying carrier digital central office entity.

o. Customers to Circuit Switched Data, Alternate Voice/Circuit Switched Data, High or Low Speed Packet Switched Data and Alternate Circuit Switched Voice/Packet Switched Data must either be served by the same switch or a switch linked by facilities capable of sending Circuit Switched and/or Packet Switched Data in order to send or receive data transmissions with another customer.

p. All regulations and descriptions for Call ID, as found in this Section, apply when purchased in addition to ISDN service, except for situations in which a direct conflict arises. In those situations, the ISDN Catalog takes precedence.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

10. Additional ISDN Charges

a. Intra-company Foreign Exchange Service for ISDN

1) If ISDN service is not available out of the customer's serving central office, then the Company will provide foreign exchange service out of the central office of its choice, and foreign exchange mileage charges will be waived. Unless included in a bundled ISDN Package, FX transport charges will continue to apply.

2) In the case of Company initiated foreign exchange service as outlined above, the customer will be responsible for all outgoing toll charges from the serving foreign exchange central office. Toll charges for incoming calls to Company initiated ISDN FX lines will be charged according to the customer's foreign exchange office.

3) Customers who request ISDN foreign exchange service from a specific central office will continue to pay all foreign exchange transport and mileage charges.

b. Loop Extensions for ISDN Lines

1) In certain circumstances, loop extensions may be necessary in order to provide ISDN service to a customer. The two most common types of loop extensions are:

FX Transport - equipment that allows an interface with a DS1 to extend an ISDN line beyond a central office boundary.

Field Repeater - a device that digitally amplifies the signal in order to provide ISDN service beyond the typical 18,000 feet limit.

2) Loop Extension (FX Transport and Field Repeater) charges will not apply for ISDN Centrex lines with NXX's listed in the Attachment to this section.

3) Loop Extension charges apply for all ISDN Centrex lines where the customer requests to be served from a different central office from the Company-designated central office.

4) Frontier will need to determine on an individual basis whether Loop Extension charges will be necessary.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

10. Additional ISDN Charges (Cont'd)

c. Termination Charges

If ISDN Metered Rate Business Service is terminated prior to the expiration of the minimum service period, the customer shall be required to continue paying the applicable charges for the remainder of the minimum service period.

11. Demonstration Period

a. General

The Demonstration Period gives the Company the option of waiving nonrecurring charges in order to promote the sale of ISDN.

b. Regulations

1) The Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both associated with ISDN at any time upon one day's notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

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

12. Rates and Charges

The following rates and charges are applicable to standard installation of ISDN Service.

ISDN Centrex Service rates are distance sensitive from the customer's serving central office. The total charge per ISDN Centrex station is the sum of the appropriate Exchange Access, Intercommunications and Common Equipment rates and charges.

Additional charges may apply depending upon the nature of the outside plant facilities.

The Federal Communications Commission's end user charges apply in addition to the specified rates.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

12. Rates and Charges (Cont'd)

a. Class of Service Options

	Monthly Rate
1) ISDN Measured Rate Business Service **	$25.40

b. Basic Service Capabilities

	Monthly Message Rate ISDN Business Service
1) ISDN Service *	
a) Flat Rate	$30.00
b) Circuit Switched Data only (64 kbps), each	$2.00
c) Alternate Circuit Switched Voice/ Circuit Switched Data (64 kbps), each	$2.00
d) High Speed Packet Switched Data only (64 kbps), each	$75.00
e) Low Speed Packet Switched Data only (9.6 kbps), each	$5.00
f) Alternate Circuit Switched Voice/ /Packet Switched Data (64 kbps), each	$75.00
g) FX Transport	$44.95
h) Field Repeater	$44.95

* This service is grandfathered as of November 8, 1996.

** As of May 9, 1997, this service is grandfathered. Only customers of record as of May 9, 1997 may retain this service until the date customers disconnect this service.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

12. Rates and Charges (Cont'd)

b. Basic Service Capabilities (Cont'd)

	Monthly Message Rate ISDN Business Service
2) ISDN Centrex Service *	
a) Circuit Switched Data only (64 kbps), each	$7.00
b) Alternate Circuit Switched Voice/ Circuit Switched Data (64 kbps), each	$7.00
c) High Speed Packet Switched Data only (64 kbps), each	$100.00
d) Low Speed Packet Switched Data only (9.6 kbps), each	$5.00
e) Alternate Circuit Switched Voice/ Packet Switched Data (64 kbps), each	$100.00

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

12. Rates and Charges (Cont'd)

c. Optional Features

	Monthly Message Rate ISDN Business Service
1) Enhanced Digital Telephone *	
EDTS with up to	
10 Call Appearances/Features	$2.00
20 Call Appearances/Features	$3.00
30 Call Appearances/Features	$3.50
40 Call Appearances/Features	$4.00
50 Call Appearances/Features	$4.50
Each Additional 10 Call Appearances/Features	$0.50
2) Display Service Optional Features, per primary directory number, Basic Display Service *	$3.50
3) Packet Switching Service Optional Features *	
Additional Virtual Circuits, each	$1.50
Permanent Virtual Circuit, each	$1.50
Closed User Groups, each user	$1.00
Single and Multiple Hunt Group, each user	$2.00
4) Miscellaneous Optional Features *	
Additional Directory Numbers, each number above two	$3.00
5) ISDN Centrex Optional Features *	
Intercom, per Intercom Arrangement	$1.00
Group Intercom, per group	$2.00

* This service is grandfathered as of November 8, 1996.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

12. Rates and Charges (Cont'd)

d. Usage Charges

		Per Minute Rate Day	Per Minute Rate Night & Holidays *	Monthly Rate
1)	Circuit Switched Data **			
	First Minute, or fraction thereof	$0.03	$0.03	N/A
	Additional Minute, or fraction thereof	$0.03	$0.03	N/A
2)	Packet Switched Data Rate Period **			
	Option A - per kilopacket, or fraction thereof	$0.10	$0.085	N/A
	Option B - up to 500 kilopackets	N/A	N/A	$35.00
	each additional kilopacket	$0.07	$0.07	N/A
	Option C - up to 50 kilopackets	N/A	N/A	$1.00
	each additional kilopacket	$0.085	$0.085	N/A

* Night and Holiday rates apply:
1. Monday through Friday 5:00 PM - 7:59 AM.
2. Weekends from Friday 5:00 PM through Monday 7:59 AM.
3. Holidays - Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), and Thanksgiving (the fourth Thursday in November). In case Christmas, New Year's Day and Independence Day legal holidays fall on other than December 25, January 1, and July 4, respectively, night rates apply as provided above on such legal holidays.

** This service is grandfathered as of November 8, 1996.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

A. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICE (Cont'd)

12. Rates and Charges (Cont'd)

	Monthly Message Rate ISDN Business Service
e. Multipoint Service - per terminal *	$4.00

f. Nonrecurring Charges - Apply for the engineering of ISDN circuits and the preparation and entry of translations that activate initially, or subsequently change or rearrange features.

	Nonrecurring Charge *
Initial Installation	$101.00
Subsequent Changes in Line Definition	$37.00
Multifrequency Switched Digital Data Access Service, per digital service line	$100.00
Non-Standard Configuration, per request	$400.00

g. In addition, a service charge applies for ISDN Service as specified in P.S.C. No. 2 Tariff, Section 6.

* This service is grandfathered as of November 8, 1996.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

B. PRIMARY RATE INTERFACE (PRI) SERVICE

1. General

ISDN Primary Rate Interface (PRI) Service is a switched service that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling. The 23B+D channel configuration is provided on a single digital facility. The D-Channel carries call control messages used to manage the B-Channels. Each channel can operate at a rate of 56 Kbps, 64 Kbps Restricted, or 64 Kbps Clear Channel. The service is utilized to connect ISDN compatible end user provided premises equipment to a suitably equipped Company node.

The voice usage charges generated by using ISDN PRI Service will be identified and charged in accordance with the associated class of service with which ISDN PRI is used. Usage charges for Circuit Switched Data calls will be billed in accordance with the existing ISDN Circuit Switched Data rates.

The customer must purchase the necessary T-1 to be used in conjunction with ISDN PRI Service.

2. Definitions

<u>ISDN Primary Rate Interface (PRI) Port</u> - A T-1 node termination that interfaces directly to a 1.544 Mbps circuit and is capable of handling channels configured as 23B + 1D.

<u>PRI Tieline Port</u> - Provides for ISDN Primary Rate Interface Service capabilities to be connected between suitably equipped Company nodes via dedicated facilities.

<u>Node</u> - A (digital) central office switch serving customer locations.

<u>T-1</u> - A 1.544 Mbps facility between the end user's premises network interface and a port.

<u>B-Channel</u> - A 64 Kbps transmission facility that supports voice, and/or data communications.

<u>D-Channel</u> - 64 Kbps transmission facility used for out-of-band signaling and control of the B-Channels.

<u>Clear Channel</u> - Provides for the full utilization of the bandwidth in a channel which is 64 Kbps using B8ZS protocol.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

B. PRIMARY RATE INTERFACE (PRI) SERVICE (Cont'd)

2. Definitions (Cont'd)

Call-By-Call Service Selection - Eliminates the need for dedicated B-Channels. Calls for a particular service type (i.e., DID, DOD) can be dynamically assigned to any B-Channel. The number of B-Channels that can be used simultaneously for a given service type is determined by the Customer at installation, and typically defined in both the node and the end user's equipment.

Dedicated Service Access - Allows an end user to dedicate subsets of B-Channels to specific service types. Trunk groups are used to dedicate B-Channels to each desired service.

Calling Line Identification - This is an optional feature which carries a charge in addition to the ISDN PRI Port charge. Delivers the calling party's telephone number and is available where technically feasible.

3. Regulations

a. ISDN PRI Service is available where technically feasible.

b. Customers of Digital DID/PBX service can convert an existing contract to a new three or five-year contract without penalty, provided the quantity of T-1s and ports are preserved.

c. The minimum service period is 12 months. Additions to the initial service are also subject to a 12-month minimum service period. Each ISDN PRI port in service for less than 12 months is subject to termination charges as follows:

Quantity of Ports X Monthly PRI Port Rate X 12 months minus # months in service

d. A customer may convert an existing three-year contract to a new five-year contract, prior to the completion of the existing contract without penalty. The Customer will be charged a record order charge for the change and will pay the current prices in effect for the contract chosen.

Additionally, Customers under contract pricing shall be obliged to pay the remaining payments, i.e., the monthly rate multiplied by the number of remaining months, if the service is disconnected in whole or in part prior to the expiration of the contract.

e. If ISDN PRI Service is not available in an end user's serving node, then it will be provided from a foreign node at the standard ISDN PRI port rate.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

B. PRIMARY RATE INTERFACE (PRI) SERVICE (Cont'd)

3. Regulations (Cont'd)

f. ISDN PRI end users 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 Basic Order 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. End users 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.

g. Ports will be provided at the T-1 level only.

h. Customer provided equipment used to connect to ISDN PRI Service must meet Company requirements.

i. The Company shall not be responsible to the Customer or end user if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN PRI Service render any equipment provided by an end user obsolete or require any modification or alternation of such equipment or system or otherwise affect its use or performance.

j. The Customer must subscribe to services and specify each type of traffic that will be transported across the ISDN PRI Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The voice and data usage charges generated by using ISDN PRI will be measured and billed in accordance with the rates specified in this Catalog.

k. ISDN PRI Service will be provided only in blocks of 100 consecutive numbers. This minimum applies whether or not the subscriber utilizes all the numbers in the group.

l. Appropriate nonrecurring charges apply for initial and each additional installation of ports, T-1s and features ordered by a Customer. A Basic Order charge will apply if a Customer adds Calling Line Identification or changes the configuration of the Call-By-Call Service Selection or Dedicated Service Access features.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

B. PRIMARY RATE INTERFACE (PRI) SERVICE (Cont'd)

4. Rates and Charges

ISDN PRI Port	Monthly Charge	Nonrecurring Charge
1 Year Term	$788.00	$735.00
3 Year Term	$688.00	$552.00
5 Year Term	$615.00	$368.00
7 Year Term	$573.00	$0.00

ISDN PRI Port with Calling Line Identification	Monthly Charge	Nonrecurring Charge
1 Year Term	$940.00	$735.00
3 Year Term	$830.00	$552.00
5 Year Term	$749.00	$368.00
7 Year Term	$700.00	$0.00

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

C. BUNDLED INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRODUCTS

1. Corporate Work-at-Home

a. ISDN service including two (2) B channels and one (1) D channel offered to business customers to provide their work-at-home employees ISDN service in the Metro Rochester and Suburban areas. Suburban areas for this product include those exchanges in rate groups 2, 3, 4 and 5.

b. Circuit switched data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month. Customers will have five separate product options for the amount of circuit switched data they wish to include in the base rate; options range from 0 to 500 hours. Circuit switched data usage over the specified level included in the base rate will be charged the per minute circuit switched data rate.

c. Rates include flat rate voice usage, and where applicable, line conditioning, field repeaters, FX transport and FX mileage charges. Note: FX transport and FX mileage are included only if it is necessary to provision the service. Furthermore, the customer does not have a choice of where the service will be FX'ed from, this is at the sole discretion of Frontier.

d. Corporate Work-at-Home package is limited to only one circuit switched data telephone number per line.

e. Corporate Work-at-Home package is limited to a maximum two point multipoint.

f. Customer must purchase a minimum of 10 ISDN lines.

g. Termination - If a customer terminates Corporate Work-at-Home service prior to the expiration of the minimum service period, the customer will be required to continue paying the applicable charges for the remainder of the first year. In the case of two and three-year contracts, the customer will also be required to pay a penalty of 50% of the balance of the contract amount after the first year. For example, if a customer signs a two-year term and cancels after nine months, the customer would be responsible to pay for the remaining three months of the first year and six months of the second year.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

C. BUNDLED INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRODUCTS (Cont'd)

1. Corporate Work-at-Home (Cont'd)

h. Rates and Charges

Corporate Work-at-Home Package Includes:

- Flat Rate Voice Calls
- Multipoint Service
- Two Alternate Circuit Switched Voice/
- Circuit Switched Data Channels
- Display Feature

		Monthly Rate	
Circuit Switched Data Usage	1 Year Contract Rates	2 Year Contract Rates	3 Year Contract Rates
Metered	$49.95	$44.95	$39.95
50 Hours	$69.95	$64.95	$59.95
150 Hours	$89.95	$84.95	$79.95
250 Hours	$109.95	$104.95	$99.95
500 Hours	$129.95	$124.95	$119.95

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

C. BUNDLED INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRODUCTS (Cont'd)

2. ISDN Centrex Office Suite

a. ISDN Centrex Office Suite is offered to business customers located in the Rochester LATA. Rural areas for this product include: Atlanta, Avon, Bergen, Brockport, Castile-Gainesville-Silver Springs, Cohocton, Dansville, Hamlin, Hemlock, Honeoye Falls, LeRoy, Liecester, Livonia, Mt. Morris, Naples, Nunda, Pavilion, Perry, Springwater, Warsaw, Wayland, and Wyoming, as well as the central offices of Bristol Harbor, Farmington, and Stottle Road.

b. Customers will have five separate product options for the amount of circuit switched data they wish to include in the base rate; options range from 0 to 500 hours. Circuit switched data usage over the specified level included in the base rate will be charged the per minute circuit switched data.

c. Rates include flat rate voice usage, and where applicable, line conditioning, field repeaters, FX transport and FX mileage charges. Note: FX transport and FX mileage are included only if it is necessary to provision the service. Furthermore, the customer does not have a choice of where the service will be FX'ed from, this is at the sole discretion of Frontier.

d. ISDN Centrex Office Suite is available on one or three-year term contracts.

e. ISDN Centrex Office Suite customers must purchase a minimum of 3 ISDN Centrex lines.

f. Standard Features available with ISDN Centrex Office Suite are the same as those offered for Centrex Office Suite listed in Section 6.

g. If a customer terminates ISDN Centrex Office Suite service prior to the expiration of the service period, the customer will be required to continue paying the applicable charges for the remainder of the service period.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

C. BUNDLED INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRODUCTS (Cont'd)

2. ISDN Centrex Office Suite (Cont'd)

h. Rates and Charges

	Service Terms		
	36 Months	60 Months	84 Months
ISDN Centrex Office Suite			
0 to 2 Miles			
- Intercommunications	$23.52	$21.72	$19.92
- Exchange Access	$2.61	$2.41	$2.21
Over 2 Miles			
- Intercommunications	$27.14	$25.34	$23.54
- Exchange Access	$3.01	$2.81	$2.61

	Monthly Rate			
Circuit Switched	Urban		Rural	
Data Usage	1Year	3 Year	1 Year	3 Year
Metered	$37.95	$28.45	$90.20	$80.70
50 Hours	$56.95	$47.95	$109.20	$99.70
100 Hours	$75.95	$66.45	$128.20	$118.70
250 Hours	$94.95	$85.45	$147.20	$137.70
500 Hours	$113.95	$104.45	$166.20	$156.70

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

C. BUNDLED INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRODUCTS (Cont'd)

3. Business ISDN - Basic

a. ISDN service including two (2) B channels and one (1) D channel offered to business customers in Urban Rochester and Rural areas. Rural areas for this product include the exchanges of Atlanta, Avon, Bergen, Brockport, Castile-Gainesville-Silver Springs, Cohocton, Dansville, Hamlin, Hemlock, Honeoye Falls, LeRoy, Liecester, Livonia, Mt. Morris, Naples, Nunda, Pavilion, Perry, Springwater, Warsaw, Wayland, and Wyoming, and the central offices of Bristol Harbor, Farmington, and Stottle Road.

b. Circuit switched data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month. Customers will have five separate product options for the amount of circuit switched data they wish to include in the base rate; options range from 0 to 500 hours. Circuit switched data usage over the specified level included in the base rate will be charged the per minute circuit switched data rate.

c. Rates include where applicable, line conditioning, field repeaters, FX transport and FX mileage charges. Note: FX transport and FX mileage are included only if it is necessary to provision the service. Furthermore, the customer does not have a choice of where the service will be FX'ed from, this is at the sole discretion of Frontier.

d. This package is limited to only one circuit switched data telephone number per line.

e. This package is limited to a maximum two point multipoint.

f. Termination

If a customer terminates Business ISDN-Basic service prior to the expiration of the minimum service period, the customer will be required to continue paying the applicable charges for the remainder of the first year. In the case of two and three-year contracts, the customer will also be required to pay a penalty of 50% of the balance of the contract amount after the first year. For example, if a customer signs a two-year term and cancels after nine months, the customer would be responsible to pay for the remaining three months of the first year and six months of the second year.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) SERVICE

C. BUNDLED INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRODUCTS (Cont'd)

3. Business ISDN – Basic (cont'd)

g. Rates and Charges

Business ISDN-Basic Package Includes:

- Multipoint Service
- Two Alternate Circuit Switched Voice/Circuit Switched Data Channels
- Display Feature
- Voice calls charged at metered rates

	Monthly Rate					
Circuit Switched		Urban			Rural	
Data Usage	1Year	2 Year	3 Year	1 Year	2 Year	3 Year
Metered	$39.95	$34.95	$29.95	$94.95	$89.95	$84.95
50 Hours	$59.95	$54.95	$49.95	$114.95	$109.95	$104.95
100 Hours	$79.95	$74.95	$69.95	$134.95	$129.95	$124.95
250 Hours	$99.95	$94.95	$89.95	$154.95	$149.95	$144.95
500 Hours	$119.95	$114.95	$109.95	$174.95	$169.95	$164.95

SEMI-PUBLIC AND COIN ACCESS LINE SERVICE

A. SEMI-PUBLIC SERVICE

1. Definition

Semi-Public Service is a customer service which provides for telephone service for locations where there is a combination of use by the Company's customer as well as use by patrons of the Company's customer. It will be furnished only where, in addition to the Company's customer's use, there is a requirement for service by patrons, transients, guests, members, tenants, employees or other occupants of the customer's premises, and therefore, the public telephone station must be installed in a location which is deemed reasonably visible, accessible, convenient and safe for use by customers in addition to the Company's customers. Semi-Public Service will not be furnished at locations where service is desired solely for the use of the customer, or where the revenue derived from toll and local calls is insufficient to warrant such service.

2. Classification of Service

Semi-Public Service is classified as business service regardless of the type or character of the location at which the service is furnished.

3. Where Furnished

Semi-Public Service is furnished on an individual line basis at the option of the Company. This service is provided only within the serving central office district.

4. Signs

The Company or its underlying carrier will install its standard signs to direct patrons to the telephone.

5. Additional Stations

Customer provided stations should only be provided for the completion of incoming calls on Semi-Public Service.

Such stations may be located on any premises of the customer. Extension mileage rates apply on lines terminating in different buildings.

Transmission may not be satisfactory if more than one extension and one additional ringer or equivalent (i.e., extension bell) are connected to the services.

SEMI-PUBLIC AND COIN ACCESS LINE SERVICE

A. SEMI-PUBLIC SERVICE (Cont'd)

6. Rates and Charges

	Monthly Rate	Installation Charge	Service Charge
a. Stations, each *			
Semi-Public Stations, each	N/A	**	See P.S.C. No. 6 Tariff, Section 6

b. Local calls are charged for at the rate of 25¢ for the initial period of five (5) minutes or fraction thereof, and 5¢ for each overtime period of three (3) minutes or fraction thereof. Toll calls are charged at the current toll rates.

* In addition to stated rates and charges, the charge for individual business measured rate service specified in P.S.C. No. 2 Tariff, Section 2 applies.

** Installation work is performed under Time and Materials Pricing, see P.S.C. No. 2 Tariff, Section 6.

SEMI-PUBLIC AND COIN ACCESS LINE SERVICE

B. COIN ACCESS LINE SERVICE

1. Definition

Coin Access Line (CAL) Service is provided only for connection of customer owned coin operated telephones (COCOT). Coin collection and/or return for Coin Access Line Service is controlled by the customer owned coin telephone.

2. Regulations

a. Coin Access Line Service will terminate in the Company's underlying carrier-provided jacks or interfaces.

b. The Maintenance Service Charge applies as described in Section 11.

c. Coin Access Line Service will be provided only for FCC registered coin operated telephones or through registered protective circuitry.

d. Coin Access Line Service will be provided on a message or measured rate basis only. In exchanges where message or measured rate service is not available, flat rate service will be provided.

e. This service is classified as business service regardless of the type or character of the location at which it is furnished. As such, Coin Access Line Service is subject to the rules and regulations which are applicable to business service.

f. Providers of COCOT service are required to allow coinless emergency calling to 911 and the operator.

g. COCOT Service will include free local and intraLATA directory assistance service.

COCOT providers must provide local and intraLATA directory assistance service to their customers at no charge.

h. COCOT providers are required to display, in plain view, clear, specific dialing instructions, rate information for local and long distance calls, name and address of the COCOT owner, bill and service dispute calling information and a notice of the presence of any extension telephone that might affect privacy of communication.

SEMI-PUBLIC AND COIN ACCESS LINE SERVICE

B. COIN ACCESS LINE SERVICE (Cont'd)

2. Regulations (Cont'd)

i. The maximum local calling charge from a COCOT is limited to the highest local coin rate authorized by the Public Service Commission as specified above.

j. In the event that it becomes apparent that a customer owned coin operated telephone is attached to a line not authorized for use with such equipment, the Company reserves the right to disconnect that customer's service.

k. COCOT equipment shall comply with Federal regulations relative to hearing aid compatibility and mounting height requirements for the disabled.

l. Changing to or from Coin Access Line Service may require a telephone number change.

m. A monthly Enforcement Fund Fee per COCOT access line will be imposed. This is remitted by the Company directly to the Department of Public Service for use in COCOT compliance work.

3. Responsibility of the Customer

a. The CAL customer is responsible for the installation, operation and maintenance of any customer owned coin operated telephone used in connection with this service.

b. The CAL customer shall be responsible for the payment of all charges incurred through the use of the Coin Access Line including local message charges, toll messages and calls to interLATA directory assistance.

c. The CAL customer is responsible for refund of coins lost or collected in error by the customer owned coin operated telephone.

SEMI-PUBLIC AND COIN ACCESS LINE SERVICE

B. COIN ACCESS LINE SERVICE (Cont'd)

4. Rates and Charges

Coin Access Line	Monthly Rate	Service Charge
Message and Measured Rate Per Line		
Rate Group 9	$20.42	*
Enforcement Fund Fee	$0.25	

Optional Features *

Outward Call Screening is designed to prevent fraudulent use of a COCOT by placing calls on an operator assisted basis without depositing coins.

Outgoing Only Service will prevent the completion of incoming calls to COCOT equipment.

Billed Number Screening disallows collect and third number calls to a COCOT access line.

	Monthly Rate	Service Charge
Outward Call Screening, per line	$4.89	*
Outgoing Only Service, per line	$1.22	*
Billed Number Screening, per line	$0.00	*

Message unit or measured time charges are as specified in Section 15.

* Available subject to Central Office equipment capabilities.

** See P.S.C. No. 2 Tariff, Section 6.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

A. PRIVATE BRANCH EXCHANGE (PBX) SERVICE

1. Definition

Private Branch Exchange (PBX) Service is a service providing facilities for connecting central office trunk and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

2. Regulations

a. A tie line may be furnished for voice communication between two terminating switchboards and PBX stations on the switchboards.

Tie lines will not be provided between private branch exchange systems in hotels, or apartment houses located in separate buildings, except where such tie lines are required solely for and used exclusively by the management of the hotel or apartment house.

b. A customer having PBX service may have one or more trunk lines connected with a foreign central office at the rates for trunks which are in effect in that district, subject to the foreign exchange line mileage charges as specified in Section 6. A foreign exchange trunk may be classed as an additional trunk when a customer is furnished an initial PBX trunk on the same switchboard from the same central office or from a central office with the same local calling area.

c. PBX service is furnished to hotels (including marinas and motels), apartment houses, clubs and hospitals for use of their guests, tenants, patrons and patients.

1) Apartment Houses, Clubs or Other Establishments

a) Charges to be Paid by Customer

The rates for the trunks applicable in the exchange from which the service is furnished.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

A. PRIVATE BRANCH EXCHANGE (PBX) SERVICE (Cont'd)

2. Regulations (Cont'd)

c. PBX service is furnished to hotels (including marinas and motels), apartment houses, clubs and hospitals for use of their guests, tenants, patrons and patients. (Cont'd)

1) Apartment Houses, Clubs or Other Establishments (Cont'd)

b) Charges to be Collected by Customer

(1) On calls from telephones in lobbies or other public rooms, the apartment house or club shall charge the existing current public telephone rates.

(2) On calls sent paid from other stations on the switchboard and on incoming collect calls to such stations, the apartment house, club or other similar establishment may charge and collect from tenants and patrons, charges which shall not exceed the following:

Local Calls	For each local call billed by the Company, the local usage charge, 1¢ for State, Local, and Federal taxes, plus a surcharge of 20¢.
Intrastate Toll Calls	Current charge, State, Local and Federal taxes, plus a surcharge of 20¢.

On each completed outgoing collect call, Special Reversed Charge Service call, or call on which the charges are transferred to a credit card number or other third telephone (local or intrastate toll), the apartment house or club may charge and collect from the tenant or patron a charge of 10¢.

For each call to Directory Assistance billed by the Company, the Directory Assistance charge, 1¢ for State, Local and Federal taxes, plus a surcharge of 20¢.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

A. PRIVATE BRANCH EXCHANGE (PBX) SERVICE (Cont'd)

2. Regulations (Cont'd)

c. PBX service is furnished to hotels (including marinas and motels), apartment houses, clubs and hospitals for use of their guests, tenants, patrons and patients. (Cont'd)

1) Apartment Houses, Clubs or Other Establishments (Cont'd)

c) Responsibilities of the Customer

(1) The apartment houses and clubs shall not be required to pay to the Company the amounts collected by them from their tenants and patrons as provided in (b) above. The difference between the amounts collected by the apartment houses and clubs on all local and toll messages and the amounts payable to the Company shall be retained by the apartment houses and clubs as and for their full compensation for their services in handling both outgoing and incoming telephone messages for their tenants and patrons.

