

PRODUCT GUIDE

for

Rates and Charges Together
With Terms and Conditions Applicable To
Services Provided In The Territories Served By
Frontier Communications of Fairmount, LLC

Within the State Of
Georgia

Effective June 22, 2026, all services subject to this Product Guide that are provided to any location in this state wholly or in part over copper facilities are no longer available for new purchase by any customers. Effective September 8, 2026, all services subject to this Product Guide that are provided to any location in this state wholly or in part over copper facilities are discontinued, subject to a reasonable period for existing customers to transition off the services.

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SYMBOLS

I. SYMBOLS

The following symbols are applicable to this Product Guide.

- (C) Denotes a change in: listing, general regulations, or condition, which may affect a rate or charge.
- (D) Denotes discontinued material including: listing, general regulation, condition, rate or charge.
- (I) Denotes increase in rate or charge.
- (L) Denotes material relocated from or to another part of the guide, with no change in text, regulation, rate or condition.
- (N) Denotes new material including: listing, general regulation, rate, charge or condition.
- (O) Denotes an obsolete rate, regulation or text.
- (R) Denotes a reduction in either rate or charge.
- (T) Denotes a change in working of text, but no change in: listing, general, regulation, condition, rate or charge.

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

2. RULES

This product guide contains regulations and rates applicable for the furnishing of Local Exchange Service, Message Toll Telephone Service, Wide Area Telecommunications Service, and for other general subscriber services, equipment and facilities associated with the above services offered by Frontier Communications of Fairmount, LLC within this State.

Intrastate communication services are furnished through facilities provided by the Southern Bell Telephone Company for the transmission of intelligence by electrical impulse, principally by means of wire, radio, or a combination thereof.

DEFINITION OF TERMS

ACCESS LINE - A company-owned circuit between the customer's premises and the company central office; the circuit may be physical, carrier or of radio frequency. Generally, the access line being the point of connection at the premise company owned interface (i.e., protector), to the central office for access to the switched network. The access line does not include material/equipment/apparatus on the customer side of the interface.

Business Access Line - A central office access line terminating at the customer's business location(s) to be used primarily for business, professional or occupational reasons.

Residence Access Line - A central office access line terminating at the customer's residence/dwelling to be used only for domestic purposes.

Public/Semipublic Paystation/Coin Access Line - An individual access line which provides selected central office switching to provide automatic billed call, coin collection/return and operator assistance.

PBX/PABX Access Line - An individual access line (trunk) which terminates on a PBX/PABX system which may require circuit modification at the central office.

Centrex Access Line - An access line between the interface at the customer's premises and the centrex equipment.

Mobile Telephone Access Line - A radio frequency access to a base radio station which provides access to the switched network.

Foreign Exchange Access Line - An access line providing network access from a central office which is located outside the exchange area in which the customer is located.

Free Access Line - An access line provided at no charge to local municipalities as provided for in the franchise agreement.

Satellite Access Line - Equipment contained in an earth satellite permitting predetermined frequency access from a customer's premises which provided remote access to the switched network.

ACCESSORIES - Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communications path of the telecommunications systems.

ADDITIONAL LISTING - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that to which he is entitled in connection with his regular service.

ANSWERING SERVICE LINES - Extension or main station lines or patrons of a telephone answering service which terminate in the telephone answering facilities on the premises of the answering service so as to permit the answering service attendant to answer incoming calls on such lines.

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

AUTHORIZED PROTECTIVE CONNECTING MODULE - The term authorized protective connecting module denotes a protective unit designed by the Company and manufactured under the control of the Company quality assurance procedures, which unit is to be incorporated in a conforming answering device.

DEFINITION OF TERMS

AUTHORIZED USER - A person, firm, or corporation (other than the customer) on whose premise a telephone, PBX, or private line service or channel is located and who may communicate over such channels in accordance with the terms of this guide.

AUXILIARY INTERCOMMUNICATIONS SYSTEMS - Auxiliary Intercommunications Systems provide internal voice communications within a customer's premise by means of one-way or two-way intercom systems. They are not interconnected to outside or toll telephone facilities even though they may be connected internally to a telephone system.

AUXILIARY ACCESS LINE - An additional individual access line used for one-way (inward to the subscriber) service.

BASE RATE AREA - A specific area within an exchange service area as set forth in the telephone utilities guides, maps or descriptions. Local Exchange Access Service within this area is furnished at uniform rates without extra mileage charges.

BASE RATE - A scheduled rate for any form of exchange service or equipment which does not include mileage rates.