(2) The apartment houses and clubs shall maintain adequate records of billings of tenant or patron telephone calls and shall retain said records for a period of at least one (1) year.

(3) The apartment houses and clubs shall display detailed surcharge information as well as the telephone number and address of the Company office where information relative to or complaints about the surcharge can be obtained or registered. This information is to be displayed at all guest extensions and at check-in and check-out desks.

(4) The apartment houses and clubs shall permit periodic, unscheduled inspections by authorized the Company personnel to assure compliance of items c)(3) above. Should errors or violations be found during said inspections, the c)(2) apartment house or club shall make restitution of wrongfully collected surcharges. Subject to their right to file a complaint with the Public Service Commission, and upon reasonable notice, in the event the apartment houses and clubs refuse to make restitution for a surcharge imposed in violation of P.S.C. No. 2 Tariff and/or Catalog, the apartment house or club shall have its telephone service discontinued.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

A. PRIVATE BRANCH EXCHANGE (PBX) SERVICE (Cont'd)

2. Regulations (Cont'd)

c. PBX service is furnished to hotels (including marinas and motels), apartment houses, clubs and hospitals for use of their guests, tenants, patrons and patients. (Cont'd)

2) Hotels

a) Charges to be Paid by Customer - The current rates for trunks applicable in the exchange from which the service is furnished.

b) Charges to be Collected by Customer - On calls from telephones in lobbies or other public rooms, the hotel shall charge the current public telephone rates.

On local and intrastate sent paid telephone calls and on incoming collect calls the hotel may charge and collect from guests, tenants and patrons the current charge (including taxes) plus a surcharge to be determined by each hotel, provided that the hotel has affixed to each guest extension information pertaining to the surcharges that will apply for use of the communication service offered by the hotel.

3) Hospitals

a) Charges to be Paid by Customer - The rates for trunks applicable in the exchange from which the service is furnished.

b) Charges to be Collected by Customer - On calls from telephones in lobbies or other public rooms, the hospital shall charge the current public telephone rates.

The hospital or authorized representative may charge each patient for bedside local telephone service either a per diem rate or the current rate plus a surcharge per local call sent paid. The per diem rate or the per call surcharge will be determined by the hospital or authorized representative. For intrastate toll calls sent paid or incoming collect calls, the charges will be the current rate (including taxes) plus a surcharge determined by the hospital or authorized representative. The hospital or authorized representative must provide advance notification to patients of the rates and charges for bedside telephone service.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

A. PRIVATE BRANCH EXCHANGE (PBX) SERVICE (Cont'd)

3. Rates and Charges

a. Trunks with Local Measured Service

		Monthly Rate
1)	First Trunk, each * Message and Measured Rate, without local message charges	$13.80
2)	Additional Trunks, each * Message and Measured Rate, without local message charges	$13.80

b. Flat Rate Trunks **

		Monthly Rate	1 Year Contract	2 Year Contract	3 Year Contract
1)	First Trunk, each * Analog	$70.00	$66.50	$66.50	$63.50
2)	Additional Trunks, each * Analog	$70.00	$66.50	$65.00	$63.50

* See P.S.C. No. 2 Tariff, Section 6 for Service Charge.

** End user Common Line and Local Number Portability Charges are included. Service not available on all billing platforms. Available only where technically feasible.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

A. PRIVATE BRANCH EXCHANGE (PBX) SERVICE (Cont'd)

3. Rates and Charges (Cont'd)

c. Tie Lines

		Monthly Rate
1)	Tie Lines Analog, each **	Mileage rates specified in P.S.C. No. 2 Tariff, Section 3 apply
	Digital, each	Mileage rates as specified in P.S.C. No. 2 Tariff, Section 6 for Low Capacity service apply.
2)	Tie Line Terminations	
	Analog Termination, each	$33.85 *
	Digital Termination, each	$487.69 *
	Per DSO Channel, each	$0.00

3) Contracted Rates for Tie Line Terminations

Digital Termination - each

a) Monthly Rates

1 Year	$470.00
3 Year	$420.00
5 Year	$395.00
7 Year	$381.00
Per DSO Channel, each	$0.00

Installation work is performed under Time and Materials Pricing, see P.S.C. No. 2 Tariff, Section 6.

b) Contracted Digital Tie Line Terminations are available only for connection to the Company's underlying carrier's provided private line circuits.

* Installation work is performed under Time and Materials Pricing, see P.S.C. No. 2 Tariff, Section 6.

** See P.S.C. No. 2 Tariff, Section 6 for Service Charges.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

B. AUTOMATICALLY IDENTIFIED OUTWARD DIALING (AIOD)

1. General

The AIOD (Automatically Identified Outward Dialing) feature provides the ability to automatically identify PBX stations making outward calls from the PBX. The record of calls is provided to the customer on magnetic tape as detailed in D. following.

2. Regulations

a. The service is furnished subject to the availability of facilities and equipment and only with compatible PBX's.

b. Two (2) leased lines are required as data links for each customer location.

c. The service is provided only on trunk groups switched through an appropriately equipped central office.

3. Rates and Charges

		Monthly Rate	Installation Charge
a.	Common C.O. Equipment (per customer location)	$178.00	$448.50
b.	Per Trunk Monitored	$16.51	-
c.	Output medium	See D. Magnetic Tape Charges, following	

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

B. AUTOMATICALLY IDENTIFIED OUTWARD DIALING (AIOD) (Cont'd)

3. Rates and Charges (Cont'd)

d. PBX-ANI

	Initial Installation		Subsequent Additions	
	Monthly Rate	Installation Charge	Monthly Rate	Installation Charge
1) Common Equipment for initial 5 matrix gates (5,000 lines)	$1,055.07	$1,307.75	-	-
2) Annex Bay for additional 6 matrix gates (6,000 lines)	$56.42	$70.25	$117.79	$146.50
3) 1st Matrix Gate for 1st 1,000 lines	$102.40	$130.00	-	-
4) Additional Matrix Gates for each additional 1,000 lines	$87.88	$109.25	$198.24	$245.25
5) Line Matrix Cards 1 for each 20 lines	$4.31	$5.25	$13.65	$18.00
6) Trunk Groups 1 for each 32 trunks	$13.21	$16.50	$18.32	$22.50
7) Trunk Matrix Card 1 trunk per card	$4.83	$6.00	$13.47	$18.00

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

C. AUTOMATIC ROUTE SELECTION

1. General

Automatic Route Selection (ARS) is an optional feature, available where facilities permit, that allows station users, to automatically select the preferred routing pattern for network toll calls.

This arrangement is available for use with Foreign Exchange, Other Common Carriers (OCC), tie line and Normal Exchange Service lines.

Two different ARS dialing plans are available, the LATA Dialing Plan and the Custom Dialing Plan.

2. Description

a. The LATA Dialing Plan allows the customer to designate a preferred routing pattern for each of the following call categories:

1) IntraLATA Toll - All toll calls terminating in the Rochester LATA.

2) NYS InterLATA Toll - All toll calls terminating outside of the Rochester LATA within NYS.

3) Interstate Toll - All toll calls terminating outside of NYS.

b. The Custom Dialing Plan routes calls based on a pre-defined list of NPA, NXX and country codes supplied by the customer.

3. Regulations

a. Automatic Route Selection is offered only to customers served from central offices equipped to furnish this feature.

b. Preferred routing patterns must be specified by the customer. A pattern is a group of up to 5 different routes, arranged to be automatically selected in sequence to complete calls.

c. The customer may select either the Direct Dialing (DD) Network or an overflow tone as the final route.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

C. AUTOMATIC ROUTE SELECTION (Cont'd)

3. Regulations (Cont'd)

d. Final routing to an overflow tone will be offered only if a customer has subscribed to a sufficient number of facilities which, in the judgment of the Company, provide an adequate level of service so as to avoid interfering with the service of others or to prevent others from making or receiving calls over their telephone service.

e. Under the LATA Dialing Plan, all international calls will be routed to the DD Network.

International call routing is available with the Custom Dialing Plan. The customer has the option of routing either all international calls or only calls to specific countries.

f. 555-1212, 411, 900, 971, 974, 700, 800 and 911 calls are not included in ARS routing.

g. The customer is responsible for providing the Company with any modifications to the routing pattern. This includes modifications that may be necessary when a new NPA/NXX opens.

h. All rates and charges specified for Automatic Route Selection are in addition to the rates and charges for the associated facilities.

i. The rates specified later in this section are per ARS routing pattern. Should a customer request more than one routing pattern within the terminal group, additional charges will apply.

j. The Company is not liable for any charges associated with a toll call that does not follow the customer specified preferred routing pattern.

Should a call not follow the customer specified preferred routing pattern, the customer is responsible for providing the Company with the pertinent information needed to correct the pattern.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

C. AUTOMATIC ROUTE SELECTION (Cont'd)

4. Rates and Charges, per routing pattern within a terminal group

		Monthly Rate	Installation Charge
a.	LATA Dialing Plan		
1)	1-100 lines	$50.00	$500.00
2)	100+ lines	$100.00	$500.00
b.	Custom Dialing Plan *		
1)	per each NPA		$500.00
2)	per each NPA/NXX combination		$500.00
3)	per each country code or		$500.00
4)	to have all international calls follow the same routing pattern		$500.00
5)	1-100 lines	$50.00	
6)	100+ lines	$100.00	

c. A modification charge applies to each addition, deletion or change to the original routing pattern.

Modification Charge $50.00

* Plus an additional installation charge of $12.50.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

D. MAGNETIC TAPE CHARGES

1. General

A customer may receive a magnetic tape listing of message toll or AIOD monitored calls. The customer may receive the tape on a regular, monthly basis (as with subscription to AIOD), or on an individual request basis.

2. Regulations

a. A magnetic tape may be provided to the customer for AIOD information or toll listings. The magnetic tape becomes the property of the customer. All requests are prepared subject to the availability of the information and the capabilities of the data processing equipment currently in use by the Company or underlying carrier.

b. One tape will be provided for each type of information requested. The tape formats available will be supplied upon request. Formats are subject to the specifications of data processing equipment currently in use by the Company or its underlying carrier and may be changed based on equipment availability.

c. Historical information will not generally be available.

d. Charges are calculated separately for each billing number and for each type of data.

e. All data will be furnished for a one-month period.

3. Rates and Charges

		Rate
a.	For a one-time request:	
	per tape	$113.29
	plus, per message	$0.018
b.	For tapes supplied on a monthly basis:	
	per tape	$93.16
	plus, per message	$0.018

c. In addition to a. and b. above, the Basic Service Charge applies.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

E. DIRECT INWARD DIALING (DID) SERVICE

1. General

Direct Inward Dialing (DID) is a service which allows an incoming exchange call to be dialed directly by a calling party to a station associated with a switching system located on the customer's premises without attendant assistance. The facilities for the service, which are located in the central office, outpulse digits to the switching equipment on the customer's premises. The number of digits outpulsed will be uniform for both the listed number to the attendant's console and for the stations associated with the switching equipment.

2. Regulations

a. DID Service may be furnished from the customer's normal serving central office, or from a foreign central office subject to the availability of local facilities and number designations. The type of central office facilities used to furnish this service will be determined by the Company or its underlying carrier.

b. DID Service will only be provided out of those digital central offices equipped to provide the service. The rates and regulations of this section apply to customers that subscribe to DID Service on an analog basis. If a digital termination is requested, the rates and regulations following apply.

c. The central office designation used for DID service shall be the one associated with the central office from which DID service is being provided.

Customer requested changes in the central office designation used to provide DID Service or a change to DID Service will be considered a disconnect of their existing DID Service and a connection of new service. Remaining minimum charges for the existing service will apply.

d. If DID Service is provided from a foreign central office, the Foreign Exchange Line Mileage defined in P.S.C. No. 2 Tariff, Section 3 will apply to each DID trunk, in addition to the charges specified below.

e. Customer provided PBX systems are subject to the regulations contained in Section 13.

f. Number groups reserved at the customer's request, will be provided at the charges specified herein, subject to the availability of facilities and will be provided in blocks of numbers as defined by the Company.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

E. DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

2. Regulations (Cont'd)

g. The customer must provide for the automatic intercept of assigned but unused station numbers including vacant station number groups, as required. When a recording device is used for the automatic intercept of such numbers, connections to the announcement machine should not return off-hook (answer) supervision.

h. DID Service may be provided on some or all trunks arranged for inward service. All DID calls must be routed over the same PBX trunk group. Trunks arranged for DID Service may not be mixed with trunks not so arranged within the same trunk group.

i. If only a portion of the PBX system stations are to receive DID Service, a separate trunk must be provided and all calls to the primary listed directory number must be routed over the Non-DID trunk group.

j. Outgoing calls may not be placed over PBX exchange trunks arranged for DID Service.

Outgoing service will be provided from the normal central office at local PBX trunk rates. If outgoing foreign exchange service is required a separate trunk group shall be furnished.

k. The customer must subscribe to a sufficient number of trunks in the DID trunk group to maintain a P.01 grade of service. After the service has been established, the Company may require the customers to increase the number of trunks or it may recommend that the number of trunks be decreased to satisfy the call completion criteria.

l. DID Service is designed for voice communication and not for the transmission of data. Data terminals must be accessed from the exchange network by other than DID facilities.

m. One free directory listing shall be provided per DID service. Additional directory listings may be provided in accordance with the rates, charges, rules and regulations specified in P.S.C. No. 2 Tariff, Section 4.

n. Digits may be dial outpulsed or multi-frequency outpulsed.

o. All calls intercepted by the attendant will be considered to be completed and subject to a charge.

p. DID service for Radio Telephone Utilities will be provided subject to these regulations.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

E. DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

3. Rates and Charges

	Number of DID Station Numbers	Monthly Rates
Each group of:	25	$14.04
	50	$14.04
	75	$14.04
	100	$14.04
	500	$75.00
Direct Inward Dial Trunk, Each *		$27.00

NOTE: The charges specified above are in addition to those charges applicable to PBX trunks as specified in this Section.

Intercept Service for Direct Inward Dial Lines** (N)

This charge is applied when Direct Inward Dial Lines are routed to an announcement that refers the caller to a new number. This is a Nonrecurring charge.

	Nonrecurring Charge
- Intercept on group of 100 Direct Inward Dial Station Numbers	$100.00
- Intercept on one Direct Inward Dial Station Number	$25.00

* The End User Common Line Charge applies per DID trunk.
** This service is grandfathered and limited to existing customers at existing locations. (N)

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

F. DIGITAL DIRECT INWARD DIALING (DID) SERVICE

1. General

Digital Direct Inward Dialing (DID) is a service which allows an incoming exchange call to be dialed directly by a calling party to a station associated with a switching system located on the customer's premises without attendant assistance. The facilities for the service, which are located in the central office, transmit and receive digital signals to and from the switching equipment on the customer's premises. The number of digits transmitted will be uniform for both the listed number to the attendant's console and for the stations associated with the switching equipment.

2. Regulations

a. Digital DID Service may be furnished from the customer's normal serving central office, or from a foreign central office subject to the availability of local facilities or equipment and number designations. The type of central office facilities used to furnish this service will be determined by the Company or its underlying carrier.

b. Digital DID Service will only be provided out of those digital central offices equipped to provide the service. The rates and regulations of this Section apply to customers served from a digital office that request a digital termination at their premises. If an analog termination is requested, the rates and regulations contained in the previous section apply.

c. In addition to the rates and regulations contained in this Section, the rates and regulations for TPLUS Service will apply for the provisioning of this service from the Company's underlying carrier's central office to the customer's premises.

d. Customer requested changes from Digital DID Service to another DID Service will be considered a disconnect of their existing DID Service and a connection of new service. Remaining minimum charges for the existing service will apply. Appropriate Service Charges will apply.

e. If Digital DID Service is provided from a foreign central office, the interoffice mileage rates for TPLUS Service will apply.

f. Customer provided PBX systems are subject to the regulations contained in Section 13.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

F. DIGITAL DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

2. Regulations (Cont'd)

g. Number groups reserved at the customer's request, will be provided at the charges specified herein, subject to the availability of facilities and will be provided in blocks of 100 numbers as defined by the Company.

h. The customer must provide for the automatic intercept of assigned but unused station numbers including vacant station number groups as required. When a recording device is used for the automatic intercept of such numbers, connections to the announcement machine should not return off-hook (answer) supervision.

i. Digital DID Service will be furnished to a customer in increments of 24 channels, which can be split between incoming, outgoing and two-way service. Digital outgoing service will only be provided in conjunction with digital incoming service. Any subsequent change in this configuration will be subject to the rearrangement charge as set forth below.

j. The customer must subscribe to a sufficient number of facilities in the Digital DID facility group to maintain a P.01 grade of service. After the service has been established, the Company may require the customer to increase the number of facilities or it may recommend that the number of facilities be decreased to satisfy the call completion criteria.

k. Digital DID Service is designed for voice communication and not for the transmission of data. Data terminals must be accessed from the exchange network by other than Digital DID facilities.

l. One free directory listing shall be provided per Digital DID service. Additional directory listings may be provided in accordance with the rates, charges, rules and regulations specified in P.S.C. No. 2 Tariff, Section 4.

m. All calls intercepted by an attendant will be considered to be completed and subject to a charge.

n. A customer requesting Digital DID must make the necessary provisions to be in synchronous communication with the Company's underlying carrier's network or charges in addition to those listed below will apply.

o. Digital DID service for Radio Telephone Utilities will be provided subject to these regulations.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

F. DIGITAL DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

3. Rates and Charges

	Number of DID Station Numbers	Monthly Rates	Nonrecurring
Each group of:	25	$14.04	-
	50	$14.04	-
	75	$14.04	-
	100	$14.04	-
	500	$75.00	-
Direct Inward Dial/ Direct Outward Dialed Channels, # @			
per 24	$487.69	$750.00	
per DSO channel, each		$0.00	
Direct Inward Dialed/Direct Outward Dialed DS1 Facility		*	-
Rearrangement Charge			$150.00

The customer is required to subscribe to an equal number of Digital DID channels and facilities.

The End User Common Line Charge applies per DID or DOD channel.
@ Usage charges (local and toll) will apply for DOD channel.
* Will require a 1.544 Mbps loop facility to be leased from a Local Common Carrier.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

G. SIMPLIFIED MESSAGE SERVICE INTERFACE

1. General

a. Simplified Message Service Interface (SMSI) enables a Voice Mail provider to connect its own system, via SMSI facility, to an appropriately equipped central office which serves the Voice Mail provider's clients. The client is an end user who uses the customer's voice messaging service. When a call is placed to a client, the SMSI facility simultaneously transmits the called number (client's telephone number).

b. An audible or visual Message Waiting Indication (as described in Section 2) may be activated or deactivated by the customer via Simplified Message Service Interface to indicate to the client that a message has been taken.

c. Customer - refers to voice mail provider (vendor).

d. Client refers to endorser - the Company customer and voice mail customer.

2. Rules and Regulations

a. SMSI is offered only from an appropriately equipped central office.

b. A voice mail vendor who wishes to offer this service to its clients must link the appropriate hardware and software (Applications Processor) to the appropriately equipped central office. At least one ISDN switch module, must be equipped with the appropriate software to provide this service, provided that the central office has the technical capability to do so. The customer is responsible for their equipment and any fees associated with installation and maintenance of the equipment. The customer must make payment for services associated with this equipment.

c. The voice mail vendor must use an SMSI facility to communicate with the central office switch.

A SMSI facility is a specially provisioned ISDN line that is used to transport data for enhanced capabilities such as SMSI.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

G. SIMPLIFIED MESSAGE SERVICE INTERFACE (Cont'd)

2. Rules and Regulations (Cont'd)

d. The rates specified for the SMSI facility contemplate the availability of existing compatible facilities from the normal serving central office. If such facilities are not available, or if changes to existing facilities are required to provide SMSI, a charge based on the cost incurred may apply in addition to the rates for this service. These charges may be in the form of a nonrecurring and/or monthly rate.

e. The client must authorize the Company in writing, to deliver data on the client's calls.

f. To ensure satisfactory operation, the terminal equipment provided by the customer must be compatible with the facilities provided by the Company or its underlying carrier.

g. The Company is not responsible for data lost between the switch and the customer's equipment due to power failures, retrofits, back up procedures, link failures, etc.

3. Rates and Charges

		Monthly Rate
a.	Simplified Message Service Interface	$135.00
		Installation Charge
b.	Simplified Message Service Interface	$135.00

c. In addition, a service charge applies as specified in P.S.C. No. 2 Tariff, Section 6.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

H. STATION MESSAGE DETAIL RECORDING (SMDR)

1. General

a. Description

1) Station Message Detail Recording (SMDR) is an enhanced service for Centrex lines and measured business lines. SMDR is the collection of call detail information on a station by station basis which provides the customer the data to perform a wide variety of reporting and manipulation functions.

2) Additional customer premise equipment is required to retrieve SMDR data. The equipment will consist of a software package that is installed in the customer's personal computer. Information is accessed via a dial-up modem which collects data from the central office message processor in order to produce reports.

3) Account codes can only be used in conjunction with SMDR. These account codes would allow the tracking of call information on an individual call basis. Two types of account code services will be available to the customer; Deluxe and Restricted. The Deluxe system would allow the customer to voluntarily assign account codes to specific call detail on an individual user basis. The Restricted system would mandate account codes on all call information for specific lines placed on this system. The Account Code service is provided by the central office switch and is accessed through the message monitor. The Deluxe system is activated at the customer premise and the Restricted system is activated at the switch.

2. Rules and Regulations

a. SMDR is subject to the availability of the equipment and the Company's underlying carrier's capacity to provide the system.

b. IntraCentrex and terminating (DID) call records are not provided.

c. The Company reserves the right to temporarily restrict the customer from accessing SMDR when service conditions, including routine maintenance and backup procedures, affecting the Central Office warrant interruption in service.

d SMDR is not represented or intended to be used as a provision for obtaining detail of billing records. The Company is not liable for any actions caused by discrepancies between SMDR data and billing data.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE AND DIRECT INWARD DIALING (DID) SERVICE

H. STATION MESSAGE DETAIL RECORDING (SMDR) (Cont'd)

3. Responsibility of the Company

a. The Company will conduct an initial training session for up to two SMDR customer administrators. These administrators will be trained on how to retrieve the data provided by SMDR.

b. The Company will make every effort to keep the SMDR system operational at all times. However, the Company reserves the right to temporarily restrict service due to maintenance or system upgrades. Customers will receive prior notice for planned system outages.

4. Responsibility of the Customer

a. The customer must provide and maintain all necessary end user equipment.

b. The customer is responsible for the administration and security of the SMDR system access password. The customer, at the discretion of the Company may also be responsible for any charges associated with the unauthorized use of the password.

5. Rates and Charges

a. Customers will pay the Company a nonrecurring charge to establish access to SMDR.

b. Once access to SMDR has been established, customers will pay a fixed monthly rate and an additional per line monthly rate.

c. Measured Business Lines:

		Rate
1)	Installation Charge	$300.00
2)	Fixed Monthly Rate	$45.00
3)	Monthly Rate, per Line	$0.50

d. Centrex Lines:

1)	Installation Charge	$250.00
2)	Fixed Monthly Rate	$40.00
3)	Monthly Rate, per Line	
	Less than 200 lines	$0.30
	200-500 lines	$0.20
	Over 500 lines	ICB Pricing

CENTREX SERVICE

A. CENTREX SERVICE

1. General

a. Centrex consists of digital switching equipment on the Company's underlying carrier's premises, connected to station lines on the customer's premises.

b. Centrex enables stations to dial each other and to dial outgoing calls directly. Incoming calls may be dialed directly to any station. Incoming calls to the main listed number for the service are connected to a designated station and then completed to the desired party by operation of the call transfer feature.

c. Centrex is offered subject to the availability of the equipment and the capacity to provide the service.

d. Standard Centrex service consists of a Standard Feature Package, Premier Feature Package and Optional Features. Versaline Centrex with Local Measured Service or Flat-Rate service includes the Versaline Centrex Feature Package *.

e. Attendant consoles are located on customer premises and must be supplied by the customer. However, an Optional Attendant Console Feature Package will be available at the rate specified in the rates and charges section below.

f. Centrex charges consist of exchange access and intercommunications.

2. Regulations

a. Centrex service including all specified features, is subject to the availability of the necessary switching equipment and facilities.

b. Centrex Customers subscribing to Optional CLASS Features are required to subscribe to these features for the same length as the rental period of Centrex Service and are not required to attach the optional CLASS Features to 100% of their Centrex Lines. All regulations and descriptions for CLASS Features, as found in Section 2, apply for features purchased as an addition to Centrex Service.

c. Centrex service is available on a month to month basis or on term contracts.

* These services and packages are not available on all billing platforms.

CENTREX SERVICE

A. CENTREX SERVICE (Cont'd)

2. Regulations (Cont'd)

d. Centrex rates may be updated to reflect changes in the Company's or its underlying carrier's carrying charges.

e. When customers renew or change the length of their payment period, the then currently effective rates apply for the new period. For customers who continue to receive Centrex Service beyond the expiration date of their contract without renewal, month to month charges will apply.

f. Where equipment or facilities in excess of that considered adequate by the Company or its underlying carrier is required by the customer, such additional equipment and/or facilities will be furnished at rates and charges based on cost.

g. Recurring rates and installation, service establishment and other nonrecurring charges apply.

h. A termination charge is due in the event that Centrex Service is discontinued and will be equal to the total monthly rate as specified in the contract multiplied by the remaining number of months in the minimum contract period.

3. Features

a. Standard Centrex includes the following features:

- Add On-Consultation Hold-Incoming Only
- Automatic Callback Calling
- Call Forwarding-Variable
  - Incoming Only
  - Busy Line
  - Busy Line-Incoming Only
  - Don't Answer
  - Don't Answer-Incoming Only
- Call Hold
- Call Transfer-Internal Only
  - Outside
  - Individual-Incoming Only
  - Individual-All Calls
- Call Waiting-Terminating
- Cancel Call Waiting
- Customer Changeable Speed Calling
- Direct Inward Dialing (DID)

CENTREX SERVICE

A. CENTREX SERVICE (Cont'd)

3. Features (Cont'd)

a. Standard Centrex includes the following features: (Cont'd)

- Direct Outward Dialing (DOD)
- Directed Call Pick-Up with Barge In
- Directed Call Pick-Up without Barge In
- Distinctive Ringing/Distinctive Call Waiting Tone
- Group Call Pick-Up-Originating
- Terminating
- Group Numbering Plan
- Identified Outward Dialing (IOD)
- Smart Set Interface
- Speed Calling - Shared
- Station Line Hunting
- Station-to-Station Calling
- 3 Way Calling
- Touch Calling
- Call Forwarding-Within Group Only
- Call Waiting-Incoming Only
- Call Waiting Originating
- Code Calling
- Dial Call Waiting
- Radio Paging Access
- Loudspeaker Paging
- Selective Control of Facilities
- Tandem Tie Line Dialing
- Terminal Group Restriction (Originating and Terminating)

b. Premier Centrex package for Standard Centrex includes the following features:

- All Standard Centrex features
- Automatic Route Selection
- Centrex Management System
- Uniform Call Distribution
- Queuing
- Multiline Hunt Group
- Make Busy
- Music on Hold
- Station Message Detail Recording (SMDR)

CENTREX SERVICE

A. CENTREX SERVICE (Cont'd)

3. Features (Cont'd)

c. The Optional Feature Package for Standard Centrex include the following features:

- Automatic Redial
- Call Return
- Call Tracing
- Call Forwarding - Plus
- Call ID
- Call ID Plus Name
- Conference Calling - 6 Way

d. Versaline Centrex Feature Package

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

* Available only with analog Centrex
** Available only with ISDN Centrex

CENTREX SERVICE

A. CENTREX SERVICE (Cont'd)

3. Features (Cont'd)

e. The Attendant Console Feature Package to be used in conjunction with a Centrex console will include the following basic features:

- Attendant Direct Station Selection
- Attendant Identification of Incoming Calls
- Attendant Recall from Satellite
- Dial Through Attendant
- Fully Restricted Line Feature
- Night Service
- Power Failure Transfer-Attendant
- Satellite Attendant Transfer
- Toll Diversion to Attendant

An Optional Attendant Console Feature Package will be offered at rates and charges specified in the rates and charges section below. The optional feature package includes:

- Attendant Call Transfer
- Attendant Camp-On
- Attendant Conference - 6 Way
- Attendant Control of Facilities
- Multiple Position Hunt
- Uniform Call Distribution

f. Frontier Desktop Solutions is a bundled package that provides Centrex or ISDN with voicemail and CPE equipment. The package offers the following features:

1) Versaline Centrex Bundle Package

- Includes all features in Versaline Centrex Feature Packages, A.3.d.
- Deluxe Voicemail
- Corlelco single or double line phone (deregulated)
- Automatic Route Selection
- CALC
- LMS rates will be in addition to this pricing at a rate listed in B.4. following
- Three year term only

CENTREX SERVICE

A. CENTREX SERVICE (Cont'd)

3. Features (Cont'd)

f. Frontier Desktop Solutions Package (Cont'd)

2) Attendant Console Package
- ISDN Line
- Deluxe Voicemail
- Telephone and Power Supply (deregulated)
- CALC
- Multiple Call Appearance
- Automatic Route Selection
- LMS rates will be in addition to this pricing at a rate listed in B.4. following
- Three year term only
- Common Equipment Charge

3) Multipoint ISDN Line with 2 Tone Commander Phone Sets
- ISDN Line
- Deluxe Voicemail
- 2 Telephones and Power Supply (deregulated)
- CALC
- Multiple Call Appearance
- Multipoint fee
- Automatic Route Selection
- LMS rates will be in addition to this pricing at a rate listed in B.4. following
- Three year term only
- Common Equipment Charge

CENTREX SERVICE

A. CENTREX SERVICE (Cont'd)

4. Rates and Charges

The FCC End User Charge as specified in Section 2 applies in addition to the specified rates.

Nonrecurring Charges as specified in P.S.C. No. 2 Tariff, Section 6 may also apply

a. Standard Centrex

The following rates and charges are applicable to Standard Centrex Service. These rates are distance sensitive from the customer's serving central office. The total charge per station is the appropriate Exchange Access, Intercommunications and Common Equipment rates and charges. Additional installation charges may apply depending upon the nature of the outside plant facilities.

1) Common Equipment

Common Equipment	Monthly Rates
1. 1-10 lines in terminal group, per terminal group	$10.00
2. 11-21 lines in terminal group, per line	$1.00
3. 21+ lines in terminal group, per terminal group	$21.37

2) Standard Feature Package:

	1 Month	1 Year	2 Years	3 Years	5 Years	7 Years
Lines 20-200						
0 to 2 Miles						
- Exchange Access	$2.33	$1.99	$10.00	$1.41	$1.25	$1.16
- Intercommunications	$21.05	$17.95	$50.00	$12.74	$11.24	$10.40
Over 2 Miles						
- Exchange Access	$4.16	$3.70	$15.00	$2.62	$2.39	$2.18
- Intercommunications	$37.44	$33.19	$100.00	$23.52	$21.54	$19.64
Lines Over 200						
0 to 2 Miles						
- Exchange Access	$2.33	$1.80	$10.00	$1.27	$1.19	$1.12
- Intercommunications	$21.05	$16.15	$50.00	$11.48	$10.69	$10.11
Over 2 Miles						
- Exchange Access	$4.16	$3.70	$15.00	$2.62	$2.39	$2.18
- Intercommunications	$37.44	$29.89	$100.00	$17.18	$14.91	$13.87

CENTREX SERVICE

A. CENTREX SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

a. Standard Centrex (Cont'd)

3) Premier Feature Package:

	1 Month	1 Year	2 Years	3 Years	5 Years	7 Years
Lines 20-200						
0 to 2 Miles						
- Exchange Access	$15.00	$15.00	$15.00	$15.00	$15.00	$15.00
- Intercommunications	$100.00	$100.00	$100.00	$100.00	$100.00	$100.00
Over 2 Miles						
- Exchange Access	$20.00	$20.00	$20.00	$20.00	$20.00	$20.00
- Intercommunications	$125.00	$125.00	$125.00	$125.00	$125.00	$125.00
Lines Over 200						
0 to 2 Miles						
- Exchange Access	$15.00	$15.00	$15.00	$15.00	$15.00	$15.00
- Intercommunications	$100.00	$100.00	100.00	$100.00	$100.00	$100.00
Over 2 Miles						
- Exchange Access	$20.00	$20.00	$20.00	$20.00	$20.00	$20.00
- Intercommunications	$125.00	$125.00	$125.00	$125.00	$125.00	$125.00

CENTREX SERVICE

A. CENTREX SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

a. Standard Centrex (Cont'd)

4) Optional Features:

	Per Activation
Call Tracing	$1.50

	Monthly Rate
Lines 20 to 200:	
Automatic Redial	$1.00
Call Return	$1.00
Call Forwarding - Plus	$1.00
Call ID	$4.95
Call ID Plus Name	$5.60
Conference Calling-6 Way	$26.32
Lines Over 200:	
Automatic Redial	$1.00
Call Return	$1.00
Call Forwarding - Plus	$1.00
Call ID	$4.95
Call ID Plus Name	$5.60
Conference Calling-6 Way	$26.32

b. Versaline Centrex with Local Measured Service

	Month-to-Month	1 Year Contract		2 Year Contract	3 Year Contact
Analog	$24.95	$58.99	(I)	$12.99	$11.99
Exchange Access	$2.00	$1.40		$1.30	$1.20
Intercommunications	$17.95	$12.59		$11.69	$10.79
ISDN	N/A	$27.00		$25.00	$23.00
Exchange Access	N/A	$2.70		$2.50	$2.30
Intercommunications	N/A	$25.30		$22.50	$20.70
LMS	N/A	$0.025		$0.225	$0.02

CENTREX SERVICE

A. CENTREX SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

c. Versaline Centrex- Flat Rate

	Month-to-Month *	1 Year Contract *	2 Year Contract *	3 Year Contact *
Analog	$41.95 (I)	$35.95	$33.95	$30.95
Exchange Access	$3.70	$3.60	$3.40	$3.10
Intercommunications	$33.25	$32.35	$30.55	$27.85

d. Attendant Consoles

Attendant Consoles for use with the Centrex Service must be compatible with the Company’s underlying carrier's switching equipment.

Optional Attendant Console Feature Package, each console

Nonrecurring Charge	Monthly Rate
$330.75	$77.42

e. Frontier Desktop Solutions

Versaline Centrex Bundle Package-Single Line Phone-Monthly LMS with Package.

- Available on a three-year term only.

	Monthly Rate	Per Use Charge
Exchange Access	$2.00	
Intercommunications	$0.54	
Feature Bundle	$17.95	
LMS		$0.015

* End User Common Line and Local Number Portability Charges are included.

CENTREX SERVICE

A. CENTREX SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

e. Frontier Desktop Solutions (Cont’d)

Versaline Centrex Bundle Package-Second Line Phone-Monthly LMS with Package.

- Available on a three-year term only.

	Monthly Rate	Per Use Charge
Exchange Access	$2.00	
Intercommunications	$1.54	
Feature Bundle	$17.95	
LMS		$0.015

Attendant Console Package-Monthly LMS with Package

- Available on a three-year term only.

Monthly Rate	Per Use Charge
$43.50	$.015

Multipoint ISDN Line with 2 Tone Commander Phone Sets. LMS with Package.

- Available on a three-year term only.

Monthly Rate	Per Use Charge
$58.00	$.015

5. Changes and Rearrangements

Changes for feature arrangements will be charged as specified in P.S.C. No. 2 Tariff, Section 6.

Changes or rearrangements for console features will be charged as determined for each individual case.

CENTREX SERVICE

B. CENTREX OFFICE SUITE SERVICE

1. General

a. Centrex Office Suite consists of digital switching equipment on the Company's underlying carrier's premises, connected to station lines on the customer's premises.

b. Centrex Office Suite enables stations to dial each other and to dial outgoing calls directly. Incoming calls may be dialed directly to any station. Incoming calls to the main listed number for the service are connected to a designated station and then completed to the desired party by operation of the call transfer feature.

c. Centrex Office Suite is offered subject to the availability of the equipment and the capacity to provide the service.

d. Centrex Office Suite service includes a Standard Feature Package.

e. Attendant consoles are located on customer premises and must be supplied by the customer.

f. Centrex Office Suite is available to customers with three or more access lines.

2. Regulations

a. Centrex Office Suite service including all specified features, is subject to the availability of the necessary switching equipment and facilities.

b. Centrex Office Suite service is available on a one or three-year term contract.

c. Centrex Office Suite rates may be updated to reflect changes in the Company's or its underlying carrier's carrying charges.

d. When customers renew or change the length of their payment period, the then currently effective rates apply for the new period. For customers who continue to receive Centrex Office Suite Service beyond the expiration date of their contract without renewal, one-year term charges will apply.

e. Where equipment or facilities in excess of that considered adequate by the Company or its underlying carrier is required by the customer, such additional equipment and/or facilities will be furnished at rates and charges based on cost.

CENTREX SERVICE

B. CENTREX OFFICE SUITE SERVICE (Cont'd)

2. Regulations (Cont'd)

f. Recurring rates and installation, service establishment and other nonrecurring charges apply.

g. If a customer terminates Centrex Office Suite prior to the expiration of the service period, the customer will be required to continue paying the appicable charges for the remainder of the service period.

3. Features

a. Centrex Office Suite includes the following features:

- Automatic Callback Calling
- Call Forwarding
- Call Hold
- Call Transfer
- Call Waiting
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Call Pick-Up
- Distinctive Ringing
- Speed Calling
- 3 Way Calling

CENTREX SERVICE

B. CENTREX OFFICE SUITE SERVICE (Cont'd)

4. Rates and Charges

The following rates and charges are applicable to Centrex Office Suite. Additional installation charges may apply depending upon the nature of the outside plant facilities.

Rural rates apply to the exchanges of: Atlanta, Avon, Bergen, Brockport, Caledonia, Castile-Gainesville-Silver Springs, Churchville, Cohocton, Dansville, Geneseo, Hamlin, Hemlock, Honeoye Falls-Lima, LeRoy, Liecester, Livonia, Mt. Morris, Naples, Nunda, Pavilion, Perry, Springwater, Warsaw, Wayland and Wyoming, as well as the central offices of Bristol Harbor, Farmington, and Stottle Road.

The FCC End User Charge as specified in Section 2 applies in addition to the specified rates.

Nonrecurring Charges as specified in P.S.C. No. 2 Tariff, Section 6 may also apply.

	Urban		Rural	
	1 Year Contract Rates	3 Year Contract Rates	1 Year Contract Rates	3 Year Contract Rates
Circuit Switched Data Usage				
Metered	$37.95	$28.45	$90.20	$80.70
50 Hours	$56.95	$47.95	$109.20	$99.70
100 Hours	$75.95	$66.45	$128.20	$118.70
250 Hours	$94.95	$85.45	$147.20	$137.70
500 Hours	$113.95	$104.45	$166.20	$156.70

CENTREX SERVICE

C. CENTREX MANAGEMENT SYSTEM (CMS)

1. General

The Centrex Management System (CMS) allows Centrex customers to manage and control their Centrex lines and certain features.

2. Definitions

a. Feature Change — A feature change is when the customer adds, deletes or alters the information in a alphanumeric field for a voice or data calling feature associated with a telephone number. (e.g. the idle telephone number field for the Call Forwarding Don't Answer feature)

b. Line Rearrangement — A line rearrangement is when the customer swaps or rotates a telephone number with other telephone numbers.

1) Line Swap — A line swap is when the customer moves one telephone number and all its associated calling features to another telephone's number physical location. The second telephone number and all its associated calling features are simultaneously moved to the first telephone's number original physical location.

2) Line Rotation. — A line rotation is when a telephone number is swapped with two or more telephone numbers. The telephone numbers are rotated in a closed loop.

3. Rules and Regulations

a. The CMS is subject to the availability of the equipment and the Company's or its underlying carrier's capacity to provide the system.

b. If a customer has more than one service address/location served by the same Centrex Terminal Group, line rearrangements may be denied between these service addresses/locations.

Line rearrangements may be made only to lines within the same Centrex Terminal Group.

If a customer is served by more than one Centrex Terminal Group, features removed from a line in one Terminal Group cannot be added to a line in another Terminal Group.

CENTREX SERVICE

C. CENTREX MANAGEMENT SYSTEM (CMS) (Cont'd)

3. Rules and Regulations (Cont’d)

c. When the customer utilizes CMS, all Centrex lines within their Centrex Terminal Group are included.

d. The Company reserves the right to establish the features that may be changed by a customer.

e. The Company reserves the right to exclude certain lines from the CMS and/or to restrict changes to certain lines, such as lines terminated on an attendant position, lines equipped with special hardware or software configurations (e.g. multiline hunt groups, ground start, make busy, stop hunt etc.) The customer may view line features on restricted lines.

f. A customer may request certain lines to be restricted. If the customer requests a change in the status of a line from restricted to changeable and vice-versa, a Record Order charge will apply. See P.S.C. No. 2 Tariff, Section 6 for the appropriate rates and charges.

g. The Company reserves the right to temporarily restrict the customer from accessing the CMS when service conditions, including routine maintenance and backup procedures, affecting the central office or CMS exist.

h. The Company reserves the right to determine and change the time of day and/or day of the week that the customer can access the CMS.

i. Changes will normally take effect within 24 hours of the release of translations to the CMS.

j. Occasionally, the customer may experience a period of service degradation or outage while CMS maintenance is being performed.

k. The Company shall bear no liability for any loss or damages arising directly or indirectly out of any lapse in system security, including but not limited to Customer's failure to periodically change the access password or otherwise to keep the system secure.

CENTREX SERVICE

C. CENTREX MANAGEMENT SYSTEM (CMS) (Cont'd)

3. Rules and Regulations (Cont'd)

l. In the event the customer uses CMS to swap or rotate directory numbers, the Company will, within two business days after receipt of written notification of the swap or rotation, update the Company's underlying carrier's billing and directory records. All other Company or underlying carrier databases, including the underlying carrier's 911 Emergency System, will be updated within a reasonable period of time within the Company's discretion. The Company shall bear no responsibility for any loss of service, other loss, damage or inconvenience to customer arising directly out of the swap of rotation during the interim period until all databases are updated. The customer will be liable for all calls made from all swapped and rotated directory numbers during such period.

m. The parties recognize and agree that CMS is not intended to support and will not support the following types of lines:

1) Multiline Hunt groups (MLHG, UCD, ACD, etc.)
2) Attendant Consoles
3) Ground Starts
4) Any other lines requiring special hardware.

n. Customer billing numbers shall not be changed via the CMS service.

4. Responsibility of the Company

a. The Company or its underlying carrier will conduct an initial training session for up to two customer CMS administrators. This session will be used to train the administrators on the procedures to be followed in using the CMS. Subsequent training is at the option of the customer. Appropriate rates and charges are listed below.

b. The Company is not responsible for adjusting differences in charges to Billing Numbers caused by line rearrangements.

c. In the event the system is unavailable for over 2 consecutive business working days, the Company will process the customer's transactions through normal operating procedures at no charge. The number of changes processed in this manner are limited to 30 per day for each day the system is unavailable as described below.

CENTREX SERVICE

C. CENTREX MANAGEMENT SYSTEM (CMS) (Cont'd)

5. Responsibility of the Customer

a. The customer must provide and maintain all necessary end-user equipment.

b. At the Company’s discretion, the customer may be responsible for any charges associated with the unauthorized use of their CMS account.

c. The customer must maintain a backup record of all transactions performed through the CMS.

d. The customer must assign at least one employee as the CMS administrator. This person will maintain the customer's CMS data base.

e. To resolve feature related problems, the customer's employee must contact the customer's CMS administrator. The customer's administrator may contact the Company if further assistance is required.

f. The customer is responsible for loading, maintaining and updating the discretionary/remarks data field on the CMS.

g. CMS customers will be responsible for initiating changes to any information pertaining to Directory Listings, Location Addresses, Billing Telephone Number, etc., that changed as a result of a Telephone Number swap through CMS. See P.S.C. No. 2 Tariff, Section 6 for the appropriate rates and charges.

CENTREX SERVICE

C. CENTREX MANAGEMENT SYSTEM (CMS) (Cont'd)

6. Rates and Charges

a. Customers will pay the Company a nonrecurring charge to establish access to the CMS.

b. Customers will pay the Company to load the customer's data base, with the customer's telephone numbers and associated features, into the CMS.

c. CMS is available to customers under one of two pricing plans, Basic User Pricing Plan or Volume User Pricing Plan. The Basic User Pricing Plan includes a fixed monthly rate, an additional per line monthly rate and a usage charge for each feature or line rearrangement change. The Volume User Pricing Plan includes a fixed monthly rate, an additional per line monthly rate, but no charge for feature or line rearrangement changes. Once a customer has selected a CMS pricing plan, that plan can be changed once during the 12-month period following activation of the service or at the discretion of the Company.

d. Basic User Pricing Plan Rates:

		Rate
1)	Initial Service Charge	$500.00
2)	Customer Telephone Number and Feature Loading, per line	$0.15
3)	Fixed Monthly Rate	
	Less than 100 Lines	$10.00
	100 or more Lines	$20.00
4)	Monthly Rate, per line	$.05
5)	Feature Charge, per change	$7.50
6)	Line Rearrangement, per telephone number	$7.50
7)	Subsequent Training Charge (2 days - 4 person maximum)	$1,200.00

e. Volume User Pricing Plan Rates

		Rate
1)	Initial Service Charge	$500.00
2)	Customer Telephone Number and Feature Loading, per Line	$0.15
3)	Fixed Monthly Rate	$30.00
4)	Monthly Rate, per line	$0.45
5)	Subsequent Training Charge	$1,200.00

CENTREX SERVICE

D. STUDENT CENTREX SERVICE

1. General

Student Centrex Service is furnished in dormitory rooms for the use of students and employees of the college or school, who are residents in the dormitory.

2. Rules and Regulations

a. Student Centrex Service, including all specified features, is subject to the availability of the necessary switching equipment and facilities.

b. Where equipment or facilities in excess of that considered adequate by the Company or its underlying carrier is required by the customer, such additional equipment and/or facilities will be furnished at rate and charges based on cost.

c. Student Centrex Service is classified as Residence Service.

d. The Peak billing cycle will run from the start of the school year (September 1) through to the end of the school year (May 31). The Off-Peak billing cycle will run from June 1 through August 31.

e. The Off-Peak billing rates may only be applied when the student Centrex Service is inoperable.

f. Monthly rates do not apply for the period that lines are suspended. Suspended lines will be subject to installation fees at the time of reactivation.

3. Features

The following features are provided with Student Centrex:

Call Forwarding (Don't Answer, Busy, Variable)
3 Way Calling
Speed Dial (1 and 2 Digits)
Touch Calling
Station-to-Station Calling (4 Digit Dialing)
Message Waiting Indication Service (Stutter Dial Tone Notification)
Private Facility Access to Inter-exchange carriers

CENTREX SERVICE

D. STUDENT CENTREX SERVICE (Cont'd)

4. Rates and Charges

a. The service will be classified as a residential service, and therefore will not be subject to Local Measured Service charges or any other business-related access line charges.

b. The following rates and charges are applicable for standard Student Centrex service. Peak and Off-Peak rates apply as stated in the Regulations above.

c. Rates for Customer Access Line Charge, Common Equipment Charges and appropriate State and Local taxes and surcharges are in addition to the rates stated below.

d. Nonrecurring charges, as applied to Centrex Service, also apply for installation and activation of Student Centrex Service. See Section 9 and P.S.C. No. 2 Tariff, Section 6 for applicable installation and activation charges.

e. Recurring Charges for Student Centrex Service:

Rates are provided for various service commitment periods as described below:

Service Term	36 Months	60 Months	96 Months
Peak Period (September 1 - May 31)			
Minimum Line Commitment			
1 – 299			
Exchange Access	$5.00	$1.89	$1.68
Intercommunications	$25.00	$17.01	$15.12
300 +			
Exchange Access	$5.00	$1.31	$1.17
Intercommunications	$25.00	$11.81	$10.51
Off-Peak (June 1 - August 31)			
Minimum Line Commitment			
1 - 299			
Exchange Access	$5.00	$0.71	$0.59
Intercommunications	$15.00	$6.39	$5.31
300 +			
Exchange Access	$5.00	$0.49	$0.41
Intercommunications	$15.00	$4.42	$3.68

CENTREX SERVICE

E. CENTREX MUSIC ON HOLD (CMOH)

1. Description

Centrex Music on Hold (CMOH) allows a Centrex customer to provide music to in-progress calls that have been temporarily suspended or calls in the queue of a multi-line hunt group.

2. Rules and Regulations

a. CMOH is offered only where the customer's location is served by an appropriately equipped central office and certain generic software and is subject to the availability of the equipment and the Company's or its underlying carrier's capacity to provide the service.

b. The underlying carrier has contracted rights to provide the music to Centrex customers without infringement of copyright laws.

3. Features

a. The Centrex customer will have the following choice between two music sources:

1) Environmental Music - Instrumental Background Music

2) Light Classical - Classical Music

The Centrex customer is restricted to one selection per Centrex Group. The Centrex customer is limited to a source change every thirty (30) days. A charge described below will apply per change.

CENTREX SERVICE

E. CENTREX MUSIC ON HOLD (CMOH) (Cont'd)

4. Rates and Charges

a. Centrex customers will pay the Company a nonrecurring charge to establish CMOH. In addition, Centrex customers will pay a monthly rate once CMOH is established.

b. Centrex customers will pay a monthly recurring charge for the initial CMOH feature at the primary location. An additional recurring charge is assessed for each Centrex customer secondary location served by a different central office than the primary location.

c. The rates are as follows:

		Rate
1)	Initial Service Charge	$100.00
2)	Service charge for secondary locations if at different central office than primary location	Service Order Charge See P.S.C. No. 2 Tariff, Section 6
3)	Change in music source or discontinuation * charge	Service Order Charge See P.S.C. No. 2 Tariff, Section 6
4)	Monthly recurring charge	$30.00
5)	Monthly recurring charge for secondary locations if at different central office than primary location	$20.00

* If the Centrex customer discontinuation date is 60 days or less from the initial order date.

SUPPLEMENTAL STATION EQUIPMENT

A. MAKE BUSY ARRANGEMENT

1. General

Equipment which enables the customer to place a busy tone on one or more central office lines during periods when personnel are not available to handle all incoming traffic. The service consists of a key on the customer's premises, a control channel from the customer's premises to the serving central office, and the associated central office equipment.

2. Regulations

The service is furnished only in connection with private branch exchange trunks and individual lines which are grouped for incoming service. The equipment may not be furnished for used with the listed line of an incoming service group.

3. Rates and Charges

	Monthly Rate	Installation Charge
Make Busy Arrangement	$3.31	*
Control Channel from customer's location to the serving central office	See P.S.C. No. 2 Tariff, Section 3 for mileage chart	

* Installation work is performed under Time and Materials Pricing, see P.S.C. No. 2 Tariff, Section 6.

SUPPLEMENTAL STATION EQUIPMENT

B. SPECIALIZED TELECOMMUNICATIONS EQUIPMENT FOR HEARING OR SPEECH IMPAIRED CUSTOMERS

1. General

The Company will provide, upon request, specialized telecommunications equipment for customers certified as hearing or speech impaired.

A customer can be certified as hearing or speech impaired by (1) a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York or (2) pre-existing certifications establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for persons with hearing or speech impairment. (See Section 2 for description of the guidelines for qualification.)

2. Regulations

a. The Company will make every reasonable effort to locate and obtain the equipment for the customer.

b. The Company will maintain records of its equipment purchases and sales and leases to individual customers.

c. The Company will advise customers who request this equipment of the applicable terms for purchase, lease and maintenance and of any other options for obtaining the equipment that might be available elsewhere in the P.S.C. No. 2 Tariff and/or Catalog. This notification will be provided in writing prior to sale or lease of the equipment.

3. Rates and Charges

a. Customers have the following payment options:

1) Outright purchase at a price not to exceed the actual purchase price, including any applicable shipping costs to the Company.

2) Lease at a monthly rate equal to 4% of the original purchase price including shipping costs. If the equipment becomes defective at any time during the lease period, the Company will repair or replace it with no change in monthly rate to the customer.

SUPPLEMENTAL STATION EQUIPMENT

B. SPECIALIZED TELECOMMUNICATIONS EQUIPMENT FOR HEARING OR SPEECH IMPAIRED CUSTOMERS (Cont'd)

3. Rates and Charges (Cont'd)

b. Customer who initially choose the lease option may later purchase the equipment at a price not to exceed the actual purchase price to the Company less the cumulative sum of the customer's lease payments. Repair or replacement of defective equipment will be the responsibility of the Company while the equipment is being leased.

c. The Company will offer an optional maintenance program to customers who choose to purchase the equipment either initially or after leasing. The monthly rate for maintenance will be one-half the monthly lease rate. Maintenance provides for repair of the equipment, when feasible, but not for replacement, except at the Company's option.

d. These purchase and lease provisions augment and do not replace the offering of specialized equipment for hearing or speech impaired customers that may be set forth in other portions of P.S.C. No. 2 Tariff and/or Catalog.

e. If a customer requests installation of the equipment by the Company, Service Charges and Time and Material Charges will apply (see P.S.C. No. 2 Tariff, Section 6).

CATALOG

LEASED CHANNELS

A. GENERAL

A leased channel is an electrical path used for connection of equipment furnished by the customer to equipment furnished by the customer or the Company or its underlying carrier for a specific purpose.

B. REGULATIONS

1. Leased channels are furnished subject to the availability of facilities and the requirements of local exchange and toll service and are derived in such manner as the Company may elect.

2. Leased channels may not be connected with exchange or toll or private line services furnished by the Company, except as otherwise provided in this Section.

3. Except as specifically provided herein, the Company or its underlying carrier will furnish all channel apparatus and the customer will furnish all station apparatus and associated power facilities. All equipment used by customers in connection with leased channels is subject to the approval of the Company and must operate at a line signaling speed and with line transmission characteristics within the range of those associated with the type of channel furnished.

4. If, in the judgment of the Company, additional protective equipment is required, such equipment shall be provided by the customer or by the Company at rates and charges based on the costs to provide.

5. The customer indemnifies and saves the Company harmless against claims for libel, slander, or the infringement of copyright arising from or in connection with material or subject matter transmitted over the leased channel: against claims for the infringement of patents arising from combining with, or using in connection with leased channels of the Company and systems of the customer, and against all other claims arising out of any act or omission of the customer in connection with leased channels provided by the Company.

6. If service is interrupted, a pro-rata allowance rate for the leased channel shall be made of the time such interruption continues after notice and demand to the Company, provided such interruption is not caused by negligence or willful act of the customer or by failure of power supply or by testing and adjusting.

LEASED CHANNELS

B. REGULATIONS (Cont'd)

7. The Company may terminate leased channels, without notice, for any of the following reasons:

   a. Upon objection to their continuance made by or on behalf of any governmental authority.

   b. If, in the judgment of the Company, any use of the facilities by the customer tends to injuriously affect the efficiency of the plant, property or service.

   c. Upon the use of any of the facilities for the purpose of performing any service which the Company may now or hereafter perform.

8. Leased channels may be arranged to supplement circuits owned and maintained by the customer, where the circuit owned by the customer is located on his property or right-of-way as in the case of a railroad, or where the customer has, under proper State or Municipal franchise, the right to maintain and use such circuits for the desired purpose. Leased channels are not furnished where they are to be used for any utility service not properly authorized by the State or Municipality affected.

9. The customer may not create additional channels from the facilities furnished by the Company or its underlying carrier, except as otherwise provided in this section. For the purposes of this regulation, additional channels are defined as those created outside the normal voice bandwidth of 300-3000 Hz. Multiplexing by time division or frequency division methods is permitted within that 300-3000 Hz spectrum only and shall be for the customer's own use. The Company makes no representation as to the suitability of the channels provided by it for such multiplexing by such methods.