BILL TO THIRD PARTY - The term "Bill to Third Party" denotes a billing arrangement by which a call can be charged to an authorized station line as determined by the Company other than the station line originating the call or the station line where the call is terminated.

BASIC TERMINATION CHARGE - See "Termination Charge".

BUILDING (Same) - The term "Same Building" is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by enclosed passageways in which the wires or cables of the Company can be safely run provided the plant facility requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by enclosed passageways and plant facility requirements for furnishing service are appreciably greater than would be required normally if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures. Pipes and conduits are not considered enclosed passageways.

BUSINESS SERVICE - Telecommunications service provided a customer where the use is primarily or substantially of a business, professional, institutional or otherwise occupational nature.

CALL - An attempted or completed communication.

CALLING CARD TELEPHONE - A station, public or semi-public, equipped for coin free operation.

CANCELLATION CHARGE - A charge applicable under certain conditions when an application for service and/or facilities is cancelled in whole or in part prior to the completion of the work involved.

CENTRAL OFFICE - A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer access lines and access trunks or access trunks only. There may be more than one central office in a building or exchange service area.

CENTRAL OFFICE LINE - See "Access Line".

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

DEFINITION OF TERMS

CHANNEL

A path of communication between two or more stations or telephone utility offices, furnished in such a manner as the carrier may elect, whether by wire, radio or a combination thereof and whether or not by a single physical facility or route.

CIRCUIT MEASUREMENT See "Route Measurement" under MILEAGE CHARGES.

CLASS OF SERVICE

A description of telephone service furnished a subscriber in terms such as:

1. For Exchange Service:
 1. Grade of Line: Individual Line, 4-Party Line, etc. (See also "Primary Class of Service").
 2. Type of Rate: Flat rate or message rate.
 3. Character of Use: Business or Residence.
 4. Dialing Method: Touch or Rotary.
2. For Long Distance Service:
 1. Type of Call: Station-to-Station or Person-to-Person.
3. For Wide Area Telephone Service:
 1. Type of Rate: Full or Measured Time.

COIN TELEPHONE

A station, either public or semi-public, equipped with a device for collecting money in payment of telephone messages.

COLLECT CALL

The term "Collect Call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed a Calling Card or third party number. In the case of a public or semi-public coin telephone the charges must be billed to a Calling Card or third party number, or the call may be re-originated from the called station.

COMMISSION Georgia Public Service Commission.

COMMUNICATIONS SYSTEMS

Communications Systems are channels or other facilities which are capable, when not connected to the telecommunications systems of two-way communications between customer-provided terminal equipment or Company stations.

COMPANY - Wherever used in this Guide, "Company" refers to Frontier Communications of Fairmount, LLC, unless the context clearly indicates otherwise.

CONNECTING ARRANGEMENT - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company, or of facilities of the Company with other facilities of the Company.

DEFINITION OF TERMS

CONNECTING COMPANY - A corporation, association, partnership or individual with which communications services are interchanged.

CONSTRUCTION CHARGE - A separate non-recurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the Local Exchange Service Section of this Guide.

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

CONTRACT - The arrangement between a customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of this Guide.

CUSTOM CALLING FEATURES - Convenient central office features providing special automatic functions for customer, e.g., call forwarding, call waiting, and speed calling.

- a. **Call forwarding:** This feature provides an arrangement for transferring incoming calls to another telephone number. Calls can be transferred to either a local or long distance number simply by dialing a 2-digit code and the telephone number to which calls are to be transferred. Once Call Forwarding is activated, the phone will make one short ring each time a call is forwarded. However, outgoing calls can still be made from the phone.
- b. **Call Waiting:** By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that station. By touching the receiver button, the first caller is put on "hold" permitting the second call to be answered. The customer can even alternate between the two calls.
- c. **Three-Way Calling:** This feature permits three different phone numbers - local or long distance - to talk at the same time. An existing call can be held, and, by dialing, a second telephone call can be established and added to the connection.
- d. **Speed Calling:** This feature provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. Two arrangements available are an eight number capacity (8-Code) and a thirty number capacity (30-Code).

CUSTOMER - Any person, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc., provided with telecommunications service by any utility.

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

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

DEFINITION OF TERMS

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

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

DIRECTORY ASSISTANCE CHARGE - A charge made for placing requests for telephone numbers from the Local and Long Distance Directory Assistance Operators.

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

DIRECTORY LISTINGS - The publication in the Company's directory of information relative to a customer's telephone number, by which telephone users may ascertain the call number of a desired access line.

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

DROP WIRE - Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the inside wiring.

EXCHANGE - A unit established by a telephone utility for the administration of telecommunications service in a specific area for which a separate local rate schedule is provided. It may consist of one or more central offices together with associated plant facilities used in furnishing telecommunication services in that area.

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

DEFINITION OF TERMS

EXCHANGE SERVICE - The general telephone service rendered in accordance with guide provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this product guide.

1. Flat and Message Rate Service

- a. Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
- b. Message Rate Service (Measured Service): A classification of non-coin box business exchange service which is charged for on the basis of the amount of use.

2. Individual and Party Line Service

- a. Individual Line Service: A classification of exchange access service which provides that only one customer shall be served by the line connecting such customer with the central office.
- b. Party Line Service: A classification of exchange service which provides that two or more customers may be served by the same central office access line.
- c. Foreign Exchange Service: A classification of exchange access service furnished to a subscriber from an exchange other than the one from which he would normally be served.
- d. Touch Calling Service: A classification of exchange access service furnished from certain specified central offices whereby calls are originated through the use of pushbuttons in lieu of a rotary dial.
- e. Semi-Public Service: A classification of exchange access service furnished at locations reasonably accessible to the public but not suitable for the installation of public telephones and generally including a coin box.
- f. Public Service: A classification of Exchange Access service established under guide provisions for use at locations chosen or accepted by the Company as suitable and necessary for furnishing service to the general public and may be equipped with or without a coin box.

EXCHANGE SERVICE AREA - The territory, including the base rate, suburban and rural areas served by an exchange, within which local telephone service is furnished at the exchange access rates applicable within the area.

EXTENDED ZONE PAGING SERVICE - Paging services provided this Company and Connecting Companies to their customers by means of antennas and transmitting equipment which are part of the facilities owned and furnished by this Company and Connecting Companies.

EXTENDED AREA SERVICE - A type of telephone service furnished under guide provisions whereby customers of a given exchange may complete calls to and, where provided by the guide, receive messages from one or more exchanges without the application of long distance message telecommunication charges.

EXTENSION STATION - See "Telephone Station".

DEFINITION OF TERMS

EXTENSION RINGER - An additional ringer on the same premises and on the same line generally operated in connection with the ringer at the station location. Extension ringers are of two types: Extension Bell (ordinary type) and Extension Gong (loud ringing type).

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

GRADE OF SERVICE - The term used in describing exchange service with respect to the number of subscribers who may be connected to a central office access line. (One-Party or Four-Party)

HEADSET - A heads-free, multi-wire device containing acoustic-to-electric (transmitter) and electric-to-acoustic (receiver) transducer, normally worn on the head of the user for cross talking, which provides 2-way transmission of live human speech.

HOME ZONE PAGING SERVICE - Paging services provided by this Company to its customers by means of antennas and transmitting equipment which is a part of the facilities owned and furnished by this Company.

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

INSTALLATION CHARGE - A separate initial charge, made under certain conditions for the placing, connecting or furnishing of telephone service or for the establishment of service which may or may not be associated with other charges for the service furnished. An installation charge is not a recurring charge, although the other charges, if any, with which it is associated ordinarily are recurring charges.

INTERCEPTING SERVICE - A service arrangement whereby a person calling a disconnected or discontinued telephone number is informed that, the called telephone number has been discontinued, or disconnected, or changed to another number, or that calls are received by another telephone.

JOINT USER SERVICE - A classification of exchange service furnished to a joint user, in connection with customer's exchange access service. A joint user is a person, firm, or corporation sharing the customer's exchange access service in accordance with guide provisions, but who would not otherwise be entitled to the use of the service.

KEY TELEPHONE SET - A telephone set equipped with keys or buttons in the mounting.

KEY TELEPHONE SYSTEMS - An arrangement of equipment in combination with telephone sets and associated keys, to connect the associated telephone to any one of a limited number of exchange, PBX, intercommunicating or private lines. Line indicating, signaling, holding features, etc., are, or may be, incorporated.

LOCAL CALLING AREA - The area within which telecommunication service is furnished customers under a specific schedule or exchange access rates. A local calling area may include one or more exchange service areas or portions of exchange service areas.

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

LOCAL EXCHANGE SERVICE - See Network Access

LOCAL MESSAGE - A completed communication between customers' stations local within the same Exchange Area or Local Service Area.