10. The Company may test and adjust the leased channel as often as necessary at any time during regular business hours agreeable to the customer and the Company. No allowance for interruption of service is made for the time required to make tests and adjustments. The customer shall provide his own means of ascertaining any inoperative condition of the leased channel when prompt detection of such conditions is required for the customer's use.

LEASED CHANNELS

C. RATES AND CHARGES

		Monthly Rate	Service Charge
1.	Leased Channel	See Mileage Rates P.S.C. No. 2 Tariff, Section 3	See P.S.C. No. 2 Tariff, Section 6

2. Maintenance Charge

The customer to Leased Channel shall be responsible for the payment of a charge for visits by the Company or its underlying carrier to the customer's premises where a service difficulty or trouble report results from customer owned and maintained equipment connected to leased channels. The level of the charge will be determined on the basis of the time spent on the customer's premises (See P.S.C. No. 2 Tariff, Section 6).

Service difficulties that can be isolated by the Company to be in customer owned and maintained equipment will be charged for at the rate outlined below.

	Per Occurrence
Maintenance Charge	$6.00

LEASED CHANNELS

D. VOICE CHANNELS FOR USE WITH CUSTOMER OWNED AND MAINTAINED EQUIPMENT

In addition to the general regulations applicable to Leased Channels set forth in B. preceding, the following regulations apply to voice channels for use with Customer Owned and Maintained Equipment.

These channels are furnished between different premises of the same of different customers and may be used by the customer for the purpose of connecting customer owned and maintained equipment to other customer owned and maintained equipment or to connect such equipment to equipment furnished by the Company or its underlying carrier. Leased channels are not represented as adapted for use with customer owned and maintained equipment and the responsibility of the Company or its underlying carrier shall be limited to the furnishing of facilities and the maintenance of such facilities. The Company shall not be responsible for through transmission of signals generated by customer owned and maintained equipment or the reception of signals by customer owned and maintained equipment.

Since leased channels utilize the Company's or its underlying carrier's facilities in common with other services, it is necessary in order to prevent excessive noise and cross talk that the power of the signal applied to these channels be limited. Therefore, the power of the signal applied by customer owned and maintained equipment will be specified by the Company for each application to be consistent with the signal power allowed on the exchange network.

Leased channels may be connected by the customer with other voice channels furnished to the same customer by the Company for use with customer owned intercommunicating equipment.

Connection of customer owned and maintained equipment with the Company channels specified above shall be made only through terminal equipment furnished by the Company or its underlying carrier at each terminating point of such channels, based on the Company's costs for the required terminal equipment. Leased channels may be connected at a PBX or other switching arrangement to a local central office line to form a through connection where facility conditions permit. Such connections shall be through switching equipment provided by the Company, its underlying carrier or the customer in accordance with regulations contained herein. Where such central office lines are used to extend originating traffic into the network from customer owned and maintained equipment, regulations specified in Section 13 apply.

LEASED CHANNELS

E. LEASED CHANNELS FOR DATA TRANSMISSION

1. General

These channels are similar in transmission characteristics to channels furnished for private line service. Terminal equipment required to condition the signals generated by the Customer Provided data processing equipment to signals suitable for transmission and to condition the signals received from such a channel to signals suitable for delivery to Customer Provided data processing equipment may be provided by the customer or by the Company.

2. Rates and Charges

a. The following rates and charges are in addition to the rates and charges shown in C. preceeding.

b. Channel Conditioning, for data leased channeled to meet customer's specifications for transmission characteristics.

	Monthly Charge	Installation Charge
Type C1 - The envelope delay distortion shall not exceed: between 1000 and 2400 Hertz, a maximum difference of 1000 mcs. - the loss deviation with frequency (from 1000 Hertz reference) shall not exceed: - between 1000 and 2400 Hertz, 1db to +3db - between 300 and 2700 Hertz, 2db to +6db (+ means more loss)		
For each terminal	$32.65	$85.25
Type C2 - The envelope delay distortion shall not exceed: between 1000 and 2600 Hertz, a maximum difference of 500 mcs. between 600 and 2600 Hertz, a maximum difference of 1500 mcs. between 500 and 2800 Hertz, a maximum difference of 3000 mcs. - the loss deviation with frequency (from 1000 Hertz reference) shall not exceed: - between 500 and 2800 Hertz, 1db to +3db - between 300 and 3000 Hertz, 2db to +6db (+ means more loss)		
For each terminal	$49.82	$127.25

LEASED CHANNELS

E. LEASED CHANNELS FOR DATA TRANSMISSION (Cont'd)

2. Rates and Charges (Cont'd)

b. Channel Conditioning, for data leased channeled to meet customer's specifications for transmission characteristics. (Cont'd)

	Monthly Charge	Installation Charge
Type C4 - The envelope delay distortion shall not exceed: between 1000 and 2600 Hertz, a maximum difference of 300 mcs. between 800 and 2800 Hertz, a maximum difference of 500 mcs. between 600 and 3000 Hertz, a maximum difference of 1500 mcs. between 500 and 3000 Hertz, a maximum difference of 3000 mcs. - the loss deviation with frequency (from 1000 Hertz reference) shall not exceed: - between 500 and 3000 Hertz, 2db to +3db - between 300 and 3200 Hertz, 2db to +6db (+ means more loss)		
For each terminal	$96.92	$169.00

c. Private Line Channel for Protective Relaying (Type C6 Conditioning)

This conditioning is furnished only to power companies for protection of high voltage transmission line sections. It is furnished for use with 4-wire channels.

1) Transmission Specifications

The loss deviation (reference 1000 Hz) shall not exceed the following limits:

300-3000 Hertz	-2db +6db
500-2800 Hertz	-1db +3db

(+ means more loss)

The envelope delay distortion shall not exceed 2000 mcs between 800 and 2600 Hertz.

The resistance unbalance of the local channel cable pairs provided for protective relaying channels will be one percent or less.

LEASED CHANNELS

E. LEASED CHANNELS FOR DATA TRANSMISSION (Cont'd)

2. Rates and Charges (Cont'd)

	Monthly Rate	Installation Charge
Conditioning Channels Between Two Points	$27.84	$139.00

d. Bridging Arrangement, furnished in the central office to provide Multi-Point Leased Channels for Data Transmission. Each bridging arrangement has a termination capacity as follows:

Termination Capacity 6

	Monthly Rate	Installation Charge	Service Charge
Each bridging arrangement	$103.57	$169.00	*

Each segment of a multi-point data leased channel is measured from the customer's location to the central office building where the bridging arrangement is located or between bridging arrangements in different central office buildings and is rated separately.

Channel conditioning charges specified in a. preceding, where applicable, apply only at the terminations of the channels at the customer's location.

Bridging Arrangements are furnished, subject to the availability of facilities.

* See P.S.C. No. 2 Tariff, Section 6.

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE

1. This Catalog contains the regulations and rates applicable for Low Speed Digital Service. Unless otherwise specified, the regulations contained herein are in addition to the regulations found in other sections of this Catalog.

2. General

   a. Low Speed Digital Service provides point-to-point and multi-point data transmission service designed to transmit data in digital form, end-to-end over digital facilities routed through a central office node.

   b. This service is available within the Company's underlying carrier's operating territory where appropriate digital facilities are available as determined by the Company.

   c. The transmission medium used to provide this service will be determined by the Company. Regardless of how this service is provided, the same rates as set forth in the rate section below will apply.

   d. The customer shall furnish the Digital Terminating Equipment (DTE) on the customer's premises.

3. Regulations

   a. Description of Service

   Low Speed Digital Service is capable of the simultaneous two-way transmission of digital signals at synchronous speeds of 2.4, 4.8, 9.6, 19.2 or 56.0 Kilobits per second (Kbps) between two or more points.

   The design, maintenance and operation of Low Speed Digital Service contemplates communications originating or terminating at premises of the customer or joint user. While connections of Low Speed Digital Service to communications systems provided by others may be made as provided for in Section 13, the Company does not represent its Low Speed Digital Service as adapted for such connections and shall not be responsible for the through transmission of signals, or the quality of such transmission on such connections.

   1) The Digital Terminating Equipment (DTE) provided by the customer is required at a customer's or authorized user's premises to perform such functions as:
      - proper termination of the service
      - regeneration
      - signal shaping
      - remote loop-back

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE (Cont'd)

3. Regulations (Cont'd)

b. Description of Options

1) Secondary Channel Capability (SCC)

Secondary Channel Capability (SCC) is a diagnostic channel comprised of previously unavailable bits out of the existing data stream. This allows for control and testing of the network. The SCC is independent of the primary data path and operates at a substantially lower bit rate. Special customer equipment is necessary to utilize the benefits of the SCC. Customers not wishing to utilize the capability will not be impacted. Due to the transmission equipment restrictions, SCC cannot be provided on 56.0 Kbps circuits that require the installation of loop repeater equipment for provision of service.

2) Digital Data Service Bridging

Digital Data Service Bridging is a service which allows a customer the ability to bridge either 2.4, 4.8, 9.6, 19.2 or 56 Kbs data circuit using a multi-junction unit. The control leg of the circuit transmits and receives from all of the branch legs. The branch legs transmit to and receive from the control leg only, and not other branch legs. This service is only available between a customer premises and the Company designated digital node.

c. Definitions

1) Digital Local Channel - The term "Digital Local Channel" denotes a path for Low Speed Digital Service furnished from the designated serving central office to the customer's premises.

2) Digital Interoffice Channel - The term "Digital Interoffice Channel" denotes a path for Low Speed Digital Service between the designated serving central office and the Company's underlying carrier's node.

3) Digital Terminating Equipment - The term "Digital Terminating Equipment" denotes equipment provided by the customer to terminate Low Speed Digital Service at the customer's premises.

4) Node - The term "node" denotes the location to which digital channels in the Company's underlying carrier's operating territory area are routed and where access is provided to such lines and associated equipment for testing.

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE (Cont'd)

3. Regulations (Cont'd)

d. Method of Applying Rates

For each customer premises termination, the following rate elements may apply:

- a local channel
- a central office termination
- an interoffice channel
- a node termination

Digital local channels will be charged at rates based on the airline distance from the designated serving central office to the customer's premises.

Effective November 1, 1999 existing Customers will be grandfathered. Grandfathered customers will continue being billed the digital local channels based on the airline distance from the designated serving central office to the customer's premises. If the service is disconnected, the grandfathered status is eliminated. Grandfathered customers may add services to their existing accounts.

Effective November1, 1999 new customers will be billed a flat rate for digital local channels distance from the designated serving central office to the customer's premises.

Digital interoffice channels will be charged at rates based on the airline distance from the designated serving central office to the Company's underlying carrier's node.

The length of the digital local channel is restricted by the speed of the transmission desired. Many parameters affect the limitation and the Company reserves the right to deviate from the typical limitation.

The typical limitations are as follows:

		Airline Miles
-	2.4 Kbps	8.6
-	4.8 Kbps	6.5
-	9.6 Kbps	4.9
-	19.2 Kbps	3.0
-	56.0 Kbps	2.6

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE (Cont'd)

3. Regulations (Cont'd)

e. Connections

Customer Provided terminal equipment, Customer Provided derivation equipment and Customer Provided communications systems may be connected to Low Speed Digital Service when such connection is made in accordance with the provisions specified in Section 13.

f. Low Speed Digital Service may be used for the transmission of communications of the customer, provided that:

1) Low Speed Digital Service shall not be used for an unlawful purpose, and

2) The customer, upon request, shall furnish such information as may be required to permit the Company to design and maintain the Low Speed Digital Service it offers and to assure that the service arrangement is in accordance with the regulations contained herein.

g. Payment Arrangements

Suspension of service is not allowed.

h. Allowance for Interruptions

Allowance for interruptions will be in accordance with the provisions set forth in Section 2.

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE (Cont'd)

4. Rates and Charges

a. A Digital Local Channel is furnished between the designated serving central office and the customer's premises

- Per Airline quarter mile, of fraction thereof (grandfathered as of November 1, 1999)

- 2.4 Kbps	$4.70
- 4.8 Kbps	$5.35
- 9.6 Kbps	$6.06
- 19.2 Kbps	$7.01
- 56.0 Kbps	$7.48

Flat Rated

- 2.4 Kbps	$22.61
- 4.8 Kbps	$25.68
- 9.6 Kbps	$29.09
- 19.2 Kbps	$33.65
- 56.0 Kbps	$35.90

b. Central Office Termination, per Termination

- 2.4 Kbps	$28.99
- 4.8 Kbps	$34.66
- 9.6 Kbps	$39.26
- 19.2 Kbps	$47.16
- 56.0 Kbps	$51.32

c. Node Termination, per Termination

- 2.4 Kbps	$17.58
- 4.8 Kbps	$21.50
- 9.6 Kbps	$24.35
- 19.2 Kbps	$28.09
- 56.0 Kbps	$29.92

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

d. A Digital Interoffice Channel is furnished from the designated serving central office to the node location

- Per airline quarter mile, or fraction thereof

- 2.4 Kbps	$1.30
- 4.8 Kbps	$1.52
- 9.6 Kbps	$1.71
- 19.2 Kbps	$1.95
- 56.0 Kbps	$2.07

e. Secondary Channel, per Circuit $17.60

f. Bridging, per leg $14.10

g. Installation Charges

Installation charges cover the cost of Engineering design. Only one charge applies for a two-point service or more than one service installed at the same time, of the same type, for termination at the same premises.

Installation Charge, per Channel $135.44

Additional installation charges apply per leg to customers who subscribe to bridging, and per circuit to customers who subscribe to secondary channel.

Inst. Charge for Bridging, per Leg $30.00

Inst. Charge for Secondary Channel, per Circuit $30.00

h. Unusual Installation Charges

If the Company incurs additional costs because the customer requests the service to terminate at a specific location, then the customer will be charged the additional cost incurred. In addition, the mileage used to determine the monthly rate for the local channel will be measured to the actual point of termination.

i. Service Charges

Various service charges, as set forth in P.S.C. No. 2 Tariff, Section 6, will apply.

LEASED CHANNELS

G. ADVANCED PRIVATE LINE USER SERVICE (APLUS)

1. General

Advanced Private Line User Service (APLUS) is a digital private line service that will provide service at rates of 2.4 Kbps, 4.8 Kbps, 9.6 Kbps, 19.2 Kbps, 38.4 Kbps, 56 Kbps, 64 Kbps and up to 1.544 Mbps. APLUS will enable customers to take advantage of digital cross-connects throughout the network and contains options that will enable a customer to perform Bridging. APLUS can be provisioned via a 1.544 Mbps loop facility, a two or four-wire digital loop facilities, two or four-wire analog loop facilities or any combination thereof.

This service is available within the Company underlying carrier operating territory where appropriate facilities and equipment are available as determined by the Company.

The customer shall furnish all customer premise equipment (CPE) including, but not limited to: Data Termination Units, Digital Service Units, Channel Service Units and 1.544 Mbps Multiplexers.

The design, maintenance and operation of APLUS contemplates communications originating or terminating at customer locations. While connections to APLUS of communication systems provided by others may be made on a permissive basis as provided for in Section 12, the Company does not represent its APLUS as adapted for such connections and shall not be responsible for the transmission of signals, or the quality of such transmission on such connections.

2. Descriptions

<u>APLUS Channel</u> - The term "APLUS Channel" denotes a logical digital path between two points or multiple points which operate at a bit rate of 64 Kbps or less.

<u>T1 Central Office Port</u> - The term "T1 Central Office Port" denotes central office equipment which provides for connection of a 1.544 Mbps loop facility to APLUS.

<u>Data Termination Unit (DTU)</u> - A DTU is a piece of customer premise equipment which terminates a two-wire digital loop facility consisting of two 64 Kbps channels and an APLUS signaling channel. DTU equipment must conform to the Company's equipment specifications.

<u>Data Termination Unit Central Office Port</u> - The term "DTU Central Office Port" denotes the central office equipment which provides APLUS over a two-wire digital loop facility. The DTU Central Office Port will enable a customer to transmit two users accessible 64 Kbps channels and an APLUS signaling channel over one two-wire loop facility. The two-user accessible 64 Kbps channels may be divided into multiple sub-channels operating at a lower bit rate.

LEASED CHANNELS

G. ADVANCED PRIVATE LINE USER SERVICE (APLUS) (Cont'd)

2. Descriptions (Cont'd)

Digital Service Unit (DSU)

A DSU is a piece of customer premise equipment which terminates a four-wire digital loop facility consisting of a single channel operating at or below the bit rate of 64 Kbps.

Digital Service Unit Central Office Port

The term "DSU Central Office Port" denotes the central office equipment which provides APLUS over a four-wire digital loop facility.

Interoffice APLUS DS0 Channel

The term "Interoffice APLUS DS0 Channel" denotes a digital path at the DS0 rate of 64 Kbps for APLUS transmission between two central offices.

Bridging

The term "Bridging" denotes the central office function which provides for multipoint digital data circuits. Each circuit drop on a multipoint circuit has a bridge on it. Bridges are not used on point to point circuits. All drops on the same multipoint circuit must operate at the same bit speed.

3. Regulations

a. APLUS is available on a point-to-point basis. Multipoint service is also available for single channels operating at a bit rate of 64 Kbps or less.

b. If the customer serving central office is not equipped to provide APLUS, additional charges will apply. Connection to a T1 Central Office Port will require a 1.544 Mbps loop facility be leased to a central office equipped to provide APLUS. Connection to the DTU Central Office Port will require that the customer pay a DTU Network Extension Fee, as stated in the Rates and Charges section below, to connect their serving central office with the nearest central office equipped to provide APLUS. Connection to a DSU Central Office Port is available through the use of Low Speed Digital Service, as stated in this section. The customer will be charged applicable Low Speed Digital Service rates for transport to the Low Speed Digital Service "node".

LEASED CHANNELS

G. ADVANCED PRIVATE LINE USER SERVICE (APLUS) (Cont'd)

3. Regulations (Cont'd)

c. Charges for the loop facility required to provide APLUS will be applied at applicable Cataloged rates. A T1 Central Office Port will require a 1.544 Mbps loop facility be leased as outlined in this section. A DTU Central Office Port will require a two-wire loop facility be leased as outlined in Section 6. A DSU Central Office Port will require a four-wire loop facility be leased.

d. Charges for APLUS will be applied on a per channel basis.

e. Channel groups are allowed by the Company and may be formed by a contiguous group of multiple 64 Kbps channels. This allows interoffice APLUS circuits to operate at a bit rate greater than 64 Kbps. Channel groups may consist of a maximum of twenty-four channels.

f. APLUS is available at a bit per second rate of 1.544 Mbps (DSI), increments of 64 Kbps (DS0) channels, and at selected rates less than 64 Kbps (sub rate).

g. DTU Central Office Ports have cable distance limitations. The ports follow American National Standard T1.601-1988 with regard to line format (2B1Q) and are subject to the distance limitations of that standard. Service may be denied if the cable length exceeds the distance limitation.

h. DSU Central Office Ports have cable distance limitations which vary depending on the operating bit rate of the service. Service may be denied if the cable length exceeds the distance limitation.

i. The customer, upon request, shall furnish such information as may be required to permit the Company to design and maintain the APLUS it offers and to assure that the service arrangement is in accordance with regulations contained herein.

LEASED CHANNELS

G. ADVANCED PRIVATE LINE USER SERVICE (APLUS) (Cont'd)

4. Method of Applying Rates

Different rate elements will be applied depending on the particular design configuration. The following describes each rate element and when it will apply.

a. DTU Central Office Port

This rate element will be applied when a DTU is connected to APLUS using a two-wire loop facility. One or two DTU Central Office Port charges will apply to each two-wire loop facility connected to APLUS depending on the number of 64 Kbps channels utilized. Although each DTU can support up to two 64 Kbps channels the DTU Central Office Port supports only one 64 Kbps channel.

b. DSU Central Office Port:

This rate element will be applied when a DSU is connected to APLUS using a four-wire loop facility. Each DSU Central Office Port can support one DSU.

c. Interoffice APLUS DS0 Channel

This rate element is applied in quarter mile increments and is applied to each 64 Kbps path or fraction thereof required between central offices. On a multipoint circuit, if a number of drops are all served by the same central office, only one path is required back to the central office with the master drop.

d. Bridging

This rate element is applied to each circuit drop, including the master drop, on a multipoint circuit.

e. DTU Network Extension

This rate element will be applied when a DTU CO Port customer resides in the serving area of a central office that is not equipped for APLUS. The interoffice mileage portion of the rate element will be applied between the serving central office and the nearest APLUS office.

f. T1 Central Office Port

This rate element will be applied when a 1.544 Mbps circuit is connected to APLUS.

LEASED CHANNELS

G. ADVANCED PRIVATE LINE USER SERVICE (APLUS) (Cont'd)

5. Rates and Charges

		Rate
a.	Central Office Ports	
1)	T1 Central Office Port, per 1.544 MBPS termination	$120.81
2)	DTU Central Office Port, per 64 KBPS termination	$37.69
3)	DSU Central Office Port, per four-wire loop termination	$63.94
4)	Analog Central Office Port, per two or four-wire loop termination	$34.81
b.	Interoffice APLUS DSO Channel Mileage, per airline quarter mile, or fraction thereof	$0.74
c.	Optional Features	
1)	Bridging, per two or four-wire loop termination	$8.59
d.	DTU Network Extension *	
1)	First DTU CO Port	
a)	Fixed Charge	$43.78
b)	Interoffice Mileage, per airline quarter mile, or fraction thereof	$2.61
2)	Second DTU CO Port (same facility)	
a)	Fixed Charge	$6.70
b)	Interoffice Mileage, per airline quarter mile, or fraction thereof	$0.74

e. Low Speed Digital Loop Service Charge

A service charge applies to each four-wire loop facility connected to a DSU port and each two-wire loop facility connected to a maximum of two DTU ports as outlined below. The charge covers the cost of engineering design.

Service Charge, per loop $72.00

f. Service Charge

Various service charges as set forth in P.S.C. No. 2 Tariff, Section 6 will apply.

* The rate for the third port would be the same as the first. This alternate rating scheme will continue indefinitely.

LEASED CHANNELS

H. FRACTIONAL T1 PRIVATE LINE USER SERVICE (TPLUS)

1. General

a. Fractional T1 Private Line User Service (TPLUS) is a High Capacity Digital Service that provides for the transmission of signals in N x 56Kbps or N x 64Kbps, ordered in increments of 2, 3, 4, 5, or 6 DSO channels. Channels must be sequential. Signaling can either be digital or analog and will handle AMI or B8ZS options. The Speeds at which the service may be ordered are as follows:

N x 56	N x 64
2 x 56 = 112Kbps	2 x 64 = 128Kbps
3 x 56 = 168Kbps	3 x 64 = 192Kbps
4 x 56 = 224Kbps	4 x 64 = 256Kbps
5 x 56 = 280Kbps	5 x 64 = 320Kbps
6 x 56 = 336Kbps	6 x 64 = 484Kbps

b. Fractional TPLUS service is deployed, where available, using a Digital Access Cross-connect System (DACS), or D4-type channel bank located in the Company's underlying carrier's central office. The link (local loop) from the customers serving wire center (SWC) to the customers premises must be a 4-wire non-loaded copper facility. The maximum length over which the service may be provided is, 12,000 feet from the SWC to the customers premises.

2. Regulations

a. Fractional TPLUS is available only on a two-point basis.

b. This service is subject to the availability of suitable digital facilities between the serving central office and the customer's premises, and between serving central offices when interoffice facilities are required. If such equipment or facilities are not available, or if changes to existing facilities are required to provide Fractional TPLUS, a charge based on the cost incurred may apply in addition to the rates for the service.

c. It is the responsibility of the customer (or any other party in interest such as the applicant for service or the owner or operator of the premises or the builder) to provide in a manner satisfactory to the Company and without cost to the Company: a means of entrance for the cable into the building; space for mounting the necessary terminals and equipment; and, where required, a means to reach each floor and each suite or office on each floor where telephone service is desired.

LEASED CHANNELS

H. FRACTIONAL T1 PRIVATE LINE USER SERVICE (TPLUS) (Cont'd)

2. Regulation (Cont'd)

d. Method of Applying Rates

Suspension of service is not allowed.

If this service is terminated prior to the expiration of the agreed to payment period, the customer shall be required to continue paying the applicable charges for the remainder of the agreed to payment period.

A local channel is furnished between a central office and the customer's premises. The rate is based on a monthly fixed charge dependent on the speed of service required by the customer. Normally, installation at the customer's premises will involve termination of the Company's service at the closest possible access point to the central office. Any additional material or installation required from this closest possible point to the actual terminating point will be charged to the customer at actual cost.

Rates for Fractional T1 Service are set forth in this section and are for local channel transport only. Inter-office transport, may be provided by a TPLUS Interoffice Channel, Digiline Inter-Office Mileage, or Low Speed Digital Service Inter-Office transport. Charges for Fractional T1 Service will be assessed for the interoffice transport chosen by the customer.

e. Responsibility of the Customer

1) The customer shall be responsible for payment of a maintenance service charge, as set forth in Section 13 for:

Visits by the Company to the premises of the customer where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.

2) Accessories provided by a customer may be used in conjunction with Fractional TPLUS provided that such accessories comply with the provisions of (3) following.

LEASED CHANNELS

H. FRACTIONAL T1 PRIVATE LINE USER SERVICE (TPLUS) (Cont'd)

2. Regulation (Cont'd)

e. Responsibility of the Customer (Cont'd)

3) Where Fractional TPLUS is available under this Catalog for use in connection with terminal equipment or communications systems provided by a customer, the operating characteristics of such equipment or systems shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the equipment provided by a customer does not endanger the safety of the Company employees or the public; does not damage, require change in or alteration of the equipment or other facilities of the Company or its underlying carrier; does not interfere with the proper functioning of such equipment or facilities; does not impair the operation of the Company's underlying carrier's facilities or otherwise injure the public in its use of the Company services.

4) Upon notice from the Company that the equipment provided by a customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference or incur termination of service by the Company.

5) Where a customer elects to connect a Customer Provided communications system to Fractional TPLUS the customer shall be responsible for:

a) Compatibility of the connected communications system and the Fractional TPLUS.

b) Testing, sectionalization and clearance of trouble conditions or service difficulties on any communications system which is connected to Fractional TPLUS.

c) A Channel Service Unit or functional equivalent is required at each terminating point.

d) If a customer elects to provide the CSU, the customer may not disconnect this equipment without prior written consent of the Company.

LEASED CHANNELS

H. FRACTIONAL T1 PRIVATE LINE USER SERVICE (TPLUS) (Cont'd)

2. Regulation (Cont'd)

e. Responsibility of the Customer (Cont'd)

5) Where a customer elects to connect a Customer Provided Communications System to Fractional TPLUS the customer shall be responsible for: (Cont'd)

e) If the customer disconnects the equipment without this consent or fails to provide the equipment completely, the Company has the option of discontinuing service. All monthly rates will continue to apply.

f) If the customer provides the CSU, the customer provided equipment must perform such functions as: proper termination of the facility, regeneration, signal shaping and remote loop back.

f. Responsibility of the Company

1) The responsibility of the Company shall be limited to the furnishing of an electronic digital signal to that point on the customer's premises where provision is made for the connection of Customer Provided equipment. The customer is responsible for testing its equipment or facilities to ensure that when they are connected with Fractional TPLUS such equipment or facilities are operating properly, and further that the cause of any service difficulty reported by the customer to the Company results from the operation of equipment and facilities provided by the Company or its underlying carrier.

2) The Company shall not be responsible for installation, operation or maintenance of any terminal equipment or communications systems provided by a customer. Fractional TPLUS is not represented as adapted to the use of such equipment or system and where such equipment or system is connected to the Company's underlying carrier's facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for Fractional TPLUS and to the maintenance and operation of such facilities in a manner proper for such digital service. Therefore, the Company shall not be responsible for the through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission. Further, the Company shall not be responsible for the reception of signals by such equipment or system.

LEASED CHANNELS

H. FRACTIONAL T1 PRIVATE LINE USER SERVICE (TPLUS) (Cont'd)

2. Regulation (Cont'd)

f. Responsibility of the Company (Cont'd)

3) The Company shall not be responsible to the customer if changes in any of the facilities, operations or procedures of the Company or its underlying carrier utilized in the provision of Fractional TPLUS render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

4) The Company undertakes to maintain and repair the facilities which it or its underlying carrier furnishes. The customer may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company or its underlying carrier without prior written consent of the Company.

3. Rates for Fractional T1 Private Line User Service

Interoffice transport, if applicable, will be assessed at the current rates for interoffice transport requested by customers.

	Monthly Rate
128 Kbps	$135.70
192 Kbps	$141.45
256 Kbps	$147.20
320 Kbps	$152.95
384 Kbps	$158.70

LEASED CHANNELS

I. T1 PRIVATE LINE USER SERVICE

1. General

This Catalog contains the regulations and rates applicable to T1 Private Line User Service (TPLUS) furnished by the Company for point to point digital communications at a transmission rate of 1.544 Mbps.

2. Description of Service

TPLUS consists of a two-point digital channel which provides for simultaneous two-way transmission of digital signals at a transmission rate of 1.544 Mbps. This service will be provided by utilizing existing interoffice and local distribution facilities and/or facilities constructed to meet specific customer requirements.

TPLUS may be terminated at a customer's location with an appropriate charge for conversion of the digital signal to its equivalent 24 channels.

The design, maintenance and operation of TPLUS contemplates communications originating or terminating at customer locations. While connections to TPLUS of communications systems provided by others may be made on a permissive basis as provided for in Section 13, the Company does not represent its TPLUS as adapted for such connections and shall not be responsible for the through transmission of signals, or the quality of such transmission on such connections.

3. Definitions

<u>Bit</u> - The smallest unit of information in the Binary System of notation.

<u>Channel Conversion</u> - The term "Channel Conversion" denotes the termination of TPLUS at a central office or customer location, with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the customer at the customer premise.

<u>Channel Service Unit</u> - A Channel Service Unit (CSU) is the equipment located at the customer's premise which terminates each TPLUS Local Channel and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provide remote loop-back capability.

<u>Customer Provided Derivation Equipment</u> - The term "Customer Provided derivation equipment" denotes a device provided by a customer or user which enables several narrow bandwidth channels to be obtained from one wider band.

LEASED CHANNELS

I. T1 PRIVATE LINE USER SERVICE (Cont'd)

3. Definitions (Cont'd)

Interoffice Channel - The term "interoffice channel" denotes one point to point duplex path for transmission between two central offices.

Local Channel - The term "local channel" denotes a path for TPLUS furnished from the central office to the customer's premises.

Node Splice Point - The term "Node Splice Point" denotes the point where traffic can be directionalized back to the serving wire center on a diverse basis.

System - The term "system" represents the increment in which the service is offered. A system refers to one 1.544 Mbps System equivalent to 24 voice channels.

4. Regulations

a. TPLUS is available only on a two-point basis.

b. This service is subject to the availability of suitable digital facilities between the serving central office and the customer's premises, and between serving central offices when interoffice facilities are required. If such equipment or facilities are not available, or if changes to existing facilities are required to provide TPLUS, a charge based on the cost incurred may apply in addition to the rates for the service.

c. Unless specified below, the regulations for TPLUS specified herein apply in addition to the regulations set forth in this section.

d. It is the responsibility of the customer (or any other party in interest such as the applicant for service or the owner or operator of the premises or the builder) to provide in a manner satisfactory to the Company and without cost to the Company: a means of entrance for the cable into the building; space for mounting the necessary terminals and equipment; and, where required, a means to reach each floor and each suite or office on each floor where telephone service is desired.

e. 110 volt AC, 15 amperes, separately fused, non-switch controlled, single power outlet, or 48 volt DC, 10 amperes, must be provided by the customer for end-to-end service provided over fiber optic facilities.

Battery backup for the customer's service may be provided by the Company at charges based on cost.

LEASED CHANNELS

I. T1 PRIVATE LINE USER SERVICE (Cont'd)

4. Regulations (Cont'd)

f. Service is provided by means of the following rating arrangements:

1) Service between two customer locations in the same central office area consists of two Local Channels connected at the serving central office.

2) Service between two customer locations in different central office areas consists of two Local Channels connected to an Interoffice Channel between the serving central offices.

g. Method of Applying Rates

If this service is terminated prior to the expiration of the agreed to payment period, the customer shall be required to continue paying the applicable charges for the remainder of the agreed to payment period.

A local channel is furnished between a central office and the customer's premises. The rate is based on a fixed charge and the rate for the airline distance measured between the central office and the customer’s premises * or the flat rate link for the transmission facility between the central office and the customers premises. Normally, installation at the customer's premises will involve termination of the Company's service at the closest possible access point to the central office. Any additional material or installation required from this closest possible point to the actual terminating point will be charged to the customer at actual cost.

Systems furnished between serving central offices will be charged a fixed rate.

If the customer elects a termination of service which is not described here, charges other than those listed herein may apply.

* As of May 9, 1997, this service is grandfathered. Only customers of record as of May 9, 1997 may have this service.

LEASED CHANNELS

I. T1 PRIVATE LINE USER SERVICE (Cont'd)

4. Regulations (Cont'd)

h. Connections

Customer Provided terminal equipment, Customer Provided channel conversion equipment, Customer Provided derivation equipment and Customer Provided communications systems may be connected to TPLUS when such connection is made in accordance with the provisions which follow:

The responsibility of the Company shall be limited to the furnishing of an electronic 1.544 Mbps (DS1) digital signal to that point on the customer's premises where provision is made for the connection of Customer Provided equipment. The customer is responsible for testing its equipment or facilities to ensure that when they are connected with TPLUS such equipment or facilities are operating properly, and further that the cause of any service difficulty reported by the customer to the Company results from the operation of equipment and facilities provided by the Company or its underlying carrier.

The customer shall be responsible for payment of a maintenance service charge, as set forth in this Section above for:

Visits by the Company to the premises of the customer where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.

1) Connection of Customer Provided Terminal Equipment, Customer Provided Derivation Equipment, Customer Provided Channel Conversion Equipment and Customer Provided Communications Systems.

a) Customer Provided terminal equipment, customer provided channel conversion equipment, customer provided derivation equipment and customer provided communications systems may be connected at the premises of the customer to TPLUS.

b) The customer, by use of its own derivation equipment, may create digital bit streams from a TPLUS and such equipment may be connected for transmission of such bit streams at the premises of the customer to TPLUS furnished under the rates and regulations of this Company's Tariff and/or Catalog.

LEASED CHANNELS

I. T1 PRIVATE LINE USER SERVICE (Cont'd)

4. Regulations (Cont'd)

h. Connections (Cont'd)

2) Accessories

Accessories provided by a customer may be used in conjunction with TPLUS provided that such accessories comply with the provisions of (3) following.

3) Responsibility of the Customer

Where TPLUS is available under this Catalog for use in connection with terminal equipment or communications systems provided by a customer, the operating characteristics of such equipment or systems shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the equipment provided by a customer does not endanger the safety of the Company employees or the public; does not damage, require change in or alteration of the equipment or other facilities of the Company or its underlying carrier; does not interfere with the proper functioning of such equipment or facilities; does not impair the operation of the Company's underlying carrier's facilities or otherwise injure the public in its use of the Company's services.

Upon notice from the Company that the equipment provided by a customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference or incur termination of service by the Company.

Where a customer elects to connect a Customer Provided Communications System to TPLUS the customer shall be responsible for:

a) Compatibility of the connected communications system and the TPLUS.

b) Testing, sectionalization and clearance of trouble conditions or service difficulties on any communications system which is connected to TPLUS.

c) A Channel Service Unit or functional equivalent is required at each terminating point.

d) If a customer elects to provide the CSU, the customer may not disconnect this equipment without prior written consent of the Company.

LEASED CHANNELS

I. T1 PRIVATE LINE USER SERVICE (Cont'd)

4. Regulations (Cont'd)

h. Connections (Cont'd)

3) Responsibility of the Customer (Cont'd)

e) If the customer disconnects the equipment without this consent or fails to provide the equipment completely, the Company has the option of discontinuing service. All monthly charges will continue to apply.

f) If the customer provides the CSU, the customer provided equipment must perform such functions as: proper termination of the facility, regeneration, signal shaping and remote loop back.

4) Responsibility of the Company

a) The Company shall not be responsible for installation, operation or maintenance of any terminal equipment or communications systems provided by a customer. TPLUS is not represented as adapted to the use of such equipment or system and where such equipment or system is connected to the Company's underlying carrier's facilities the responsibility of the Company or its underlying carrier shall be limited to the furnishing of facilities suitable for TPLUS and to the maintenance and operation of such facilities in a manner proper for such digital service. Therefore, the Company shall not be responsible for the through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission. Further, the Company shall not be responsible for the reception of signals by such equipment or system.

b) The Company shall not be responsible to the customer if changes in any of the facilities, operations or procedures of the Company or its underlying carrier utilized in the provision of TPLUS render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

c) The Company undertakes to maintain and repair the facilities which it furnishes. The customer may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company or its underlying carrier without prior written consent of the Company.

LEASED CHANNELS

I. T1 PRIVATE LINE USER SERVICE (Cont'd)

5. Optional Features and Functions

a. Route Diversity with Automatic Protection Switching (Alternate Entrance)

In order to provide this option TPLUS must be provided over end-to-end fiber optic facilities and a separate entrance facility must be made available to the Company.

Route Diversity with Automatic Protection Switching (Alternate Entrance) provides added reliability to TPLUS. This feature provides a separate facility path for the protection system between the serving central office and the Company Point of Termination located in the same building as the customer designated premises.

This added protection is provided by ensuring that backup electronics and two physically separate facility paths are used in the provisioning of the service. A primary (or working) service path is established between the serving central office and the customer designated premises. A secondary (or protect path) is provisioned between the customer designated premises and the serving central office via the Company designated alternate route. Should the working path or electronics fail, or the service performance becomes impaired, i.e., the bit error rate degenerates to less than or equal to 10 to the minus 6, TPLUS will automatically switch to the service protect path in order to maintain a near continuous flow of information between locations.

This option is only available where facilities permit.

b. Route Diversity with Automatic Protection Switching (Same Entrance)

In order to provide this option TPLUS must be provided over end-to-end fiber optic facilities.

Route Diversity with Automatic Protection Switching (Same Entrance) provides added reliability to TPLUS. This feature provides a separate facility path for the protection system between the serving central office and the node splice on the Company's underlying carrier's fiber ring. This option does not provide for protection between the node splice point on the Company's underlying carrier's ring and the Company's underlying carrier's Point of Termination.

This added protection is provided by ensuring that backup electronics and two physically separate facility paths are used in the provisioning of the service from the node splice point to the serving central office. A primary (or working) service path is established between the serving central office and the customer designated premises. A secondary (or protect path) is provisioned between the node splice point and the serving central office via the Company designated alternate route.

LEASED CHANNELS

I. T1 PRIVATE LINE USER SERVICE (Cont'd)

5. Optional Features and Functions (Cont'd)

b. Route Diversity with Automatic Protection Switching (Same Entrance) (Cont'd)

Should the working path or electronics fail, or the service performance becomes impaired, i.e., the bit error rate degenerates to less than or equal to 10 to the minus 6, between the node splice point and the serving central office the TPLUS will automatically switch to the service protect path in order to maintain a near continuous flow of information between locations.

This option is only available where facilities permit.

c. Central Office Channel Conversion

1) Voice grade Central Office Channel Conversion channelizes up to 24 voice grade channels. The voice grade channel services available for Central Office Channel Conversion include:

a) Voice grade circuits
b) Analog data circuits
c) PBX and Centrex off premises extensions
d) Tie lines
e) Interoffice portion of a foreign exchange line (FX)

2) Customers who wish to substitute digital data channels for voice grade channels will be charged an additional rate element for each digital data channel. This rate element is in addition to the charge for Voice Grade Central Office Channel Conversion.

3) The customer provided Channel Conversion equipment must be compatible with the facilities provided by the Company.

4) A customer to Central Office Channel Conversion will be billed for TPLUS and the appropriate channels in addition to Central Office Channel Conversion.

5) Rates and charges for channels between the central office where the channel conversion occurs, and the customer's premises will apply. Foreign exchange service will be calculated from the foreign exchange office to the central office where the channel conversion occurs at mileage schedules specified in P.S.C. No. 2 Tariff, Section 3.

LEASED CHANNELS

I. T1 PRIVATE LINE USER SERVICE (Cont'd)

5. Optional Features and Functions (Cont'd)

d. 1.544 Clear Channel Capability Option

1) This service option will be available only between locations which are equipped for sending and receiving signals with B8ZS coding/decoding capabilities.

2) Customer provided equipment must be capable of transmitting and decoding B8ZS signals as described in ANSI T1.102.

3) Customers must agree to out-of-service periods required to add this feature to an existing circuit. No credit allowance will be made for the periods of interruption.

6. Rates and Charges

The following rates and charges are in addition to rates and charges shown in this section

		Monthly Rate	Installation Charge
a.	Interoffice Channel		
	Each System, Fixed Charge	$107.62	-
b.	Each Local Channel, Each System:		
	60 Months		
1)	Fixed Charge	$144.94	$606.00
2)	Each Airline 1/4 Mile or Fraction thereof *	$27.92	
3)	Flat rate link	$140.06	-
	36 months		
1)	Fixed Charge	$173.62	$606.00
2)	Each Airline 1/4 Mile or Fraction thereof *	$34.14	
3)	Flat rate link	$171.38	-
	12 months		
1)	Fixed Charge	$266.79	$606.00
2)	Each Airline 1/4 Mile or Fraction thereof *	$42.58	
3)	Flat rate link	$213.21	-

* As of May 9, 1997, this service is grandfathered. Only customers of record as of May 9, 1997 may have this service.

LEASED CHANNELS

I. T1 PRIVATE LINE USER SERVICE (Cont'd)

6. Rates and Charges (Cont'd)

		Monthly Rate
c.	Route Diversity with Automatic Route Protection Switching (Alternate Entrance)	
	36 months	
1)	Fixed Charge	$65.87
2)	Each Airline 1/4 Mile or Fraction Thereof	$70.00
	12 months	
1)	Fixed Charge	$73.40
2)	Each Airline 1/4 Mile or Fraction Thereof	$87.30
d.	Route Diversity with Automatic Protection Switching (Same Entrance)	
	36 months	
1)	Fixed Charge	$65.87
2)	Each Airline 1/4 Mile or Fraction Thereof	$38.89
	12 months	
1)	Fixed Charge	$73.40
2)	Each Airline 1/4 Mile or Fraction Thereof	$38.89

An additional installation charge as outlined below will apply to the rates in c. and d. above if these options are ordered subsequent to the initial installation.

	Nonrecurring Charge
Additional Installation Charge	$445.00

LEASED CHANNELS

I. T1 PRIVATE LINE USER SERVICE (Cont'd)

6. Rates and Charges (Cont'd)

		Monthly Rate	Installation Charge
e.	Channel Conversion *		
	Voice Grade, Each System	$262.40	$407.00
f.	Clear Channel Capability, each system	$0.00	$475.00

g. Unusual Installation Charges

If the Company incurs additional installation costs because the customer requests the service to terminate at a specific location, then the customer will be charged the actual cost incurred.

* Existing channels which are ordered to be terminated on central office channel conversion equipment will be treated as a disconnect of existing service and connection of a new service.

LEASED CHANNELS

J. DIGILINE SERVICE

1. General

Digiline service will enable a customer to terminate a 1.544 Mbps facility and cross-connect individual DSO channels. Through the use of a Digital Access Cross-Connect system (DACS), located in an underlying carrier Hub, customers will be able to utilize digital transmission facilities for the transport of DSO channels between the customer serving central office and the Company's underlying carrier's DACS. The DACS functions as an electronic switching node that allows circuits to be cross-connected.

1.544 MBPS facilities will utilize a 1.544 Mbps termination on the DACS. Up to twenty-four DSO circuits can be cross-connected into a 1.544 Mbps facility.

Digiline Service rates apply in addition to any monthly recurring and nonrecurring charges for TPLUS, Fractional TPLUS, Low Speed Digital, two-wire or four-wire loop facilities.

2. Regulations

DACS terminations are only available in selected central offices.

3. Rates and Charges *

		Monthly Rate	Nonrecurring Charge
a.	1.544 Mbps Termination	$166.35	$72.43
b.	DSO Cross-Connects, per DSO channel cross connect	$6.94	$103.86
c.	Digiline Interoffice DSO mileage, per airline quarter mile or fraction thereof	$0.65	

* Existing channels which are ordered to be terminated on DACS equipment will be treated as a disconnect of existing service and connection of a new service.

LEASED CHANNELS

K. OPTICAL 45 MEGABITS PER SECOND SERVICE

1. General

This Catalog contains the regulations and rates applicable to Optical 45 Megabits Per Second (45 Mbps) Service furnished by the Company for point to point digital communications using optical fiber facilities.

2. Description of Service

Optical 45 Mbps Service is a leased channel for high capacity transport of digital electrical signals. This service uses light wave facilities that provide high quality transmission performance and circuit reliability.

Optical 45 Mbps Service consists of a two-point digital channel which provides for simultaneous two-way transmission of digital electrical signals at a transmission rate of 44.736 Mbps (DS3). This service will be provided by utilizing existing interoffice and local distribution facilities and/or facilities constructed to meet specific customer requirements.

3. Definitions

Bit - A bit is the smallest unit of information in the Binary System of notation.

Channel Conversion - The term "Channel Conversion" denotes the termination of Optical 45 Mbps Service at a central office or customer location with conversion of the DS3 digital signal into 28 1.544 Mbps channels. Channel conversion must be furnished by the customer at the customer premise.

Interoffice Channel - The term "Interoffice Channel" denotes one point to point duplex path for optical transmission between two central offices.

Local Channel - The term "Local Channel" denotes a path for 45 Mbps Service furnished from the central office to the customer's premises.

Megabit - A megabit is one million bits.

Node Splice Point - The term "Node Splice Point" denotes the point where traffic can be directionalized back to the serving central office on a diverse routing basis.

System - The term "System" represents the increment in which the service is offered. A system refers to one 45 Mbps system.

LEASED CHANNELS

K. OPTICAL 45 MEGABITS PER SECOND SERVICE (Cont'd)

4. Regulations

a. Optical 45 Mbps Service is available only on a two-point basis.

b. Optical 45 Mbps Service is furnished on a full-time basis, 24 hours a day, 7 days a week for the contract period.

c. Optical 45 Mbps Service is provided on digital optical equipment and light wave facilities selected by the Company or its underlying carrier and is provided only from serving central offices equipped to furnish such service.

d. This service is subject to the availability of suitable light wave facilities between the serving central office and the customer's premises, and between serving central offices when interoffice facilities are required. If such equipment or facilities are not available, or if changes to existing facilities are required to provide Optical 45 Mbps Service, a charge based on cost incurred may apply in addition to the rates for the service.

e. It is the responsibility of the customer (or any other party in interest such as the applicant for service or the owner or operator of the premises or the builder) to provide in a manner satisfactory to the Company and without cost to the Company: a means of entrance for the fiber optic cable into the building; space for mounting the necessary terminals and equipment; and, where required, a means to reach each floor and each suite or office on each floor where telephone service is desired.

110 volt AC, 15 amperes, separately fused, non-switch controlled, single power outlet, or 48 volt DC, 10 amperes, must be provided by the customer for this service.

Battery backup for the customer's service may be provided by the Company at charges based on cost.

f. Service is provided by means of the following rating arrangements:

1) Service between two customer locations in the same central office area consists of two Local Channels connected at the serving central office.

2) Service between two customer locations in different central office areas consists of two Local Channels connected to an Interoffice Channel between the serving central offices.

LEASED CHANNELS

K. OPTICAL 45 MEGABITS PER SECOND SERVICE (Cont'd)

4. Regulations (Cont'd)

g. Method of Applying Rates

A Local Channel is furnished between a central office and the customer's premises. The rate is based on a fixed charge and the rate for the airline distance measured between the central office and the customer's premises. Normally, installation at the customer's premises would involve termination of the Company's service as close as possible to the service entrance. Any additional material or installation required from this closest possible point to the actual terminating point would be charged to the customer at actual cost.

Systems furnished between serving central offices will be charged a fixed rate.

h. Connections

Customer Provided channel conversion equipment may be connected to Optical 45 Mbps Service when such connection is made in accordance with the provisions which follow.

The responsibility of the Company shall be limited to the furnishing of service to that point on the customer's premises where provision is made for the connection of Customer Provided equipment. The customer is responsible for testing its equipment or facilities to ensure that when they are connected with Optical 45 Mbps Service such equipment or facilities are operating properly, and further that the cause of any service difficulty reported by the customer to the Company results from the operation of equipment and facilities provided by the Company or its underlying carrier.

The customer shall be responsible for payment of a maintenance service charge, as set forth in this Section above for:

Visits by the Company or its underlying carrier to the premises of the customer where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.

1) Connection of Customer Provided Channel Conversion Equipment.

Customer Provided channel conversion equipment must be connected at the premises of the customer to Optical 45 Mbps Service at a DS3 signal level.

LEASED CHANNELS

K. OPTICAL 45 MEGABITS PER SECOND SERVICE (Cont'd)

4. Regulations (Cont'd)

h. Connections (Cont'd)

2) Accessories

Accessories provided by a customer may be used in conjunction with Optical 45 Mbps Service provided that such accessories comply with the provisions of 3) following.

3) Responsibility of the Customer

Where Optical 45 Mbps Service is available under this Catalog for use in connection with terminal equipment provided by a customer, the operating characteristics of such equipment shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the equipment provided by a customer does not endanger the safety of the Company employees or the public; does not damage, require change in or alteration of the equipment or other facilities of the Company or its underlying carrier; does not interfere with the proper functioning of such equipment or facilities; does not impair the operation of the Company's underlying carrier's facilities or otherwise injure the public in its use of the Company services. Upon notice from the Company that the equipment provided by a customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference or incur termination of service by the Company.

Where a customer elects to connect a Customer Provided communications system to Optical 45 Mbps Service the customer shall be responsible for:

a) Compatibility of the connected communications system and Optical 45 Mbps Service.

b) Testing, sectionalization and clearance of trouble conditions or service difficulties on any communications system which is connected to Optical 45 Mbps Service.

LEASED CHANNELS

K. OPTICAL 45 MEGABITS PER SECOND SERVICE (Cont'd)

4. Regulations (Cont'd)

h. Connections (Cont'd)

3) Responsibility of the Customer (Cont'd)

c) A Channel Service Unit (CSU) or functional equivalent is required at each terminating point.

The customer may not disconnect the CSU without prior written consent of the Company.

If the customer disconnects the CSU without this consent or fails to provide the equipment completely, the Company has the option of discontinuing service. All monthly charges will continue to apply.

The customer provided CSU must perform such functions as: proper termination of the facility, regeneration, signal shaping and remote loop back.

4) Responsibility of the Company

a) The Company undertakes to maintain and repair the facilities which it furnishes. The customer may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company or its underlying carrier without prior written consent of the Company.

b) The Company shall not be responsible for installation, operation or maintenance of any terminal equipment provided by a customer. Optical 45 Mbps Service is not represented as adapted to the use of such equipment and where such equipment is connected to the Company's underlying carrier's facilities the responsibility of the Company or its underlying carrier shall be limited to the furnishing of facilities suitable for Optical 45 Mbps Service and to the maintenance and operation of such facilities in a manner proper for such digital service. Therefore, the Company shall not be responsible for the through transmission of signals generated by such equipment, or for the quality of, or defects in, such transmission. Further, the Company shall not be responsible for the reception of signals by such equipment.

LEASED CHANNELS

K. OPTICAL 45 MEGABITS PER SECOND SERVICE (Cont'd)

4. Regulations (Cont'd)

h. Connections (Cont'd)

4) Responsibility of the Company (Cont'd)

c) The Company shall not be responsible to the customer if changes in any of the facilities, operations or procedures of the Company or its underlying carrier utilized in the provision of Optical 45 Mbps Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.

i. Payment Arrangements and Credit Allowances

1) Termination charges will apply for the unrecovered amount of contracted service.

2) Suspension of service is not allowed.

5. Optional Features and Functions

a. Route Diversity with Automatic Protection Switching (Alternate Entrance)

In order to provide this option a separate entrance facility must be made available to the Company.

Route Diversity with Automatic Protection Switching (Alternate Entrance) provides added reliability to Optical 45 Mbps Service. This feature provides a separate facility path for the protection system between the serving central office and the Company Point of Termination located in the same building as the customer designated premises.

This added protection is provided by ensuring that backup electronics and two physically separate facility paths are used in the provisioning of the service. A primary (or working) service path is established between the serving central office and the customer designated premises. A secondary (or protect path) is provisioned between the customer designated premises and the serving central office via the Company designated alternate route.

LEASED CHANNELS

K. OPTICAL 45 MEGABITS PER SECOND SERVICE (Cont'd)

5. Optional Features and Functions (Cont'd)

a. Route Diversity with Automatic Protection Switching (Alternate Entrance) (Cont'd)

Should the working path or electronics fail, or the service performance becomes impaired, i.e., the bit error rate degenerates to less than or equal to 10 to the minus 6, Optical 45 Mbps Service will automatically switch to the service protect path in order to maintain a near continuous flow of information between locations.

This option is only available where facilities permit.

b. Route Diversity with Automatic Protection Switching (Same Entrance)

Route Diversity with Automatic Protection Switching (Same Entrance) provides added reliability to Optical 45 Mbps Service. This feature provides a separate facility path for the protection system between the serving central office and the node splice on the Company's underlying carrier's fiber ring. This option does not provide for protection between the node splice point on the Company's underlying carrier's ring and the Company Point of Termination.

This added protection is provided by ensuring that backup electronics and two physically separate facility paths are used in the provisioning of the service from the node splice point to the serving central office. A primary (or working) service path is established between the serving central office and the customer designated premises. A secondary (or protect path) is provisioned between the node splice point and the serving central office via the Company designated alternate route.

Should the working path or electronics fail, or the service performance becomes impaired, i.e., the bit error rate degenerates to less than or equal to 10 to the minus 6, between the node splice point and the serving central office the Optical 45 Mbps Service will automatically switch to the service protect path in order to maintain a near continuous flow of information between locations.

This option is only available where facilities permit.

LEASED CHANNELS

K. OPTICAL 45 MEGABITS PER SECOND SERVICE (Cont'd)

5. Optional Features and Functions (Cont'd)

c. Central Office Channel Conversion

1) Central Office Channel Conversion channelizes up to 28 1.544 Mbps of 24 voice grade channels each.

2) Customer Provided channel conversion equipment at the customer's premises must be compatible with the facilities provided by the Company or its underlying carrier.

3) A customer to Central Office Channel Conversion will be billed for Optical 45 Mbps Service and the appropriate TPLUS arrangement in addition to Central Office Channel Conversion.

4) Rates and charges for TPLUS between the central office and the customer's premises will apply. A connection from Optical 45 Mbps central office channel conversion equipment to TPLUS central office channel conversion equipment within the same central office building will not incur additional charges other than those applicable to Central Office Channel Conversion.

LEASED CHANNELS

K. OPTICAL 45 MEGABITS PER SECOND SERVICE (Cont'd)

6. Rates and Charges

	Monthly Rate
a. Interoffice Channel, each System:	
Fixed Charge	$780.00

	Nonrecurring Charge
b. Each Local Channel, each System:	
Installation Charge	$1,630.00

	Monthly Rate
60 months	
1) Fixed Charge	$855.00
2) Each Airline 1/4 Mile or Fraction Thereof	156.00
36 months	
1) Fixed Charge	$950.00
2) Each Airline 1/4 Mile or Fraction Thereof	240.00
18 months	
1) Fixed Charge	$1,125.00
2) Each Airline 1/4 Mile or Fraction Thereof	$390.00

c. Route Diversity with Automatic Route Protection Switching (Alternate Entrance)

36 months	
Fixed Charge	$813.00
18 months	
Fixed Charge	$908.00

LEASED CHANNELS

K. OPTICAL 45 MEGABITS PER SECOND SERVICE (Cont'd)

6. Rates and Charges

	Monthly Rate
d. Route Diversity with Automatic Protection Switching (Same Entrance)	
36 months	
Fixed Charge	$500.00
18 months	
Fixed Charge	$600.00

	Nonrecurring Charge
e. Central Office Channel Conversion	
Each System:	
Installation Charge	$2,400.00

	Monthly Rate
36 months	
Fixed Charge	$640.00
18 months	
Fixed Charge	$1,042.00

ANNOUNCEMENT SERVICE

A. RECORDED ANNOUNCEMENT SERVICE - TELEPHONE CORP. SPONSORED

1. General

Recorded Announcement Service-Company Sponsored consists of facilities whereby telephone users may, by calling a particular central office designation and number, obtain recorded messages.