DEFINITION OF TERMS

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE - The furnishing of facilities for telecommunication between stations in different local service areas in accordance with the regulations and system of charges specified in this Guide.

1. **Appointment Call** - An arrangement made in advance with a particular party for the establishment of a person-to-person long distance message telephone conversation at a specified time.
2. **Messenger Service** - An arrangement whereby the Company, when possible and at the request of the calling party will arrange to notify the called party of a long distance call. The Company shall be reimbursed by the calling party for the amount expended for such messenger service, such charges being subject to prior authorization by the calling party to the extent that they can be determined in advance. Such charges for messenger service are in addition to the guide charges for the message.
3. **Person-to-Person Call** - A service whereby the person originating the call specified to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier or Other Common Carrier attendant, or a particular station, department, or office to be reached through a PBX or Centrex attendant.
4. **Station-to-Station Call** - A service whereby the person originating the call either dials the telephone number desired, or gives to the Company operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which such a number is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX or Centrex attendant.

MESSAGE - A communication of a prescribed length of time between two access lines. Messages may be classified as follows:

1. **Local Messages** - A message between telephone access lines within the same local service area.
2. **Toll Messages** - A message between telephone access lines in different exchange areas for which a toll charge is made.

MILEAGE CHARGES - A charge applying for the use of part or all of a channel furnished by the Company.

1. **Airline Measurement** - The shortest distance between two points.
2. **Extra Exchange Line Mileage** - A charge applied in addition to the base rate for service when the termination of a customer's access line is outside the base rate area but is within the exchange area.
3. **Extension Line Mileage** - The measurement applying on an extension access line, for use of which a circuit charge is made in accordance with product guide provisions.
4. **Foreign Central Office Mileage** - The measurement applying to an access line within the exchange connecting a customer's service with a central office other than that from which he would normally be served, for the use of which a separate charge is made in addition to the base rate, plus exchange line mileage if applicable.
5. **Foreign Exchange Mileage** - The measurement applying to an access line connecting a customers' service with a central office of an exchange other than that from which the customer would normally be served, for the use of which a separate charge is made in addition to the base rate, plus extension line mileage charges, if applicable.
6. **Route Measurement** - The actual length of a circuit between two points.

DEFINITION OF TERMS

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

MISCELLANEOUS COMMON CARRIERS - See Other Common Carriers.

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

NETWORK ACCESS - Telecommunication service provided within local exchange service areas in accordance with wording as outlined in the guide. It includes the use of network facilities required to establish connections between stations within the exchange and between stations and the toll facilities serving the exchange.

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 (e.g., 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 system.

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

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

NON-LISTED TELEPHONE - An exchange access line which has the listing omitted from the telephone directory but is listed in the directory assistance records, at the customer's request.

NON-PUBLISHED TELEPHONE - An exchange access line which has the listing omitted from both the telephone directory and directory assistance records at the customer's request.

OTHER COMMON CARRIER - Are Communications common carriers as defined by the Federal Communications Commission.

PBX ACCESS TRUNK - An Individual Exchange Access Line terminated in a PBX switchboard or switching equipment.

PAGING SERVICE - See Radio Paging System

PARTY LINE - A central office access line designed for the connection of more than one subscriber.

PERSON - Any corporation, company, partnership, firm, association or any cooperative, non-profit membership corporation or limited dividend or mutual association now or hereafter created.

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

PORTABLE TELEPHONE - A desk or hand set equipped with a cord terminating in plug for use in connection with a circuit terminating in jacks.

DEFINITION OF TERMS

PREMISES - The term "Same Premises" (except in connection with inside moves shall be interpreted to mean:

1. The building used in the conduct of, one establishment, business residence, or a combination thereof, and not intersected by a public road or by property occupied by others;
2. The portion of a building occupied by the customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others; or,
3. In connection with inside moves, the term "Same Premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the customer in the conduct of his business or as a residence, or a combination thereof, and not intersected by a public road, a corridor, or space occupied by others.

PRIVATE BRANCH EXCHANGE SERVICE (PBX SERVICE) --

1. A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other subscribers.
2. Lines (circuits), equipment and facilities ordinarily furnished in connection with PBX service include the following:
 - a. Stations:
 1. PBX Station - A station connected with a PBX Switchboard or PBX dial switching equipment.
 2. PBX Extension Station - A telephone set which is bridged to the same line as the PBX Station.
 3. PBX Interior Station - A PBX station that cannot originate or receive local or long distance calls either directly or through the PBX attendant.
 - b. Trunk - A central office access line (circuit) connecting a PBX system with a central office.
 - c. Tie Line - A circuit connecting PBX Switchboards.
 - d. Trunk Termination - Equipment necessary to terminate each PBX trunk in the common switching equipment of a PABX System.
 - e. Line Termination - Equipment required for the provision of each PBX number associated with expandable PABX system.

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

PRIVATE RIGHT-OF-WAY - A facility route granted to the Company on or over private property.

DEFINITION OF TERMS

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

1. Coin Public Telephone - A public telephone equipped with coin collecting device into which all payments for the use of the telephone are deposited prior to (prepayment) or at (postpayment) the time the operator establishes the desired connection.
2. Calling Card Telephone - See definition, Sheet 2.

PRIVATE TELEPHONE NUMBERS - Special conditions where subscriber or applicant desires his number not to be listed in either the Telephone Company's alphabetical directory or information records available to the general public.

RADIO PAGING SYSTEM - A Communications service provided by means of radio frequencies through a land radio base station. The customer has in his possession a small personal receiver, with which he receives a signal that he is being paged.

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

RESIDENCE SERVICE - Exchange Access Service furnished to customers where the actual or obvious use is for domestic purposes.

RINGING - There are two methods of signalling stations on party or multiparty line circuits:

- (A) Selective Ringing: The method of signalling stations on a party line circuit, which permits a particular station to be signalled without ringing the bells of the other stations on the circuit.
- (B) Semi-Selective Ringing: The method of signalling stations on a party or multi-party line circuit where-by the bells of only a portion of the stations on a circuit are rung when one of the stations is signalled.

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

SEMI-PRIVATE TELEPHONE NUMBERS- Special requests where subscriber desires his number not to be listed in the Telephone Company's alphabetical directory; however, such numbers are on information records and will be furnished upon request of the calling party.

SEMI-PUBLIC TELEPHONE SERVICE - An exchange access line generally including a coin box, furnished at locations reasonably accessible to the public not suitable for the installation of public telephones. This may include a Calling Card Telephone as described on Sheet 2.

SEMI-SELECTIVE RINGING - See Ringing.

SERVICE - The act or means of supplying communication to the public.

SERVICE CONNECTION CHARGE - A non-recurring charge applying to the establishment of basic telephone service for a subscriber and certain subsequent additions to that service.

DEFINITION OF TERMS

SERVICE LINE - A two-way business individual access line, a dial PBX access line, a Centrex access line, or an extension of any of the before mentioned which is required for testing of certain services provided by the Company and which is to be billed at the existing product guide rate.

SERVICE ORDERING - Receiving and recording information and/or taking action in connection with a subscriber or applicant and processing the necessary data. Includes travel to the customer's premises where required.

SERVICE POINT - The term "Service Point" when used in connection with customer-provided communications channels denotes the point on the customer's premises where channels provided by or furnished to the customer are terminated in switching equipment used, at least in part, for communications with stations or customer-provided terminal equipment.

SINGLE ENDED TERMINAL DEVICE - A terminal device which terminates only one line or channel at a given time (e.g., headsets).

SUBSCRIBER - Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulation of its product guide.

STANDARD NETWORK INTERFACE

The Network Interface is a standard Registration Program Jack or equivalent provided by the Company as a part of exchange access, WATS, or Private Line Services.

The Network Interface will be located on the subscriber premises.

All premises services will connect to the telecommunications network through the Network Interface.

For existing installations, the protector or point where facilities enter a customer's premises is to be established as the end of such service. Going forward, a Company-provided standard Registration Program jack is to be used as the point of connection to the telecommunications network. All newly constructed customer premises will be provided with a Network interface.

SUSPENSION OF SERVICE

An arrangement made at the request of the customer, or initiated by the Company for violation of product guide regulations by the customer, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the customer's premises.

SWITCH

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

SYSTEM

The coordinated facilities, including central office equipment, outside plant and customer instrumentalities, used to provide telephone service to the public.

DEFINITION OF TERMS

TELEPHONE NUMBER

A unit of service complete with all instrumentalities (e.g., telephone set, connecting block, inside wiring, protection apparatus, drop or block wiring) and lines (circuits), so arranged as to permit sending and receiving messages through the exchange and long distance network.

1. Company and Service Stations:

- a. Company Station: A station for which the central office equipment, and lines and station equipment are owned and maintained by the Company and provided as a part of the Company's service offering. This term also denotes the network control signaling unit, data set or other equipment provided by the Company at the customer's premises which enables the customer to establish the communications connections and to effect communications through such connections.