2. Types of Recorded Announcement Service

a. Basic - Customers call a specified telephone number for each topic and receive information on that (single) topic. The topics are: State Lottery, Off Track Betting and Time and Temperature.

3. Regulations

a. Recorded Announcement Service-Company Sponsored, is available where technically feasible.

b. Recorded Announcement Service-Company Sponsored, including the content of the recorded messages, is furnished at the Telephone Company's option. Messages may be withdrawn at any time.

c. The Telephone Company will furnish and maintain all the facilities required for Recorded Announcement Service-Company Sponsored.

d. Recorded Announcement Service-Company Sponsored is not available from coin telephones.

ANNOUNCEMENT SERVICE

A. RECORDED ANNOUNCEMENT SERVICE - TELEPHONE CORP. SPONSORED (Cont'd)

4. Charges applicable to Calling Parties

a. Basic Recorded Announcement Service:

1) Each completed local call:

Off-Track Betting	$0.123
State Lottery	$0.25
Time and Temperature	$0.25

5. Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving charges, in order to promote the sale of Recorded Announcement Service-Telephone Corp. Sponsored.

b. Regulations

1) The Telephone Company reserves the right to waive any or all of the associated charges for Recorded Announcement Service-Telephone Corp. Sponsored at any time upon 1 day notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

3) Within a promotional period, individual line subscribers may be offered the use of Recorded Announcement Service-Telephone Corp. Sponsored for a 60 day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of this service.

ANNOUNCEMENT SERVICE

B. INTERACTIVE INFORMATION NETWORK SERVICE

1. General

Interactive Information Network Services (IINS) consists of service and facilities whereby telephone users, by calling a particular central office designation and number, can obtain a subscriber-provided pre-recorded announcement, interactive program or live interactive service. An interactive program is a program whereby a telephone user, by the use of a touch phone telephone or similar device, can communicate with the subscriber's equipment for the purpose of sending or receiving information. A subscriber to the IINS is an Information Provider (IP) who provides the program. A telephone user is a person who makes a call to an IINS number and is responsible for the payment of the Subscriber Selected Price (SSP) for such a call. The Telephone Company provides to the subscriber (Information Providers), IINS access lines and transport over the telephone network.

Information Providers must categorize their program, in writing as either decent or indecent. The Telephone Company will block access to indecent programs and permit access only to those customers who request (presubscribe) such access in writing. Blocking of decent programs is available upon customer request.

2. Regulations

a. Connection to a transport of Interactive Information Network Service calls on the network are furnished subject to the availability of facilities and the requirements of local exchange service.

b. The Telephone Company will furnish, install, and maintain the Interactive Information Network Service access lines subject to the rates and charges specified in the Rates and Charges section below.

c. IINS access lines are provided as incoming service only.

d. The choice as to which central office is any geographic area will be used to serve an IINS subscriber is at the sole discretion of the Telephone Company.

e. Company coin-originated, operator assisted and calling card calls cannot access the IINS.

ANNOUNCEMENT SERVICE

B. INTERACTIVE INFORMATION NETWORK SERVICE (Cont'd)

2. Regulations (Cont'd)

f. The service will not be furnished where the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Telephone Company's plant, property, or service. The Telephone Company may withdraw or temporarily suspend service from the subscriber forthwith if such injurious effects are experienced.

g. The Telephone Company shall not be liable for the lack of available IINS facilities or for calls that cannot be completed, for whatever reason, except when due to gross negligence or willful misconduct of the Telephone Company.

h. Connection to the IINS may take up to twelve (12) months.

i. Connection to the IINS serving Central Office will only be provided to subscriber locations within Frontier’s serving area of the Rochester LATA.

j. In any case where the furnishing of facilities and service involves special installation work or unreasonable construction, maintenance or replacement costs or expenses on the part of the Telephone Company, the subscriber may be required to agree in writing to a termination charge liability which would apply in the event of disconnection prior to a specified period, or to pay an installation charge or construction charge, monthly rate or any combination thereof, based on the additional costs and expenses involved. The subscriber may also be required to pay additional charges for work performed outside regular working hours at the request of the subscriber.

k. Upon termination of service, telephone numbers assigned to the subscriber will not be reassigned for at least six (6) months, unless written authorization is received from the immediately preceding subscriber.

l. One alphabetical directory listing per billing number will be furnished without charge in the Telephone Company white pages directory.

m. The assignment of a telephone number for an IINS program is at the sole discretion of the Telephone Company.

n. Subscribers who request telephone numbers other than those randomly offered by the Telephone Company, will be subject to the rates, regulations and charges applicable to Preferential Telephone Number Service as specified in Section 5.

ANNOUNCEMENT SERVICE

B. INTERACTIVE INFORMATION NETWORK SERVICE (Cont'd)

2. Regulations (Cont'd)

o. The Telephone Company will provide to the general public, upon written request, the name, address, and telephone numbers of the subscribers to IINS.

p. IINS access lines are analog and are provided as either a line or trunk connection.

q. This Catalog shall not be interpreted to mean that the provision of any particular IINS program by a subscriber shall preclude another subscriber from providing the same or similar IINS program.

r. All subscribers to the IINS will be required to pay all installation charges set forth in the Rates and Charges section below prior to the connection of their service.

s. A program that directs a telephone user to another program must include the Subscriber Selected Price for that program, including the initial minute and additional minute rates.

t. Calls made from WATS lines to the IINS will be billed the full Subscriber Selected Price.

u. Calls made from toll points will be billed the full Subscriber Selected Price.

v. The Telephone Company will block access to indecent programs and permit access only to those adult customers who request (presubscribe) such access in writing.

w. Calls to decent programs may be blocked subject to the provisions for Blocking Service as specified in Section 5.

x. Pursuant to the Commission’s February 4, 1999 Order in Case Nos. 98-C-1273 and 98-C-1479, the Company has designated 333 code as a blockable content related services code for any chatline-type services it offers. Access to such code will be limited to customers within the applicable LATA.

y. The company will terminate service, in accordance with the procedures set forth in this Catalog, to information providers or other entities that violate its terms and conditions relating to the blocking of content–type services.

ANNOUNCEMENT SERVICE

B. INTERACTIVE INFORMATION NETWORK SERVICE (Cont'd)

3. Obligations of the Subscriber

a. The subscriber is responsible for providing the program and all necessary premises equipment in connection with its program.

b. Prior to the connection of service, the subscriber must provide the Telephone Company with an estimate of annual call volumes, the expected busy hour and busy hour call volumes, and the average message length of each program.

c. Any equipment connected to a telephone line or trunk must comply with the Federal Communications Commission's Rules and Regulations, Part 68, "Connection of Terminal Equipment to the Telephone Network".

d. The subscriber will provide continuous and uninterrupted program service.

e. The subscriber is responsible for the provisioning of the program and shall be responsible for its content and quality. The Telephone Company assumes no liability for the content or quality of the program. In the event that any program is found to be unlawful, the Telephone Company reserves the right to terminate service.

f. The subscriber shall indemnify and save the Telephone Company harmless against any and all claims, damages, or other penalties associated with the subscriber's program, including, but not limited to, those for libel arising from the material transmitted over facilities furnished in connection with IINS, and against all claims, damages, or other penalties arising out of any act or omission of the subscriber in connection with IINS, or of the telephone user in connection with the subscriber's program.

g. The subscriber assumes all financial responsibility for all costs involved in providing its program, including but not limited to the subscriber premises equipment, the development of programs, advertising, and promotional expenses for its programs.

h. The subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases, and all other rights from all persons whose work, statements or performance are used in connection with its' programs, and from all holders of copyrights, trademarks, and patents used in connection with its' programs.

ANNOUNCEMENT SERVICE

B. INTERACTIVE INFORMATION NETWORK SERVICE (Cont'd)

3. Obligations of the Subscriber (Cont'd)

i. Each IINS advertisement, publication, or other communication, including another IINS or Mass Announcement Network Service program containing the IINS telephone number to be called, shall designate the IINS geographic serving area and the current Subscriber Selected Price rate as well as any planned Subscriber Selected Price rate change for calls within the area. A clearly discernible audio announcement of this information is required for all video displays in addition to the visual printed message. The audio announcements for advertisements broadcast during time spots considered to be within hours that contain programming directed to children under twelve (12) years of age must be presented in language that can be understood by children and must advise children to obtain parental consent before calling.

j. The subscriber must submit a tape or transcript of the announcement or interactive program and a copy of any promotional material associated with the program.

k. Subscribers must categorize their program, in writing, as either decent or indecent.

l. The subscriber must notify the Telephone Company one month prior to any program change. If the type of program has been altered, the Telephone Company reserves the right to change the telephone number of that program.

m. The subscriber is responsible for establishing the IINS Subscriber Selected Price (SSP) applicable to the telephone user.

The subscriber is required to place a message on the IINS program informing the telephone users of the new call rate for at least two weeks prior to the effective date of the rate change.

n. The subscriber must order a sufficient number of IINS access lines to adequately handle the volume of calls placed to its program without interfering with any of the services offered by the Telephone Company. If, in the judgment of the Telephone Company, there are excessive overflows (busies) to a program, the subscriber will be required to order additional access lines to relieve the overflow condition, as facilities permit. Failure to do so within two weeks after written notification from the Telephone Company may result in disconnection of the listed number for the program and its associated access lines.

o. Failure by the subscriber to comply with any of these regulations may result in disconnection of the listed number for the program and its associated access lines.

ANNOUNCEMENT SERVICE

B. INTERACTIVE INFORMATION NETWORK SERVICE (Cont'd)

4. Rates and Charges

a. Charges applicable to Telephone Users:

The charge for each call to the IINS number is established by the subscriber in an amount divisible by $.10 and may be changed in one or more $.10 increments. The Telephone Company does not establish the charge per call.

If the subscriber elects to charge in excess of $2.00 per call, it must provide at the beginning of each call, an announcement stating the price charged by the subscriber and informing the telephone user that he or she has the option to disconnect within 20 seconds at no charge. There is no charge to the telephone user who disconnects within 20 seconds.

The announcement must be stated as follows:

"You have reached XXX-XXXX (program number). The price for this call is (Subscriber Selected Price). You may hang up now and not be charged for this call."

If a flat rate applies to a program, that rate must be quoted. If per minute rates are charged, the initial minute rate and additional minute rate must be quoted. The announcement must be clearly articulated, be of a volume level equal to that of the subscriber's program and must be completed within 10 seconds.

ANNOUNCEMENT SERVICE

B. INTERACTIVE INFORMATION NETWORK SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

b. Applicable to the IINS subscriber:

		Monthly Rate	Nonrecurring Charge
1)	IINS access line		
	a) Line	MB Line Rate See P.S.C. No. 2 Tariff, Section 2	*
	b) Trunk	PBX Trunk Rate See Section 8	*
2)	Initial Service Charge, per subscriber		$2,500.00
3)	Change in Subscriber Selected Price, per program **		$200.00

* Applicable Nonrecurring charges apply per access line.

** For these purposes, it is assumed that there is one program per main listed number.

INTERCONNECTION

A. GENERAL

Equipment and accessories owned by the customer may be used with the Company's underlying carrier's facilities as long as the following rules are met:

B. REGULATIONS

1. When local and long distance service is available for use with the customer's own equipment, that equipment must not interfere with any Company service. It must not endanger the safety of Company employees or the public and must not change, damage or interfere with the operation of Company or underlying carrier's equipment. If told that his/her equipment is causing or might cause any hazard or interference, the customer must make the necessary changes to eliminate the hazard. The customer must also pay for any Company visits needed to detect trouble in his/her equipment.

2. The customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and saves the Company harmless against claims for libel, slander or infringement of copyright from the material transmitted over its facilities, against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company or its underlying carrier, equipment of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company or its underlying carrier.

3. When a customer elects to provide his/her own communications system the customer must provide all station apparatus and associated wiring which a part of the system and which are located in the same premises as the system.

4. Key telephone systems are defined as station apparatus, station wiring, controlling equipment and intercommunicating paths when a customer elects to provide his/her own key telephone system, the customer must provide all of these components.

INTERCONNECTION

B. REGULATIONS (Cont'd)

5. On the basis of negotiations between the customer and the Company and when agreed to in writing, and not otherwise, access to and control of the local exchange and message toll telecommunications network by computer may be permitted, subject to the following considerations:

   a. existing load conditions of the serving central office and its ability to accept computer originated traffic without injurious effect and contemplated services;

   b. the recycle time of the computer for originating traffic;

   c. the use of "ground start" circuits only for such access; and

   d. other considerations which may, from time to time, be deemed of sufficient importance.

6. The Company may require full payment by the customer all sums owed to the Company before providing interconnection service. This may include reimbursement for loss or damage to telephone facilities as provided in Section 2, periodic charges for facilities and service, termination charges, installation charges, minimum charges or otherwise.

7. The customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, 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 customer owned and maintained equipment.

8. The Company has no responsibility for installing, operating or maintaining any customer-owned equipment or for the through transmission of signals or for the quality of or defects in signals sent or received by that equipment.

9. The Company is not responsible for damages for mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failures or defects in facilities except those caused by the Company's failure to furnish, maintain, and operate properly facilities suitable for ordinary telephone service. When this is the case, the Company's liability is set forth in Section 2.

INTERCONNECTION

B. REGULATIONS (Cont'd)

10. The Company does not test, certify, or inspect customer owned equipment except as needed for its own purposes. In the absence of gross negligence or willful misconduct, the Company is not liable for personal injury or death or for property damage alleged to have resulted from the Company's failure to certify or inspect customer owned equipment.

11. The Company will not give credit for interrupted service which is the result of failure of customer owned equipment.

12. The Company is not responsible to the customer of his/her equipment becomes obsolete or requires modification due to changes in the Company's underlying carrier's facilities, operations, or procedures or changes in its Catalog.

13. The Company is not liable for damages or injuries from mistakes, omissions, interruptions, delays, errors, or defects in transmissions. This includes property damage or personal injury from voltages or currents transmitted over the Company's underlying carrier's facilities which are either caused by or not prevented by customer owned equipment, but which would have been prevented by underlying carrier provided equipment.

14. The signal from customer-owned terminal equipment must meet the minimum network protection criteria outlined in Part 68 of the Federal Communications Commission Rules and Regulations.

15. If a customer violates these regulations, the Company may take immediate actions, including disconnecting service. The customer must stop using the equipment or correct the violation immediately. If violations continue, service may be permanently terminated.

INTERCONNECTION

C. METHODS OF INTERCONNECTING

1. Connection of Customer Provided Data and Ancillary Equipment

a. Customer provided data and ancillary equipment may be connected at the customer's premises to facilities furnished by the Company or its underlying carrier for exchange and message toll telecommunications service subject to the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations and may remain so connected while continually satisfying the requirements of those Rules and Regulations. All connections of customer provided data equipment pursuant to Part 68 Rules shall be made through a standard data jack or a data access arrangement; all connections of customer provided ancillary equipment pursuant to Part 68 Rules shall be made through a standard jack furnished by the Company or its underlying carrier.

b. All combinations of customer provided data and ancillary equipment shall not cause electrical hazards to Company personnel, damage to the Company's underlying carrier's equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment, his calling or called party.

c. A customer shall notify the Company of each line to which such equipment is to be connected in advance of such connection and shall notify the Company when such equipment is permanently disconnected. Such notification shall include information sufficient to identify the equipment being connected.

d. The maintenance charge shown later in this section applies to equipment connection in accordance with these provisions.

INTERCONNECTION

C. METHODS OF INTERCONNECTING (Cont'd)

2. Connection of Customer Provided Non-Key Telephone(s), Station Wire and Protective Circuitry

a. Customer provided registered or "grandfathered" non-key telephones as well as registered or "grandfathered" protective circuitry for use with or inclusion in private branch exchange and key telephone systems may be connected, at the customer's premise, to facilities furnished by the Company or its underlying carrier for exchange and message toll telecommunications service subject to the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations and may remain so connected while continually satisfying the requirements of those Rules and Regulations. Customer provided certified or "grandfathered" non-key telephones as well as certified or "grandfathered" protective circuitry for use with or inclusion in private branch exchange and key telephone systems may be connected, at the customer's premise, to facilities furnished by the Company or its underlying carrier for exchange and message toll telecommunications service. The term "grandfathered" refers to equipment which appears on lists of "Grandfathered" Telephone Terminal Equipment, issued by the Federal Communications Commission or on other lists which the Public Service Commission may approve. All connections of equipment shall be made through a standard jack.

b. Customer provided non-key telephone(s) connected under (a) above may be connected to the facilities of the Company or its underlying carrier through customer provided station wire which compiles with the standards for such station wire as set forth below in C.2.e.

c. All customer provided non-key telephone(s), protective circuitry or customer provided station wire and combinations thereof shall not cause electrical hazards to the Company personnel, damage to the Company's or its underlying carrier's equipment, malfunction of the Company's or its underlying carrier's billing equipment, or degradation of service to persons other than the user of subject telephone(s) and station wire, his calling or called party.

d. A customer shall notify the Company of each line to which such telephone(s) or protective circuitry is to be connected in advance of such connections, whether customer provided station wire is being utilized, and shall notify the Company when such equipment and any such station wire is permanently disconnected. Such notification shall include information sufficient to identify the telephone(s), protective circuitry or station wire being connected.

INTERCONNECTION

C. METHODS OF INTERCONNECTING (Cont'd)

2. Connection of Customer Provided Non-Key Telephone(s), Station Wire and Protective Circuitry (Cont'd)

e. The customer provided non-key telephone(s) shall comply with applicable regulations of the Federal Communications Commission. Customer provided station wire shall comply with the standards on file with the New York State Public Service Commission. Such standards shall be available for public review at the Company's Business Offices and the offices of the New York State Public Service Commission in Albany, New York. Copies of these standards are available from the Company on written request.

f. The maintenance charge shown in D.2. following, applies to such protective circuitry, telephone(s) and station wire connected in accordance with these provisions.

g. Non-key telephone(s) as part of key, PBX, or other communication systems and associated station wire.

INTERCONNECTION

D. RATES AND CHARGES

Rates and charges shown herein are in addition to all other applicable rates and charges.

1. Access Line

An individual line business service provided for the direct electrical connection of customer owned and maintained equipment only.

	Monthly Rate	Service Charge
Access Line, Each	See P.S.C. No. 2 Tariff, Section 2 for individual line rate for locality and class of service desired.	See P.S.C. No. 2 Tariff, Section 6

2. Maintenance Charge

Maintenance Charge – Customer using their own equipment must pay a charge for visits by the Company to the customers premises where the service difficulty or trouble report results from customer owned equipment connected to the Company's lines. The level of the charge will be determined on the basis of the time spent on the customer's premises (See P.S.C. No. 2 Tariff, Section 6)

If the Company can find and correct the problem on a basic exchange access line without sending a service person, the customer will be charged a flat fee.

The following rate is to be charged for competitive dedicated services such as private line circuits.

Competitive Dedicated Services Maintenance Charge	$25.00

These maintenance charges also apply if the service problem results from customer-owned equipment that is connected in violation of the Federal Communications Commission's regulations.

BUNDLED SERVICES

A. ABC SOLUTIONS

1. General

ABC Solutions provides the Customer with a variable package of voice and data service offerings provisioned over an integrated digital DS1 (T-1) facility. The service provides the Customer with switched local service and one or more data transmission paths to a data service provider's facility at the Customer's ABC Solutions' Digital Access Cross-Connect System (DACS) location. The ABC Solutions service package requires the purchase of a minimum of four (4) voice channels and four (4) data path per customer premises. Additionally, the package offers optional regulated, federally regulated, and non-regulated services.

2. Regulations

a. ABC Solutions is available only where technically feasible.

b. The ABC Solutions package requires the subscription to a minimum of four (4) switched voice channels and four (4) data circuit of at least 256 Kbps, per customer premises.

c. ABC Solutions is offered only under a term commitment plan of one (1), two (2), or three (3) years.

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

e. The new line installation charge applies for new installations. Lines transferred from another product or existing lines transferred from another local exchange carrier will incur the service order charge.

f. Local access line rates do not include EAS additives and other taxes and surcharges. The subscriber line charge is not applicable to this product.

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

h. ABC Solutions customers who subscribe to the Frontier Feature 5 package will receive a $2.00 per line discount off the feature package.

BUNDLED SERVICES

A. ABC SOLUTIONS (Cont'd)

3. Demonstration Period

The Demonstration Period gives the Company the option of waiving Nonrecurring and recurring charges in order to promote the sale of the product.

4. Pricing

			Monthly Rate	Nonrecurring Charge
a.	Analog Flat Rate Line	1 Year	$30.00	
		2 Year	$28.00	
		3 Year	$26.00	
b.	Analog Flat Rate Trunk	1 Year	$51.00	
		2 Year	$48.00	
		3 Year	$45.00	
c.	Analog DID Trunk	1 Year	$38.00	
		2 Year	$36.00	
		3 Year	$34.00	
d.	Digital Trunk DID/DOD	1 Year	$51.00	
		2 Year	$48.00	
		3 Year	$45.00	
e.	Nonrecurring Set up Charge			$34.95

BUNDLED SERVICES

B. PACKAGED PRODUCTS

1. General

The Company Packaged Products provide small business customers with a variety of choices of bundled products and services designed to meet the needs of multiple customer segments. The product packages offer customers the ability to select a package including only those products and services that meet their telecommunications needs while receiving a discount on the total package usage cost.

The description of basic local service used in the packages refers to individual flat rated services and individual measured business service.

For purposes of determining the prices for Packaged Products, a "member" is defined as any customer who has both their local service and long distance service with Frontier Communications of Rochester.

<u>Product Package 1</u>

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 2 Custom Calling Features (CCF) OR 2 CLASS Features OR a Combination of CCF and CLASS totaling 2

<u>Product Package 2</u>

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 3 Custom Calling Features (CCF) OR 3 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 3

<u>Product Package 3</u>

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 4 Custom Calling Features (CCF) OR 4 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 4

<u>Product Package 4</u>

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 5 Custom Calling Features (CCF) OR 5 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 5

BUNDLED SERVICES

B. PACKAGED PRODUCTS (Cont'd)

1. General (Cont'd)

Product Package 5

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 6 Custom Calling Features (CCF) OR 6 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 6

Product Package 6

- Basic Local Service
- IntraLATA Toll
- 2 Custom Calling Features (CCF) OR 2 CLASS Features OR a Combination of CCF and CLASS Features totaling 2

Product Package 7

- Basic Local Service
- IntraLATA Toll
- 3 Custom Calling Features (CCF) OR 3 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 3

Product Package 8

- Basic Local Service
- IntraLATA Toll
- 4 Custom Calling Features (CCF) OR 4 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 4

Product Package 9

- Basic Local Service
- IntraLATA Toll
- 5 Custom Calling Features (CCF) OR 5 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 5

Product Package 10

- Basic Local Service
- IntraLATA Toll
- 6 Custom Calling Features (CCF) OR 6 CLASS Features OR a Combination of CCF(s) and CLASS Features) totaling 6

BUNDLED SERVICES

B. PACKAGED PRODUCTS (Cont'd)

1. General (Cont'd)

Product Package 11

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 2 Custom Calling Features (CCF) OR 2 CLASS Features OR a combination of CCF and CLASS Features) totaling 2
- InterLATA Toll

Product Package 12

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 3 Custom Calling Features (CCF) OR 3 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 3
- InterLATA Toll

Product Package 13

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 4 Custom Calling Features (CCF) OR 4 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 4
- InterLATA Toll

Product Package 14

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 5 Custom Calling Features (CCF) OR 5 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 5
- InterLATA Toll

BUNDLED SERVICES

B. PACKAGED PRODUCTS (Cont'd)

1. General (Cont'd)

<u>Product Package 15</u>

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 6 Custom Calling Features (CCF) OR 6 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 6
- InterLATA Toll

<u>Product Package 16</u>

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 2 Custom Calling Features (CCF) OR 2 CLASS Features OR a combination of CCF and CLASS Feature totaling 2
- Any one of the following cellular plans offered in the Company Cellular Tariff: Non-Member Plans A1-A20

<u>Product Package 17</u>

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 3 Custom Calling Features (CCF) OR 3 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 3
- Any one of the following cellular plans offered in the Company Cellular Tariff: Non-Member Plans A1-A20

<u>Product Package 18</u>

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 4 Custom Calling Features (CCF) OR 4 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 4
- Any one of the following cellular plans offered in the Company Cellular Tariff: Non-Member Plans A1-A20

BUNDLED SERVICES

B. PACKAGED PRODUCTS (Cont'd)

1. General (Cont'd)

Product Package 19

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 5 Custom Calling Features (CCF) OR 5 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 5
- Any one of the following cellular plans offered in the Company Cellular Tariff: Non-Member Plans A1-A20

Product Package 20

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 6 Custom Calling Features (CCF) OR 6 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 6
- Any one of the following cellular plans offered in the Company Cellular Tariff: Non-Member Plans A1-A20

Product Package 21

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 2 Custom Calling Features (CCF) OR 2 CLASS Features OR a combination of CCF and CLASS Feature totaling 2
- The following cellular plan offered in the Company Cellular Tariff: R-Consolidate

Product Package 22

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 3 Custom Calling Features (CCF) OR 3 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 3
- The following cellular plan offered in the Company Cellular Tariff: R-Consolidate

BUNDLED SERVICES

B. PACKAGED PRODUCTS (Cont'd)

1. General (Cont'd)

Product Package 23

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 4 Custom Calling Features (CCF) OR 4 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 4
- The following cellular plan offered in the Company Cellular Tariff: R-Consolidate

Product Package 24

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 5 Custom Calling Features (CCF) OR 5 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 5
- The following cellular plan offered in the Company Cellular Tariff: R-Consolidate

Product Package 25

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 6 Custom Calling Features (CCF) OR 6 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 6
- The following cellular plan offered in the Company Cellular Tariff: R-Consolidate

Product Package 26

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 2 Custom Calling Features (CCF) OR 2 CLASS Features OR a combination of CCF and CLASS Feature totaling 2
- InterLATA Toll
- Any one of the following cellular plans offered in the Company Cellular Tariff: Member Plans A1-A20

BUNDLED SERVICES

B. PACKAGED PRODUCTS (Cont'd)

1. General (Cont'd)

Product Package 27

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 3 Custom Calling Features (CCF) OR 3 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 3
- InterLATA Toll
- Any one of the following cellular plans offered in the Company Cellular Tariff: Member Plans A1-A20

Product Package 28

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 4 Custom Calling Features (CCF) OR 4 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 4
- InterLATA Toll
- Any one of the following cellular plans offered in the Company Cellular Tariff: Member Plans A1-A20

Product Package 29

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 5 Custom Calling Features (CCF) OR 5 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 5
- InterLATA Toll
- Any one of the following cellular plans offered in the Company Cellular Tariff: Member Plans A1-A20

BUNDLED SERVICES

B. PACKAGED PRODUCTS (Cont'd)

1. General (Cont'd)

<u>Product Package 30</u>

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 6 Custom Calling Features (CCF) OR 6 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 6
- InterLATA Toll
- Any one of the following cellular plans offered in the Company Cellular Tariff: Member Plans A1-A20

<u>Product Package 31</u>

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 2 Custom Calling Features (CCF) OR 2 CLASS Features OR a combination of CCF and CLASS Feature totaling 2
- InterLATA Toll
- Any one of the following cellular plans offered in the Company Cellular Tariff: Member Plans A1-A20 or R-Consolidate

<u>Product Package 32</u>

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 3 Custom Calling Features (CCF) OR 3 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 3
- InterLATA Toll
- Any one of the following cellular plans offered in the Company Cellular Tariff PSC No. 2: Member Plans A1-A20 or R-Consolidate

<u>Product Package 33</u>

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 4 Custom Calling Features (CCF) OR 4 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 4
- InterLATA Toll
- Any one of the following cellular plans offered in the Company Cellular Tariff: Member Plans A1-A20 or R-Consolidate

BUNDLED SERVICES

B. PACKAGED PRODUCTS (Cont'd)

1. General (Cont'd)

Product Package 34

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 5 Custom Calling Features (CCF) OR 5 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 5
- InterLATA Toll
- Any one of the following cellular plans offered in the Company Cellular Tariff: Member Plans A1-A20 or R-Consolidate

Product Package 35

- Basic Local Service
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 6 Custom Calling Features (CCF) OR 6 CLASS Features OR a combination of CCF(s) and CLASS Features totaling 6
- InterLATA Toll
- Any one of the following cellular plans offered in the Company Cellular Tariff: Member Plans A1-A20 or R-Consolidate

Product Package 36

- ISDN
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 2 Custom Calling Features (CCF) OR 2 CLASS Features OR a Combination of CCF and CLASS Feature totaling 2
- Any one of the following cellular plans offered in the Company Cellular Tariff: Non-Member Plans A1-A20

Product Package 37

- ISDN
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 3 Custom Calling Features (CCF) OR 3 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 2
- Any one of the following cellular plans offered in the Company Cellular Tariff: Non-Member Plans A1-A20

BUNDLED SERVICES

B. PACKAGED PRODUCTS (Cont'd)

1. General (Cont'd)

Product Package 38

- ISDN
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 4 Custom Calling Features (CCF) OR 4 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 4
- Any one of the following cellular plans offered in the Company Cellular Tariff: Non-Member Plans A1-A20

Product Package 39

- ISDN
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 5 Custom Calling Features (CCF) OR 5 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 5
- Any one of the following cellular plans offered in the Company Cellular Tariff: Non-Member Plans A1-A20

Product Package 40

- ISDN
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 6 Custom Calling Features (CCF) OR 6 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 6
- Any one of the following cellular plans offered in the Company Cellular Tariff: Non-Member Plans A1-A20

Product Package 41

- ISDN
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 2 Custom Calling Features (CCF) OR 2 CLASS Features OR a Combination of CCF and CLASS Feature totaling 2
- The following cellular plan offered in the Company Cellular Tariff: R-Consolidate

BUNDLED SERVICES

B. PACKAGED PRODUCTS (Cont'd)

1. General (Cont'd)

Product Package 42

- ISDN
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 3 Custom Calling Features (CCF) OR 3 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 3
- The following cellular plan offered in the Company Cellular Tariff:
  R-Consolidate

Product Package 43

- ISDN
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 4 Custom Calling Features (CCF) OR 4 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 4
- The following cellular plan offered in the Company Cellular Tariff:
  R-Consolidate

Product Package 44

- ISDN
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 5 Custom Calling Features (CCF) OR 5 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 5
- The following cellular plan offered in the Company Cellular Tariff:
  R-Consolidate

Product Package 45

- ISDN
- Local Measured Usage (if applicable)
- IntraLATA Toll
- 6 Custom Calling Features (CCF) OR 6 CLASS Features OR a Combination of CCF(s) and CLASS Features totaling 6
- The following cellular plan offered in the Company Cellular Tariff:
  R-Consolidate

BUNDLED SERVICES

B. PACKAGED PRODUCTS (Cont'd)

2. Regulations

All rules and regulations found in this Catalog and the Company's Cellular Tariff - Cellular Radio Telephone Tariff pertaining to the products included in the previously mentioned Product Packages apply to this section as well.

3. Rates and Charges

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

The Product Package customer for packages 1-10, 16-25 and 36-45 will receive a percentage discount on the total monthly rates from all local service provider services using the discount structure below:

Percentage Discount on Product Package	Total Monthly Rates	Discount Applied
Level 1	$0.00 - $25.00	0%
Level 2	$25.01 - $75.00	0%
Level 3	$75.01 - $125.00	0%
Level 4	$125.01 - $175.00	0%
Level 5	$175.01 - up	0%

Where billing for Carrier service is furnished by the Company via a billing and collection agreement with the Carrier, the customer will receive the discount specified below based on the combined monthly rates from all Carrier and Company services. This discount will be applied in addition to all other discounts for which the customer may be entitled including the "Member" discounts on intraLATA toll Plans A and B in P.S.C. No. 2 Tariff, Section 10. The above mentioned discount applies to Product Packages 11-15 and 26-35.

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN

1. General

Bundled Usage Pricing Plans A, B, C and D offer customers an alternative pricing structure to the measured service pricing structure previously described for any one of the following services: Basic Business Service, Basic Centrex Service, Key System Trunks, Analog PBX Trunks and Digital PBX Trunks. A customer selecting one of these bundled usage pricing plans will pay the monthly service charge listed below in addition to the standard monthly recurring and Nonrecurring charges associated with the service selected.

Frontier Value Plus offers customers an alternative pricing structure for various local services.

Customers commit to a minimum monthly amount of local services and inter- or intraLATA toll. The customer receives discounts on the selected local services. A customer selecting a Frontier Value Plus plan will pay the standard monthly recurring and nonrecurring charges for all non-Frontier Value Plus services, unless individual case billing is involved.

a. Bundled Usage Pricing Plan A

The following pricing elements are included in Plan A:

- Monthly Service Charge
- Monthly LMS Usage Allowance (in dollars), average per line
- Per Minute LMS Rate - for LMS in excess of LMS Usage Allowance
- Minimum Monthly Toll Usage Guarantee (Inter- or IntraLATA) (in dollars), average per line *
- Minimum Monthly Cellular Usage Guarantee (in dollars), average per line **

Customers selecting this pricing plan will receive a monthly dollar usage allowance for LMS, and they commit to a minimum monthly amount of toll usage and cellular usage. The rates used to calculate the monthly allowance for LMS will be the standard rates shown in P.S.C. No. 2 Tariff, Section 2. Once the LMS usage allowance has been reached, all local calls will be rated using the per minute LMS charge listed above. The rates used to calculate the minimum monthly usage guarantee for toll and cellular service will be the actual rates associated with the qualified plan chosen by the customer. The customer will be billed the greater of the minimum usage guarantee or actual usage. The customer will also pay a recurring monthly service charge.

* The toll usage guarantee must come from one of the qualified long distance plans listed in P.S.C. No. 2 Tariff, Section 10.
** The cellular usage guarantee must come from one of the qualified cellular plans listed in Section 14.

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

1. General (Cont'd)

b. Bundled Usage Pricing Plan B

The following pricing elements are included in Plan B:

- Monthly Service Charge
- Monthly LMS Usage Allowance (in dollars), average per line
- Per Minute LMS Rate - for LMS in excess of LMS Usage Allowance
- Combined Minimum Monthly Toll (Inter- and IntraLATA) and Cellular Usage Guarantee (in dollars), average per line *

Customers selecting this pricing plan will receive a monthly dollar usage allowance for LMS and they commit to a combined minimum monthly amount of toll and cellular usage. Any mixture of cellular usage and toll usage may be used to reach the minimum dollar usage guarantee. The rates used to calculate the monthly allowance for LMS will be the standard tariffed rates shown in P.S.C. No. 2 Tariff, Section 2. Once the LMS usage allowance has been reached, all local calls will be rated using the per minute LMS charge listed above. The rates used to calculate the combined monthly usage guarantee for toll and cellular service will be the actual rates associated with the qualified plans chosen by the customer. The customer will be billed the greater of the minimum usage guarantee or actual usage. The customer will also pay a recurring monthly service charge.

c. Bundled Usage Pricing Plan C

The following pricing elements are included in Plan C:

Monthly Service Charge

A Graduated Per Minute LMS Rate which is dependent upon total Monthly Toll (Inter- and IntraLATA) Billing.

Customers selecting this pricing plan will pay a monthly recurring service charge and a per minute LMS charge which will decline as the total amount of toll usage increases.

* The toll usage guarantee must come from one of the qualified long distance plans and the cellular usage must come from one of the qualified cellular plans.

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

1. General (Cont’d)

d. Bundled Usage Pricing Plan D

Pricing Plan D has the same structure as Pricing Plan A except in Pricing Plan D the LMS minimum monthly usage allowance, and the LMS rate for minutes in excess of the allowance, applies to only one of the customer's telephone numbers. That single number must be defined by the customer prior to the initiation of the service.

e. Small Business Packages

Specific pricing elements excluded from the minimum usage guarantee are Nonrecurring charges taxes and surcharges. Where billing for Carrier service is furnished by the Company via a billing and collection agreement with the Carrier, the customer will receive the discount specified based on the combined monthly rates from Carrier and Company services. These packages are not available on all billing platforms.

2. Regulations

a. All rules and regulations stated elsewhere in this Catalog for the services used in these pricing plans apply to this section as well. In the event that there is a conflict between the rules and regulations as stated here and elsewhere, the rules and regulations in this section shall apply.

b. When basic business service, Centrex service or key system trunks are selected in conjunction with these pricing plans, the lines ordered must be loop start lines.

c. Call Handling options are not allowed to be used with basic business service when priced under any of these pricing plans.

d. Customers who have multiple business lines at one location, and who subscribe to one of these pricing plans for one of their business lines must subscribe to one of these pricing plans for all of their business lines at that location.

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges

a. Rates for the End User Access Charge and appropriate State and Local taxes and surcharges are in addition to the rates state below.

b. Nonrecurring charges which normally apply to the activation and installation of the services which can be priced under these pricing plans apply here as well.

c. Monthly customer charges from the following Frontier Communications International, Inc. long distance plans may be applied toward reaching the minimum monthly toll usage guarantee: Dimension, Simplicity, Common Sense I, II and III, and Frontrunner Standard.

d. Monthly customer charges from the following Frontier Communications of Rochester Cellular plans may be applied toward reaching the minimum monthly cellular usage guarantee: Basic Pricing Plans A1, A2, A3, A4 and A6, R-Consolidate and either Cellular Assurance Pricing Plan (A or B).

		Rates & Charges
e.	Bundled Usage Pricing Plan A - Basic Business Service	
1)	Monthly Service Charge	N/A
2)	LMS Monthly Usage Allowance, average, per line	N/A
3)	LMS rate, per minute in excess of allowance	N/A
4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A
f.	Bundled Usage Pricing Plan A - Basic Centrex Service	
1)	Monthly Service Charge	N/A
2)	LMS Monthly Usage Allowance, average, per line	N/A
3)	LMS rate, per minute in excess of allowance	N/A
4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges (Cont'd)

		Rates & Charges
g.	Bundled Usage Pricing Plan A - Key System Trunk	
1)	Monthly Service Charge	N/A
2)	LMS Monthly Usage Allowance, average, per line	N/A
3)	LMS rate, per minute in excess of allowance	N/A
4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A
h.	Bundled Usage Pricing Plan A - Analog PBX Trunk	
1)	Monthly Service Charge	N/A
2)	LMS Monthly Usage Allowance, average, per line	N/A
3)	LMS rate, per minute in excess of allowance	N/A
4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A
i.	Bundled Usage Pricing Plan A - Digital PBX Trunk Channel	
1)	Monthly Service Charge *	N/A
2)	LMS Monthly Usage Allowance, average, per line	N/A
3)	LMS rate, per minute in excess of allowance	N/A
4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A
j.	Bundled Usage Pricing Plan B - Basic Business Service	
1)	Monthly Service Charge	N/A
2)	LMS Monthly Usage Allowance, average, per line	N/A
3)	LMS rate, per minute in excess of allowance	N/A
4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A

* The DID/DOD channel charge per 24, applies in addition to the monthly service charge (See Section 4).

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges (Cont'd)

			Rates & Charges
k.	Bundled Usage Pricing Plan B - Basic Centrex Service		
	1)	Monthly Service Charge	N/A
	2)	LMS Monthly Usage Allowance, average, per line	N/A
	3)	LMS rate, per minute in excess of allowance	N/A
	4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
	5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A
l.	Bundled Usage Pricing Plan B - Key System Trunk		
	1)	Monthly Service Charge	N/A
	2)	LMS Monthly Usage Allowance, average, per line	N/A
	3)	LMS rate, per minute in excess of allowance	N/A
	4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
	5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A
m.	Bundled Usage Pricing Plan B - Analog PBX Trunk		
	1)	Monthly Service Charge	N/A
	2)	LMS Monthly Usage Allowance, average, per line	N/A
	3)	LMS rate, per minute in excess of allowance	N/A
	4)	Combined Toll and Cellular Minimum Monthly Usage Guarantee, average, per line	N/A
n.	Bundled Usage Pricing Plan B - Digital PBX Trunk Channel		
	1)	Monthly Service Charge *	N/A
	2)	LMS Monthly Usage Allowance, average, per line	N/A
	3)	LMS rate, per minute in excess of allowance	N/A
	4)	Combined Toll and Cellular Minimum Monthly Usage Guarantee, average, per line	N/A

* The DID/DOD Channel Charge per 24, applies in addition to the monthly service charge (See Section 4).

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges (Cont'd)

o. Bundled Usage Pricing Plan C - Basic Business Service

1) Monthly Service Charge N/A

	Total Monthly Toll Billing Average, per line	LMS Rate, per minute
Level 1	N/A	N/A
Level 2	N/A	N/A
Level 3	N/A	N/A
Level 4	N/A	N/A
Level 5	N/A	N/A
Level 6	N/A	N/A

p. Bundled Usage Pricing Plan C - Basic Centrex Service

1) Monthly Service Charge N/A

	Total Monthly Toll Billing Average, per line	LMS Rate, per minute
Level 1	N/A	N/A
Level 2	N/A	N/A
Level 3	N/A	N/A
Level 4	N/A	N/A
Level 5	N/A	N/A
Level 6	N/A	N/A

q. Bundled Usage Pricing Plan C - Key System Trunk

1) Monthly Service Charge N/A

	Total Monthly Toll Billing Average, per line	LMS Rate, per minute
Level 1	N/A	N/A
Level 2	N/A	N/A
Level 3	N/A	N/A
Level 4	N/A	N/A
Level 5	N/A	N/A
Level 6	N/A	N/A

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges (Cont'd)

r. Bundled Usage Pricing Plan C - Analog PBX Trunk

1) Monthly Service Charge N/A

	Total Monthly Toll Billing Average, per line	LMS Rate, per minute
Level 1	N/A	N/A
Level 2	N/A	N/A
Level 3	N/A	N/A
Level 4	N/A	N/A
Level 5	N/A	N/A
Level 6	N/A	N/A

s. Bundled Usage Pricing Plan C - Digital PBX Trunk Channel

1) Monthly Service Charge * N/A

	Total Monthly Toll Billing Average, per line	LMS Rate, per minute
Level 1	N/A	N/A
Level 2	N/A	N/A
Level 3	N/A	N/A
Level 4	N/A	N/A
Level 5	N/A	N/A
Level 6	N/A	N/A

t. Bundled Usage Pricing Plan D - Basic Business Service

		Rates & Charges
1)	Monthly Service Charge	N/A
2)	LMS Monthly Usage Allowance, average, per line	N/A
3)	LMS rate, per minute in excess of allowance	N/A
4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A

* The DID/DOD Channel Charge, per 24, applies in addition to the monthly service charge.

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges (Cont'd)

u. Bundled Usage Pricing Plan D - Basic Centrex Service

		Rates & Charges
1)	Monthly Service Charge	N/A
2)	LMS Monthly Usage Allowance, average, per line	N/A
3)	LMS rate, per minute in excess of allowance	N/A
4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A

v. Bundled Usage Pricing Plan D - Key System Trunk

1)	Monthly Service Charge	N/A
2)	LMS Monthly Usage Allowance, average, per line	N/A
3)	LMS rate, per minute in excess of allowance	N/A
4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A

w. Bundled Usage Pricing Plan D - Analog PBX Trunk

1)	Monthly Service Charge	N/A
2)	LMS Monthly Usage Allowance, average, per line	N/A
3)	LMS rate, per minute in excess of allowance	N/A
4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A

x. Bundled Usage Pricing Plan D - Digital PBX Trunk Channel

1)	Monthly Service Charge *	N/A
2)	LMS Monthly Usage Allowance, average, per line	N/A
3)	LMS rate, per minute in excess of allowance	N/A
4)	Toll Minimum Monthly Usage Guarantee, average, per line	N/A
5)	Cellular Minimum Monthly Usage Guarantee, average, per line	N/A

* The DID/DOD channel charge, per 24, applies in addition to the monthly service charge.

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges (Cont'd)

y. Frontier Value Plus

Specific pricing elements excluded from Frontier Value Plus minimum usage guarantee are nonrecurring charges, cellular, taxes and adjustments. The following services are offered with Frontier Value Plus:

1) ISDN Work at Home

Total Usage	1 Year Term Discount	2 Year Term Discount	3 Year Term Discount
$0- $99.99	0%	0%	0%
$100- $749.99	5%	5%	5%
$750- $999.99	5%	5%	5%
$1,000- $1,999.99	5%	5%	5%
$2,000- $3,499.99	10%	10%	10%
$3,500- $4,999.99	10%	10%	10%
$5,000- $7,499.99	10%	10%	10%
$7,500- $9,999.99	10%	10%	10%
$10,000-$14,999.99	15%	15%	15%
$15,000-$19,999.99	15%	15%	15%
20,000+	15%	15%	15%

2) Centrex Office Suite

Service	1 Year Term Discount	3 Year Term Discount
Metered	5%	5%
50 hours	5%	5%
100 hours	5%	5%
250 hours	5%	5%
500 hours	5%	5%

3) ISDN Centrex Office Suite

Service	1 Year Term Discount	3 Year Term Discount
Metered	5%	5%
50 hours	5%	5%
100 hours	5%	5%
250 hours	5%	5%
500 hours	5%	5%

BUNDLED SERVICES

C BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges (Cont'd)

y. Frontier Value Plus (Cont'd)

4) T1 Private Line Service

Total Usage	1 Year Term Discount	2 Year Term Discount	3 Year Term Discount
$0- $99.99	0%	0%	0%
$100- $749.99	5%	5%	5%
$750- $999.99	5%	5%	5%
$1,000- $1,999.99	5%	5%	5%
$2,000- $3,499.99	10%	10%	10%
$3,500- $4,999.99	10%	10%	10%
$5,000- $7,499.99	10%	10%	10%
$7,500- $9,999.99	10%	10%	10%
$10,000-$14,999.99	15%	15%	15%
$15,000-$19,999.99	15%	15%	15%
20,000+	15%	15%	15%

5) Local Measured Service

Total Usage	1 Year Term Discount	2 Year Term Discount	3 Year Term Discount
$0- $99.99	0%	0%	0%
$100- $749.99	5%	5%	5%
$750- $999.99	5%	5%	5%
$1,000- $1,999.99	5%	5%	5%
$2,000- $3,499.99	10%	10%	10%
$3,500- $4,999.99	10%	10%	10%
$5,000- $7,499.99	10%	10%	10%
$7,500- $9,999.99	10%	10%	10%
$10,000-$14,999.99	15%	15%	15%
$15,000-$19,999.99	15%	15%	15%
20,000+	15%	15%	15%

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges (Cont'd)

x. Small Business Packages

1) Plan 1

Minimum Product Commitment:

Monthly Service Charge
Alternative LMS Monthly Usage **
Signature II * Long-distance Plan

Monthly Total Usage	1 Year Term Discount	2 Year Term Discount	3 Year Term Discount
$0.00-249.99	0%	0%	0%
$250.00-499.99	0%	10%	20%
500.00-749.99	0%	10%	30%
750.00-999.99	10%	20%	40%
1000.00+	20%	20%	40%

* Signature II is a service mark of Global Crossing Telecommunications, Inc.
** For Local Measured Service usage, each call is rounded up to the next full minute increment with a full minute minimum and is billed to the nearest whole cent.

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges (Cont'd)

x. Small Business Packages (Cont'd)

2) Plan 2

Minimum Product Commitment:

Monthly Service Charge
LMS Monthly Usage
Long Distance
Minimum monthly billing of $25.00

Service will be provided on 1 year, 2 year or 3 year contract basis. Customers canceling before the contract term will be required to pay a cancellation fee equal to the minimum monthly billing amount for the remaining life of the contract.

All calls are subject to a minimum billing of eighteen seconds, with an additional billing increment of six seconds. Charges will be rounded to the nearest cent on a per call basis.

Monthly	LMS Rate per minute			Intra LATA Rate per minute		
Usage	1 Year	2 Year	3 year	1 Year	2 Year	3 Year
$0.00 - 99.99	$.025	$.025	$.025	$.025	$.025	$.025
$100.00 - 299.99	$.025	$.225	$.02	$.025	$.0225	$.02
$300.00 - 499.99	$.0225	$.02	$.0175	$.0225	$.02	$.0175
$500.00 - 999.99	$.02	$.0175	$.015	$.02	$.0175	$.015
$1000.00 - 2499.99	$.0175	$.015	$.015	$.0175	$.015	$.015
$2500+	$.015	$.015	$.015	$.015	$.015	$.015

Additional Conditions

If the average per call duration of all intraLATA and intrastate interLATA calls during a given billing period for a given account is less than 1 minute per call, then a $0.03 per minute surcharge will be added to all intraLATA billed minutes, including minutes associated with the first 100 minutes, for that billing period. This condition only applies to accounts with more than 100 minutes of intraLATA and intrastate interLATA calls per billing period and whose percentage of total minutes for intraLATA and intrastate interLATA calls are greater than 25% of total long distance and local minutes for that billing period.

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges (Cont'd)

x. Small Business Packages (Cont'd)

3) Plan 3 *

Business - Flat Rated Monthly Rate **
Individual Line, each
Long Distance

Service will be provided on month-to-month, 1 year, 2 year or 3 year contract basis. Customers canceling before the contract term will be required to pay a cancellation fee equal to the minimum monthly billing amount for the remaining life of the contract.

Business - Flat Rate **

Month-to Month	1 Year Contract	2 Year Contract	3 Year Contract
$33.95	$32.95	$30.95	$27.95

4) Plan 4 *

Versaline Centrex - Flat Rate **
Long Distance

Service will be provided on month-to-month, 1 year, 2 year or 3 year contract basis. Customers canceling before the contract term will be required to pay a cancellation fee equal to the minimum monthly billing amount for the remaining life of the contract.

Versaline Centrex - Flat Rate **

	Month-to Month		1 Year Contract	2 Year Contract	3 Year Contract
Analog	$65.95	(I)	$34.95	$32.95	$29.95

* Additional charges for Long Distance service would apply. End User Common Line and Local Number Portability charges are included. Not available on all billing platforms. Available only where technically feasible.

** This Flat Rate Service is intended for small businesses having ten or less business lines.

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges (Cont'd)

x. Small Business Packages (Cont'd)

5) Plan 5

PBX Trunks – Flat Rate *
Long Distance

Service will be provided on month-to-month, 1 year, 2 year or 3 year contract basis. Customers canceling before the contract term will be required to pay a cancellation fee equal to the minimum monthly billing amount for the remaining life of the contract.

PBX Trunks - Flat Rated *

	Month-to Month	1 Year Contract	2 Year Contract	3 Year Contract
First Trunk, each Analog	$67.00	$63.50	$62.00	$60.50
Additional Trunk, each Analog	$67.00	$63.50	$62.00	$60.50

* Additional charges for Long Distance service would apply. End User Common Line charge is included. Not available on all billing platforms. Available only where technically feasible.

BUNDLED SERVICES

C. BUNDLED USAGE PRICING PLAN (Cont'd)

3. Rates and Charges (Cont'd)

x. Small Business Packages (Cont'd)

6) Plan 6

Local Service Contract Plan

The Local Service Contract Plan (LSCP) allows business customers to select a 1, 2, or 3 year contract. Customers canceling before the contract term will be required to pay a cancellation fee equal to the minimum monthly billing amount for the remaining life of the contract.

	1 Year Contract	2 Year Contract	3 Year Contract
Flat Rate*	$10.99	$9.99	$8.99
LMS	$0.025	$0.025	$0.015

Additional Conditions

Standard Nonrecurring charges apply. A record order charge will apply to convert standard business service to LSCP service. Appropriate taxes and surcharges will apply. This service is available where technically feasible. Features and feature packages will be available at standard Cataloged rates.

The Demonstration Period gives the Company the option of waiving nonrecurring or recurring charges or both associated with the plan. Individual promotional periods will not exceed 120 days. Appropriate notification of waived charges will be made to eligible customers and to the commission.

* Additional charges for Long Distance Service would apply. End User Common Line charge is included. Not available on all billing platforms. Available only where technically feasible.

BUNDLED SERVICES

D. FRONTIERWORKS

1. General

FrontierWorks Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, 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, 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) Frontier dial-up Internet Service (Non-regulated)

3) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

b. Bundle 2

1) One Business Access Line, 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) 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

3) Frontier DSL Max Internet Service (Non-regulated)

4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

BUNDLED SERVICES

D. FRONTIERWORKS (Cont'd)

1. General (Cont'd)

c. Bundle 3

1) Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.

2) Frontier dial-up Internet Service (Non-regulated)

3) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

d. Bundle 4

1) Two Business Access Lines, 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) 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

3) Frontier DSL Max Internet Service (Non-regulated)

4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

BUNDLED SERVICES

D. FRONTIERWORKS (Cont'd)

1. General (Cont'd)

e. Bundle 5

1) Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.

2) 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

3) Frontier 512 Kbps Business DSL Internet Service (Non-regulated)

4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

f. Bundle 6

1) Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.

2) 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

3) Frontier 1 Mbps Business DSL Internet Service (Non-regulated)

4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

BUNDLED SERVICES

D. FRONTIERWORKS (Cont'd)

1. General (Cont'd)

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 charge.

2) Frontier BDSL which will feature ADSL speeds of 1M/128k, 2 M/256K or 3M/384k (speed will vary by availability) (Federally Tariffed)

3) Frontier BDSL 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)

h. Bundle 8

1) Two Business Access Lines, including Call Forward Busy Line and all Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.

2) Frontier BDSL which will feature ADSL speeds of 1M/128k, 2 M/256K or 3M/384k (speed will vary by availability) (Federally Tariffed)

3) Frontier BDSL Internet service (non-regulated)

4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-listed)

BUNDLED SERVICES

D. FRONTIERWORKS (Cont'd)

1. General (Cont'd)

i. Optional Services

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

FrontierWorks Small Business Solutions Additional Access Line

1) One Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.

2) FrontierWorks Select5

Choice of five of the following:

Caller ID—Name and Number	3 Way Calling
Call Forward or Call Forward Variable	Busy Redial
Call Waiting	Call Return
Speed Calling 8 or 30 Code	Hunting

2. Regulations

a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

b. The bundles are offered only under one-year, two-year, and three-year term contracts.

1) If the Tariffed and/or Catalog rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.

2) The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.

3) To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

BUNDLED SERVICES

D. FRONTIERWORKS (Cont'd)

2. Regulations (Cont'd)

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

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

a) The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph 2. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the Rate Group 1 rate for a three-year term and the Rate Group 1 rate for a two-year term.

If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the Rate Group 1 term rate for the contract term and the month-to-month rates applicable to customers in Rate Group 1 for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

b) The calculations described in paragraph 1. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.

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

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

BUNDLED SERVICES

D. FRONTIERWORKS (Cont'd)

2. Regulations (Cont'd)

c. The FrontierWorks Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

d. The FrontierWorks Select5 package is available only in association with a FrontierWorks Small Business Solutions bundle.

e. The bundle rate will appear as a single line item on the customer's bill.

f. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.

g. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

h. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

i. The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed and/or cataloged with different rates from the regular Business One-Party access line.

j. FrontierWorks cannot be used in association with a key system or a PBX service.

k. In the FrontierWorks Select5 package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.

l. In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability. Call Forward Busy Line cannot be used with Hunting.

BUNDLED SERVICES

D. FRONTIERWORKS (Cont'd)

3. Demonstration Period

a. General

The demonstration period gives the Telephone Company the option of waiving recurring, nonrecurring or both in order to promote the sale of the Bundle Services.

b. Regulations

The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the Bundles product at any time upon 1 days notice to the Commission.

c. Individual promotional periods will not exceed 120 days.