TEMPORARY SERVICE

For the purpose of distinguishing between permanent and temporary service, temporary service is "any" service provided by the company which (1) does not fulfill the requirements of a minimum service contract, (2) would create an unusual expense for the Company caused by the short duration of service.

TEMPORARY DISCONNECTION

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

TERMINATION CHARGE

A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of initial service period designated for such item. The basic termination charge is an amount established for an individual item of service or equipment from which the termination charge is computed.

TIE TRUNK

A circuit connecting two PBX systems for the purpose of intercommunicating between the stations connected with such PBX switching apparatus.

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

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

TOLL MESSAGE - A message from a calling station to a station in a different local service area.

TOLL RATE - The initial period charge prescribed for toll messages usually based upon a minimum initial period and distance between exchanges.

TOLL SERVICE - Toll service is that part of the total telephone service rendered by the Telephone Company which is furnished between patrons in different local service areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

TRUNK ACCESS LINE - A circuit or access line over which customer's messages are sent between two central offices or between a central office and a private branch exchange system.

DEFINITION OF TERMS

UNDERGROUND SERVICE CONNECTIONS - A customer's Drop" wire which is run underground from a pole line or an underground distribution cable.

UTILITY TELEPHONE - Any person, firm, partnership or corporation engaged in the business of furnishing telecommunication services to the public under the jurisdiction of the Georgia Public Service Commission.

WIDE AREA DATA SERVICE (WADS) - A service to handle teletypewriter/data service over regular telephone lines. The access line, at the customer's premises will terminate in data-sets which will permit voice coordination followed by transmission of teletypewriter or data signals.

WIDE AREA PAGING SERVICE - See Extended Zone Paging

WIDE AREA TELEPHONE SERVICE (WATS) - The furnishing of facilities for telephone communication between wide area service access lines and other exchange and toll station telephones in the area prescribed in this product guide.

Effective: June 22, 2026

GENERAL REGULATIONS

Effective June 22, 2026, all services subject to this Product Guide that are provided to any location in this state wholly or in part over copper facilities are no longer available for new purchase by any customers. Effective September 8, 2026, all services subject to this Product Guide that are provided to any location in this state wholly or in part over copper facilities are discontinued, subject to a reasonable period for existing customers to transition off the services.

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I. Service Observing

Applicable to the provision of new and additional services for residence and business customers.

A. General

1. The primary purpose of service observing is to secure information on individual calls, which in turn may be summarized, analyzed and appraised for management use. Such service observations may provide: information in regard to the quality and character of service furnished telephone users, data for measuring the performance in various features that contribute to telephone service, data for engineering purposes, or information of a specialized nature.

B. Practice

1. Employees of the Telephone Company will not monitor, as part of a normal routine, any of the verbal conversation of any telephone call made by a subscriber.
2. The Telephone Company will monitor, from time to time, the operators of the company to determine quality of performance in the handling of calls, to rate trainee personnel, and to see that the General Rules of the Company are observed.
3. The Telephone Company will, from time to time, use verification trunks, test boards, service observation recorders, or other special equipment to disclose some particular detail of service deficiency.
4. The Telephone Company will maintain a list of those subscribers licensed by the Georgia Public Service Commission to use service observing equipment, and will make such a list available to the public upon request.
5. The Telephone Company will not provide service observing equipment to any subscriber not authorized by the Georgia Public Service Commission to operate such equipment.

2. Ownership and Use of Equipment

Equipment, instruments, and lines furnished by the Telephone Company of the premises of a customer are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or for the purpose of making collections from coin boxes or upon terminating of the service, for the purpose of removing such equipment, instruments and lines. Such equipment, instruments and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any part other than the Telephone Company, without the written consent of the Telephone Company.

GENERAL REGULATIONS

2. Ownership and Use of Equipment (Cont'd)

Authorized Attachments or Connections

All lines, equipment and apparatus required for a particular service are furnished by the Telephone Company and as expressly provided in this product guide, no equipment, lines or instruments or any apparatus not furnished by the Telephone Company may be attached thereto or otherwise connected to the facilities of the Telephone Company, except as provided below:

- A. Customer-provided protective circuitry or terminal equipment may be connected at the customer's premises to facilities furnished by the Company for use with exchange telecommunications service in accordance with Part 68 of the Federal Communications Commissions Rules and Regulations.
- B. Direct electrical connection of customer-owned equipment is not permitted on coin telephone service.
- C. The customer shall notify the Company of his intention to connect registered or grandfathered protective circuitry or terminal equipment in advance of such connection and shall notify the Company when such protective circuitry or terminal equipment is permanently disconnected. The customer shall provide the Company the registration number and ringer equivalence number for the protective circuitry or terminal equipment.
- D. The customer shall be responsible for the payment of Company charges, as specified below where a service difficulty or trouble report results from the customer-provided equipment or system.

Maintenance Service Charge

The customer shall be responsible for the payment of company charges for visit by the company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment and facilities.

Use of Customer Service and/or Equipment

- A. Customer telephone service, as distinguished from public and semipublic telephone service is furnished only for use by customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The telephone company has the right to refuse to install service or to permit such service to remain on premises of a public or semi-public character when the instrument is located that the public in general or patrons of the customer may make use of the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible for public use.

GENERAL REGULATIONS

2. Ownership and Use of Equipment (Cont'd)

Use of Customer Service and/or Equipment (Cont'd)

- B. Pursuant to the requirements of Official Code of Georgia Annotated (OCGA) Section 46-5-25, the telephone service of any subscriber terminating at the location of a facsimile machine which is used or operated in violation of the provisions set forth following shall be subject to disconnection if the violation does not cease within 10 days from the date of delivery shown on the return receipt of the certified letter mailed by the Company to the subscriber notifying the subscriber of the violation. A copy of this letter shall also be sent to the Georgia Public Service Commission.

1. It shall be a violation for any subscriber to initiate the transmission of, employ or direct another person to initiate the transmission of, or contact for the initiation of the transmission of an unsolicited facsimile message for the commercial purpose of advertising or offering the sale, lease, rental, or gift of any goods, services or real personal property.

2. Paragraph 1, preceding shall not apply where the recipient has consented to the receipt of one or more telefacsimile messages or where there exists a prior contractual or business relationship between the recipient and the initiator or the initiator's principal.

The exception provided for in the preceding paragraph shall not apply where the recipient has notified the initiator or the initiator's that the recipient does not wish to receive further telefacsimile messages from the initiator or the initiator's principal.

Tampering with Equipment

- A. The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence of tampering, manipulation, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

Use of Profane Language or Impersonation of Another

- A. The Telephone Company may refuse to furnish or may deny telephone service to any persons, firm or corporation who, over the facilities furnished by the Telephone Company uses or permits to be used foul, abusive, obscene, or profane language, or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

Governmental Objections to Service

- A. The Telephone Company may refuse to furnish or may discontinue telephone service to any person, firm, or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is or is to be used for an illegal purpose.

GENERAL REGULATIONS

2. Ownership and Use of Equipment (Cont'd)

Use of Customer Service and/or Equipment (Cont'd)

Adjustment of Charges

- A. In the adjustment of charges for overbilling by the Telephone Company, a refund will be made of the full amount of excess charges when such amount can be determined; when the period during which overbilling has been effective cannot be fixed, or the exact amount of overbilling determined will not exceed an estimated amount equal to such overbilling for a 3-year period.

Telephone Numbers

- A. The customer has no property right in the telephone number or any right to continuous service through any particular central office, and the Telephone Company may change the telephone number or the central office designation, or both, of a customer whenever it deems it advisable in the conduct of its business to do so.

Payment for Service and Facilities

A. General

- 1. The customer shall pay for all service and facilities monthly in advance, except Departments, Agencies and Administrations of Federal, State, County, Township or Municipal Governments, and shall pay for toll messages, charges for messenger service, teletypewriter exchange service messages and charges for moves and changes when billed. Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein.
- 2. Statements indicating the amount due the Telephone Company will be rendered monthly to all customers.
- 3. All bills for local, toll or miscellaneous services are due when rendered and payable at the office of the Telephone Company, or an authorized collection agency, on or before the tenth of the month.
- 4. When warranted, in the judgment of the Telephone Company, special toll bills may be rendered. In such cases the amounts billed are due and payable on demand.

GENERAL REGULATIONS

2. Ownership and Use of Equipment (Cont'd)

Use of Customer Service and/or Equipment (Cont'd)

Payment for Service and Facilities (Cont'd)

A. General

5. Installment Billing - Residential customers may elect to pay their service connection, initial installation, move, substitution, and other nonrecurring local charges associated with service orders, including restoral charges and maintenance service charges, in monthly installments of a 3 month or 6 month period. When installment billing is requested, it will be applied to all nonrecurring charges associated with a given service order, subject to the following:

- a. Only residential customers may use installment billing.
- b. Charges will be billed in 3 monthly installments.
- c. A customer may not pay a portion of the charges and then request installment billing for the remaining charges.
- d. More than one installment plan may be in effect for the same customer at the same time.
- e. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered.
- f. Installment billing will continue even if an account is temporarily suspended.
- g. No interest or carrying charges will be applied.
- h. Not applicable where promotional credit has been given against the non-recurring charge.