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

4. Rates and Charges

a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

b. Service Charges apply if the customer switches from a bundle to an unbundled service.

c. Service Charges do not apply if the customer switches to another FrontierWorks Small Business Solutions bundle of greater value.

d. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.

e. Monthly Rates

			Term	
		1 Year	2 Years	3 Years
1)	Bundle (Local Service Portion)	$35.84	$33.73	$31.62

		Monthly Rate
2)	FrontierWorks	
	Select5	$9.95

BUNDLED SERVICES

E. FRONTIERWORKS BUSINESS CONNECTIONS

1. General

a. FrontierWorks Business Connections is a bundled offering available to basic business customers and Centrex customers. The basic business offerings include one flat rate business access line and Caller ID with Name.

The Centrex offering includes two Centrex lines and several Centrex features. The included features are:

Call Forward Variable	Multiline Hunting
Call Transfer	Three Way Conference Call
Call ID Name and Number	Abbreviated Dialing (where available)

b. Optional Feature Services

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

Business Connections Select5

Choice of five of the following:

Call Forward or Call Forward Variable
Call Waiting/Cancel Call Waiting
Speed Calling 8 or Speed Call 30
3 Way Calling
Busy Redial
Call Return
Multiline Hunting

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

Centrex Connections Features

Busy Redial
Automatic Call Back
Call Forward Busy
Call Forward No Answer
Speed Call 8 or Speed Call 30
Distinctive Ringing
Call Waiting/Cancel Call Waiting

BUNDLED SERVICES

E. FRONTIERWORKS BUSINESS CONNECTIONS (Cont'd)

2. Regulations

a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

b. The bundles are offered only under one-year, two-year, and three-year term contracts.

1) If the existing rates change during the term of the contract, the contract rates will remain in effect for the remainder of 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.

The early termination liability charges shall be calculated as follows: A maximum termination liability that is equal to the nonrecoverable costs associated with the service will be determined and indicated in the customer's contract or at the time of sale. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

a) The ratio of the number of months remaining in the liability period multiplied by the Maximum Termination Liability.

b) The early termination liability charges described in the paragraph above does not apply within 90 days of activation.

c) Customer contract will automatically renew at the current rate for one year if no cancellation notification is received.

BUNDLED SERVICES

E. FRONTIERWORKS BUSINESS CONNECTIONS (Cont'd)

2. Regulations (Cont'd)

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

5) The FrontierWorks Business Connections Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

6) The FrontierWorks Business Connections Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

7) The FrontierWorks Business Connections Select5 package is available only in association with a FrontierWorks Business Connections Solutions bundle.

8) The bundle rate will appear as a single line item on the customer's bill.

9) 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.

10) 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.

11) The business access line does not include Key lines or PBX trunks or other business lines with different rates from the regular Business One-Party access line.

12) FrontierWorks Business Connections cannot be used in association with a key system or a PBX service.

BUNDLED SERVICES

E. FRONTIERWORKS BUSINESS CONNECTIONS (Cont'd)

2. Regulations (Cont'd)

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

13) In the FrontierWorks Business Connections Select5 package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same

14) The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the Bundles at any time upon notice to the Commission.

15) Individual promotional periods will not exceed 120 days.

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

3. Demonstration Period

a. General

The demonstration period gives the Telephone Company the option of waiving recurring, nonrecurring or both in order to promote the sale of the Bundled Service.

b. Regulations

The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the Bundles product at any time upon 1 days notice to the Commission.

Individual promotional periods will not exceed 120 days. Appropriate notification of waived charges will be made to eligible customers.

BUNDLED SERVICES

E. FRONTIERWORKS BUSINESS CONNECTIONS (Cont'd)

4. Rates and Charges

a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

b. Service Charges apply if the customer switches from a bundle to an unbundled service.

c. The customer may add or delete the features within the FrontierWorks Business Connections Feature package without incurring a Service Charge.

d. Monthly Rates

		Term	
	1 Year	2 Years	3 Years
1) Basic Business Bundle	$29.50	$27.76	$26.03

2) Centrex Bundle

		Term	
	1 Year	2 Years	3 Years
Exchange Access	$5.90	$5.55	$5.00
Intercommunications	$53.10	$49.97	$47.06

3) FrontierWorks Business Connections

	Monthly Rate
Business Connections Select5	$9.99
Centrex Connections Features, per feature	$1.99

BUNDLED SERVICES

F. FRONTIER BUSINESS UNLIMITED *

1. General

Frontier Business Unlimited bundle includes up to ten Basic Business Lines; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line:

Business Access Line	Unlimited Local Measured Service
Call ID Plus Name	Call Waiting
Call Forwarding	Speed Calling 30
Unlimited Intralata Calling	Unlimited Long Distance
High Speed Internet	

Up to nine additional bundles per customer may be purchased without High Speed Internet portion

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 one, two or three-year term contract.

1) If the existing rates change during the term of the contract, the contract rates will remain in effect until the termination of 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 or Company must provide at least 60 days advance written notice to the other party. The date on which the contract will be cancelled shall be 60 days after the date on which the notice is received, unless the notice specifies a later date of cancellation.

* This service offering is limited to all existing subscribers at their existing locations as of November 2, 2010.

BUNDLED SERVICES

F. FRONTIER BUSINESS UNLIMITED * (Cont'd)

2. Regulations (Cont'd)

b. The bundles are offered on a one, two or three-year term contract. (Cont'd)

4) Early termination liability charges shall apply if the customer cancels the main line bundle that included the high-speed internet before the end of the contract term. A bundle is considered to be canceled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

5) To cancel the service prior to delivery date, the Customer shall pay a termination charge equal to the total cost and expenses incurred by the Company in connection with establishing and removing the Services

The early termination liability charges described in the paragraph above do not apply within 30 days of activation.

6) If the bundle is cancelled in its entirety or the access line, Internet Access or Unlimited Long Distance are cancelled after establishment but prior to the minimum term, Customer shall pay a maximum termination charge of two hundred and fifty dollars ($250.00) on the one year term , five hundred dollar s ($500.00) on a two year term and seven hundred and fifty dollars on a three-year term, which shall be prorated based on the remaining months in the minimum tern commitment.

7) The termination charges shall be waived if the customer signs a new service agreement for a service of greater value or extends the termination date beyond the original contract.

8) Customer contract will automatically renew as the current rate and term if no cancellation notification is received.

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.

* This service offering is limited to all existing subscribers at their existing locations as of November 2, 2010.

BUNDLED SERVICES

F. FRONTIER BUSINESS UNLIMITED * (Cont'd)

2. Regulations (Cont'd)

e. In order to receive the long-distance minutes included in the bundle, 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 PBX Service, Centrex, or ISDN service.

g. Promotional Regulations

1) The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the Bundles at any time upon required notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

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

3. Rates and Charges

a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

b. Service Charges apply if the customer switches from a bundle to an unbundled service.

c. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

d. SLC charges are included in the bundle price.

	Monthly Term Rates		
Main Line	1 Year	2 Years	3 Years
6 Meg - dynamic IP	$129.99	$109.99	$99.99
6 Meg - static IP	$134.99	$114.99	$104.99
2 Meg - dynamic IP	$119.99	$99.99	$89.99
2 Meg static IP	$124.99	$104.99	$94.99
Additional Lines No Internet	$59.99	$54.99	$49.99

* This service offering is limited to all existing subscribers at their existing locations as of November 2, 2010.

BUNDLED SERVICES

G. FRONTIER BUSINESS ESSENTIALS

1. General

Frontier Business Essentials is a bundled offering available to Business Customers. The bundle includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line:

Touch Calling Service
Flat Rate Business Line
Extended Area Service
Call Forward Busy/No Answer

Two features from the Frontier Business All in Feature Package listed below

Optional Features Package *
Speed Call 8 or Speed Call 30
Call Forward Variable
Busy Redial
Call Return
3 Way Calling

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Calling 8 or 30 Number List
Automatic Redial
Multiline Hunt Service
Call Return
Caller ID Name
Call Transfer
Distinctive Ringing
Call Forwarding
Call Forwarding -Plus
Call Forwarding Fixed
Caller ID Blocking

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

BUNDLED SERVICES

G. FRONTIER BUSINESS ESSENTIALS (Cont'd)

2. Regulations

a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

b. The bundles are offered on a month to month basis.

c. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

d. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

e. The bundle cannot be used in association with a PBX Service, or ISDN service.

f. Customers may select any two of the features in the Frontier Business All in Feature Package for no extra charge

g. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

	Monthly Rate
Frontier Business Essentials	$39.99
Enhanced Feature Package	$3.99
Frontier Business All in Feature Package	$4.99

BUNDLED SERVICES

H. FRONTIER BUSINESS METRO

1. General

Frontier Business Metro is a bundled offering available to Business Customers. The bundle includes up to ten Basic Business Lines; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line Bundle

Flat Rate Business Line	Call Waiting
Extended Area Service	Call Forward
Call ID Plus Name	Call Waiting ID (Where applicable)

Add-On Feature Pack

Busy Redial	Call Return
3 Way Calling	Speed Call 30 or Speed Call 8
Call Forward Variable	

2. Regulations

a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

b. The bundles are offered on a monthly basis.

c. The bundle rate includes Extended Area Service (EAS)

d. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Business Unlimited long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.

e. The bundle cannot be used in association with a PBX Service, Centrex, or ISDN service.

BUNDLED SERVICES

H. FRONTIER BUSINESS METRO (Cont'd)

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.

	Monthly Rate
Frontier Business Metro Bundle	$39.99
Add-on Feature Pack	$3.99

BUNDLED SERVICES

I. FRONTIER BUSINESS UNLIMITED SERVICE

1. General

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

Single Party Flat Rate Access Line
Touch Calling Service
Call Forwarding Fixed or Variable
Unlimited Extended Area Service
Caller ID w/Name
Two features from the feature package listed below

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	Call Transfer
3 Way Calling	Distinctive Ringing
Speed Calling 8 or 30 Number List	Call Forwarding
Automatic Redial	Call Forwarding -Plus
Multiline Hunt Service	Call Forwarding Fixed
Call Return	Caller ID Blocking
Caller ID Name	

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 Catalog.

c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

d. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a Service Charge.

BUNDLED SERVICES

I. FRONTIER BUSINESS UNLIMITED SERVICE (Cont'd)

2. Regulations (Cont'd)

f. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

g. The bundle rate will appear as a single line item on the customer's bill.

h. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

i. The bundle cannot be used in association with a PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

j. The bundle is offered only under a month-to-month commitment.

3. Rates and Charges

a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

c. Frontier Business Unlimited Service is provided at the following rate:

	Monthly Rate
Frontier Business Unlimited Service	$35.00
Frontier Business All in Feature Package	$4.99

BUNDLED SERVICES

J. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE III *

1. General

Frontier Business Nationwide Unlimited Service III 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:

Features and Services

Business Flat Rate Access Line	Call Forwarding Busy/No Answer
Business Touch Calling Service	Call ID Plus Name

Unlimited Extended Area Service (where applicable)
Four features from the Frontier Business All in Feature package listed below

Frontier Business All in Feature Package

Speed Calling 8 or 30 Number list	Call Waiting/Cancel Call Waiting
Distinctive Ringing	3 Way Calling
Multiline Hunt Service	Anonymous Call Rejection
Call Forward-No Answer	Priority Ringing
Selective Call Acceptance	Call Return
Call Transfer	Caller ID Blocking
Automatic Redial	Call Forwarding -Variable
Call Forwarding – Busy	Call Waiting ID
Selective Call Forward	Selective Call Rejection

2. Regulations

a. The Frontier Business Nationwide Unlimited Service III 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 P.S.C. No. 2 Tariff and/or Catalog.

c. Call Detail for Unlimited Extended Area Service (where applicable) will not be displayed on the customer's monthly telephone bill.

* This service is Grandfathered. Effective January 20, 2018 this service offering is limited to existing subscribers.

BUNDLED SERVICES

J. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE III * (Cont'd)

2. Regulations (Cont'd)

d. Customers may add or delete any features offered in the bundle without a service order charge.

e. The bundle rate will appear as a single line item on the customer's bill.

f. Up to eleven additional bundles can be purchased at a discount rate.

g. The bundles are offered on a month to month.

h. The bundle can't be used in associated with a PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, and Foreign Exchange services.

i. Frontier Business Nationwide Unlimited Service III includes basic local service and non-basic local Services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of basic local service.

3. Rates and Charges

The Federal Subscriber Line charge and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

	Monthly Rate
Frontier Business Nationwide Unlimited Service III	$45.99
Additional Line Bundle	$36.99
Frontier Business All in Feature Package	$4.99

* This service is Grandfathered. Effective January 20, 2018 this service offering is limited to existing subscribers.

BUNDLED SERVICES

K. FRONTIER BUSINESS LOCAL UNLIMITED III *

1. General

Frontier Business Local Unlimited III is a bundled offering available to Business customers. The bundle includes the following components:

Features and Services

Business Flat Rate Business Access Line
Unlimited Extended Area Service (where applicable)
Business Touch Calling Service
One feature from the Frontier Business All in Feature package listed below

Frontier Business All in Feature Package

Speed Calling 8 or 30 Number List	Call Waiting/Cancel Call Waiting
Distinctive Ringing	3 Way Calling
Multiline Hunt Service	Anonymous Call Rejection
Call Forward-No Answer	Priority Ringing
Selective Call Acceptance	Call Return
Call Transfer	Caller ID Blocking
Automatic Redial	Call Forwarding -Variable
Call Forwarding – Busy	Call Waiting ID
Selective Call Forward	Selective Call Rejection
Caller ID Name and Number	

2. Regulations

a. The Frontier Business Local Unlimited III is available where technically feasible.

b. The bundle rate includes Extended Area Service (EAS) (where applicable). The call detail for EAS calls will not be displayed on the customer's monthly telephone bill.

c. The bundle rate will appear as a single line item on the customer's bill.

d. Customer may select any one feature in the Frontier Business All in Feature Package for no extra charge.

* This service is Grandfathered. Effective January 20, 2018 this service offering is limited to existing subscribers.

BUNDLED SERVICES

K. FRONTIER BUSINESS LOCAL UNLIMITED III * (Cont'd)

2. Regulations (Cont'd)

e. If a customer wants more than one feature in the Frontier Business All in Feature Package then they must purchase the feature package in addition to the bundle price.

f. The bundles are offered on a month to month.

g. The bundle can't be used in associated with a PBX Service, or ISDN Service.

3. Rates and Charges

The Federal Subscriber Line charge and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

	Monthly Rate
Frontier Business Local Unlimited III	$28.99
Frontier Business All in Feature Package	$4.99

* This service is Grandfathered. Effective January 20, 2018 this service offering is limited to existing subscribers.

BUNDLED SERVICES

L. FRONTIER SIMPLY UNLIMITED SERVICE *

1. General

Frontier Simply Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Features and Services

Business Flat Rate Business Access Line
Business Touch Calling Service
Unlimited Extended Area Service (Where applicable)
Call Forwarding Busy/Don't Answer
Voicemail (non-regulated)
Caller ID with Name
Four features from the Frontier Business All in Feature Package listed below

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	Anonymous Call Rejection
Busy Redial	Call Return
Selective Call Acceptance	Selective Call Rejection
Selective Call Forwarding	Priority Call
Distinctive Ring	Speed Call 8 or 30
3 Way Calling	Call Transfer
Caller ID Blocking	Call Waiting ID
Multi-Line Hunting	Call Forwarding
Call Forwarding –Busy	Call Forwarding - No Answer

2. Regulations

a. The Frontier Simply Unlimited Service is available where technically feasible.

b. The bundle rate includes Extended Area Service (EAS) (where applicable). The call detail for EAS calls will not be displayed on the customer's monthly telephone bill.

c. The features are provided subject to their individual service regulations as specified in the applicable sections of the Catalog.

* This service is Grandfathered. Effective January 20, 2018 this service offering is limited to existing subscribers.

BUNDLED SERVICES

L. FRONTIER SIMPLY UNLIMITED SERVICE * (Cont'd)

2. Regulations (Cont'd)

d. Frontier Simply Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.

e. Customers may add or delete any features offered in the package without a service order charge.

f. The bundle will appear as a single line item on the customer's bill.

g. The package cannot be used in association with a PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

h. The bundles are offered on a month-to-month basis.

i. Bundles four through twelve are given an additional discount.

3. Rates and Charges

a. The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.

b. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

	Monthly Rate
Frontier Simply Unlimited Service (Lines 1 to 3)	$38.99
Each Additional Package (Lines 4 to 12)	$23.99
Frontier Business All in Feature Package	$4.99

* This service is Grandfathered. Effective January 20, 2018 this service offering is limited to existing subscribers.

BUNDLED SERVICES

M. ISDN PRIMARY RATE INTERFACE BUSINESS BUNDLE

1. General

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

2. Regulations

a. ISDN PRI Bundle Service is available where technically feasible.

b. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.

c. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.

d. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).

e. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.

f. Ports will be provided at the T-1 level only.

BUNDLED SERVICES

M. ISDN PRIMARY RATE INTERFACE BUSINESS BUNDLE (Cont'd)

2. Regulations (Cont'd)

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 a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

i. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply.

3. Rates and Charges

a. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges following.

	Monthly Rate
ISDN Primary Rate Interface Business Bundle	
2-Year Term *	
ISDN-PRI Bundle	$575.00
ISDN-PRI Bundle with 20 DID Numbers	$590.00
ISDN-PRI Bundle with 50 DID Numbers	$595.00
ISDN-PRI Bundle with 100 DID Numbers	$600.00
3-Year Term *	
ISDN-PRI Bundle	$475.00
ISDN-PRI Bundle with 20 DID Numbers	$490.00
ISDN-PRI Bundle with 50 DID Numbers	$495.00
ISDN-PRI Bundle with 100 DID Numbers	$500.00
5-Year Term *	
ISDN-PRI Bundle	$425.00
ISDN-PRI Bundle with 20 DID Numbers	$440.00
ISDN-PRI Bundle with 50 DID Numbers	$445.00
ISDN-PRI Bundle with 100 DID Numbers	$450.00

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

BUNDLED SERVICES

N. FRONTIER ONEVOICE

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: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line
Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
3 Way Calling
Anonymous Call Rejection
Call Forward
Multiline Hunting
Caller ID

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

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. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

d. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

e. Customers may add or delete any features offered in the package without a service order charge.

BUNDLED SERVICES

N. FRONTIER ONEVOICE (Cont'd)

2. Regulations (Cont'd)

f. The bundle 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 Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.

i. This bundle is offered on a month-to-month, one, two or three-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 rate times the remaining months in the term.

k. Term plans will auto renew unless notification is received from the customer sixty days in advance.

l. Individual promotional periods will not exceed 120 days.

3. Rates and Charges

a. Applicable surcharges and taxes will be billed separately from and are in addition to the package rate.

b. New customers will incur a nonrecurring charge of $95.00, per account. This charge supersedes the per line Basic Order Charge and Premises Visit Charge.

	Monthly Rate
Frontier OneVoice	$44.99
Term Price with 1, 2 or 3 Year commitment	$29.99
Premium Feature Package	$9.99

BUNDLED SERVICES

O. FRONTIER COMMERCIAL VOICE UNLIMITED *

1. General

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

Basic Bundle

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

2. Regulations

a. The bundle is available only where facilities and operating systems are available and technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Catalog.

c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

d. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a Service Charge.

* This service is Grandfathered. Effective January 20, 2018 this service offering is limited to existing subscribers.

BUNDLED SERVICES

O. FRONTIER COMMERCIAL VOICE UNLIMITED * (Cont'd)

2. Regulations (Cont’d)

f. The bundle rate will appear as a single line item on the customer’s bill.

g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

h. The bundle cannot be used in association with a PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

i. The bundle is offered on a month-to-month, or one-year term basis.

j. Customers in a term plan will be charged a termination fee for cancelling before the
term is up. The early termination fee is the monthly rate times the remaining months in the term.

k. Term plans will auto renew unless notification is received from the customer sixty days in advance.

3. Rates and Charges

a. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

	Monthly Rate
Frontier Commercial Voice Unlimited	$33.00
One Year Term	$28.00

* This service is Grandfathered. Effective January 20, 2018 this service offering is limited to existing subscribers.

BUNDLED SERVICES

P. FRONTIER SMALL BUSINESS ADVANTAGE

1. General

Frontier Small Business Advantage is a package offering available to Business Customers that subscribe to a flat rate Business Service. The package includes two Basic Business or Centrex Lines, a combination of enhances calling features, certain designated non-regulated services and price-listed services.

a. Bundle 1-Basic Bundle 300 Minutes

Two Basic Business or Centrex Lines
Call Forwarding
Call Transfer
Call ID Plus Name
Hunting
3 Way Calling
Station-to-Station Calling
300 Block of time Long Distance Minutes provided by Frontier Communications of America, Inc.

b. Bundle 2 -Basic Bundle 600 Minutes

Two Basic Business or Centrex Lines
Call Forwarding
Call Transfer
Call ID Plus Name
Hunting
3 Way Calling
Station-to-Station Calling
600 Block of time Long Distance Minutes provided by Frontier Communications of America, Inc.

c. Bundle 3-Basic Bundle 900 Minutes

Two Basic Business or Centrex Lines
Call Forwarding
Call Transfer
Call ID Plus Name
Hunting
3 Way Calling
Station-to-Station Calling
900 Block of time Long Distance Minutes provided by Frontier Communications of America, Inc.

BUNDLED SERVICES

P. FRONTIER SMALL BUSINESS ADVANTAGE (Cont'd)

1. General (Cont'd)

d. 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

2. Regulations

a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

b. The bundles are offered only on a two-year term contract.

c. If the existing rates change during the term of the contract, the contract rates will remain in effect until the termination of the customer's contract.

d. 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.

e. To cancel the contract before the end of the contract term, the customer or Company must provide at least 60 days advance written notice to the other party. The date on which the contract will be cancelled shall be 60 days after the date on which the notice is received, unless the notice specifies a later date of cancellation.

BUNDLED SERVICES

P. FRONTIER SMALL BUSINESS ADVANTAGE (Cont'd)

2. Regulations (Cont'd)

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

1) The early termination liability charges shall be calculated as follows:

A maximum termination liability will be no greater than $500 for a two-year term and will be specified in the customer's contract or at the time of sale. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

a) The ratio of the number of months remaining in the liability period divided by the total months in the contract multiplied by the Maximum Termination Liability.
b) The early termination liability charges described in the paragraph above does not apply within 30 days of activation
c) Customer contract will automatically renew at the current rate for two years if no cancellation notification is received.

g. The bundle rate will appear as a single line item on the customer's bill.

h. 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.

i. 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.

j. Frontier Small Business Advantage is a service mark of Citizens Communications Company.

k. In order to receive the long-distance minutes included in the bundles, customers must presubscribe to Frontier Communications of America, Inc. for both Inter and IntraLATA services and choose the Frontier Small Business Advantage long-distance plan.

l. The bundle cannot be used in association with a PBX Service or ISDN service.

BUNDLED SERVICES

P. FRONTIER SMALL BUSINESS ADVANTAGE (Cont'd)

3. Promotional Regulations

a. The Telephone Company reserves the right to wave any or all of the recurring, nonrecurring or both charges associated with the Bundles at any time upon notice to the Commission

b. Individual promotional periods will not exceed 120 days.

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

4. 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 service or features of the bundle without incurring a Service Charge.

	Monthly Rate
Bundle 1-Basic Bundle 300 Minutes	$64.99
Bundle 2-Basic Bundle 600 Minutes	$74.99
Bundle 3-Basic Bundle 900 Minutes	$84.99
Additional Features	$ 1.99

SERVICES RESOLD IN OGDEN TELEPHONE COMPANY
D/B/A FRONTIER OGDEN TELEPHONE COMPANY TERRITORY

A. FLAT RATE MB LINE

1. General

Business line with unlimited LMS included.

2. Regulations

Services will be provided on a month-to-month, 1 year, 2 year or 3 year contract basis. Customer's canceling before the contract term will be required to pay a cancellation fee equal to the minimum monthly billing amount for the remaining life of the contract.

3. Rates and Charges

	Monthly Rate	Nonrecurring Charge
Month-to-Month	$28.00	$34.95
1 Year	$27.00	$34.95
2 Year	$26.00	$34.95
3 Year	$25.00	$34.95

Additional Charges for long distance services would apply. End User Common Line Charge and Local Number Portability charges are not included. Available only where technically feasible.

SERVICES RESOLD IN OGDEN TELEPHONE COMPANY
D/B/A FRONTIER OGDEN TELEPHONE COMPANY TERRITORY

B. FLAT RATE PBX

1. General

PBX trunk with unlimited Local LMS included.

2. Regulations

Services will be provided on a month-to-month, 1 year, 2 year or 3 year contract basis. Customer's canceling before the contract term will be required to pay a cancellation fee equal to the minimum monthly billing amount for the remaining life of the contract.

3. Rates and Charges

Rates and Charges	Monthly Rate	Nonrecurring Charge
Month-to-Month	$30.00	$34.95
1 Year	$29.00	$34.95
2 Year	$28.00	$34.95
3 Year	$27.00	$34.95

Additional charges for long distance service would apply. End User Common Line Charge and Local Number Portability charges are not included. Available only where technically feasible.

C. DID ANALOG TRUNK

1. Regulations

Additional charges for long distance service would apply. End User Common Line Charge and Local Number Portability charges are not included. Available only where technically feasible.

2. Rates and Charges

Rates and Charges	Monthly Rate	Nonrecurring Charge *
Month-to-Month	$26.00	$34.95
1 Year	$25.00	$34.95
2 Year	$24.00	$34.95
3 Year	$23.00	$34.95
DID Block per 100 Lines	$12.59	$34.95

End User Common Line Charge and Local Number Portability charges are not included. Available only where technically feasible.

* This charge includes the DID and the trunk rate.

SERVICES RESOLD IN OGDEN TELEPHONE COMPANY
D/B/A FRONTIER OGDEN TELEPHONE COMPANY TERRITORY

D. FLAT RATE DID/DOD T1

1. General

T1 with DID/DOD on a flat rate LMS basis.

2. Regulations

Service will be provided on a month-to-month, 1 year, 2 year or 3-year contract basis. Customer's canceling before the contract term will be required to pay a cancellation fee equal to the minimum monthly billing amount for the remaining life of the contract.

3. Rates and Charges

	Monthly Rate	Nonrecurring Charge
Month-to-Month	$860.00	$1,100.00
1 Year	$840.00	$1,100.00
2 Year	$820.00	$600.00
3 Year	$800.00	$0.00

End User Common Line Charge and Local Number Portability charges are not included. This charge includes the DID and the trunk rate. Available only where technically feasible.

E. FLAT RATE PRI T1

1. T1 with PRI with unlimited LMS included.

2. Regulations

Services will be provided on a 3-year contract basis. Customers canceling before the contract term will be required to pay a cancellation fee equal to one month of recurring charges for the service plus the total costs and expenses of connection and installation charges.

End User Common Line Charge and Local Number Portability charges are not included. Available only where technically feasible.

3. Rules and Regulations

	Monthly Rate	Nonrecurring Charge
3 Year Term	$750.00	$552.00

SERVICES RESOLD IN OGDEN TELEPHONE COMPANY
D/B/A FRONTIER OGDEN TELEPHONE COMPANY TERRITORY

F. FEATURES

	Monthly Rate
Call Forward/Variable	$2.30
Call Forward/Busy/No Answer	$3.00
Call Forward-Remote Activation	$1.00
Remote Call Forwarding	$17.38
3 Way Calling	$2.80
Call ID	$7.94
Call ID w/ Name	$7.94
Call Waiting/Cancel **	$4.70
Distinctive Ring	$4.00
Speed Call 8	$2.40
Speed Call 30	$2.40
Call Transfer	$4.65
Busy Redial	$5.70
Call Return	$4.75

* Service Order charges of $17.83 will apply when a feature is added/changed or deleted.

** Call Waiting does work with Caller ID to show an incoming call on the Caller ID box if the subscriber is on the phone.