Prospective Charges

The rates and charges defined and stated in this guide are based on past regulatory action. However, the Company is part of an interconnected communications system with other telephone companies. In the event that another telephone company passes on charges to this Company for services incurred by the Company's subscribers, these charges will be passed on to the subscriber incurring the charge. An example of this type of situation would be where Southern Bell would charge for long distance directory assistance and then pass those charges to the Company.

Denial of Service For Nonpayment

- A. In the event of failure by the customer to pay any regular bill on or before the due date or to promptly settle special toll bills, the Company may discontinue the service. Service need not be restored unless or until all amounts due at day of payment are paid in full including the restoration of service charge as provided for in this guide.
- B. Allowance will be made for loss of service during the period service is disconnected for nonpayment if payment is made and service is reconnected before the completion of an order to terminate the service, it may at the option of the Company be reestablished only on the basis of a new application.

GENERAL REGULATIONS

2. Ownership and Use of Equipment (Cont'd)

Telephone Directories

A. Distribution

1. The Telephone Company will furnish to its customers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Telephone Company at a reasonable charge.

B. Ownership and Use

1. Directories regularly furnished to the customer are the property of the Telephone Company. The Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced or mutilated while in the possession of the customer.
2. Customers may only use with or attach to directories furnished by the Telephone Company, binders, holders, inserts, auxiliary covers or attachments which do not contain advertising and which are not so attached as to impede references to essential service information, or otherwise interfere with service. No other binders, holders, inserts, auxiliary covers or attachments of any kind not furnished by the Telephone Company shall be attached to or used with directories furnished by the Telephone Company.

C. Errors and Omissions

1. The Telephone Company, except as provided herein, shall not be liable for damages claimed on account of errors in or omissions from its directories nor for the result of the publication of such errors in the directory, nor will the Telephone Company be party to controversies arising between customers or others as a result of listings published in its directories. Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to an amount equivalent to such proportion of the customer's service as is affected, the maximum liability not to exceed one-half the issuance of the directory in which the error occurred to the date of error discovery and correction.
2. In the case of additional or joint user listings in the alphabetical section of the directory for which a charge is made the Telephone Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

Maintenance and Repairs of Telephone Company Facilities

- A. All ordinary expense of maintenance and repair, unless otherwise specified in this guide, is borne by the Telephone Company. In case of loss of, or damage to or destruction of any of the Company's facilities, not due to ordinary wear and tear, the customer is held responsible for the cost of replacing the facilities to their original condition, except where such damage is not occasioned by the neglect of the customer. Customers may not rearrange, disconnect or remove any facilities installed by the Telephone Company, except upon the written consent of the Telephone Company.

GENERAL REGULATIONS

2. Ownership and Use of Equipment (Cont'd)

Alterations

- A. The customer agrees to notify the Company whenever alterations or new construction on the premises owned or leased by him will necessitate changes in the Company's facilities; and the customer agrees to pay the Company's current charges for such damages.

Improper Use of Toll Service

- A. The Telephone Company may refuse to furnish or may discontinue telephone service to any person, firm or corporation because of abuse or fraudulent use of toll service. Abuse or fraudulent use of toll service includes the use of service or facilities of the Telephone Company to transmit a message, locate a person or otherwise to give or obtain information without payment of a message toll charge.

Installations in Hazardous Locations

- A. If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service, and, if such service is furnished, may also require the subscriber to indemnify and hold the Telephone Company harmless from any claim, loss or damage by reason of the installation and maintenance of such service.

Recorded Public Announcements

- A. Use of Telephone Company facilities or service in connection with automatic announcement service or miscellaneous devices for recorded public announcements are subject to the following conditions:
 - 1. For purpose of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service; and, in addition, the address at which the service is provided, unless the address of the organization or individual named in the announcement is shown in the currently distributed telephone directory.
 - 2. Private telephone numbers will not be furnished for use with recorded public announcements.
 - 3. Failure to comply with the provisions of this product guide shall be cause for termination of the service.

GENERAL REGULATIONS

2. Ownership and Use of Equipment (Cont'd)

Recorded Public Announcements (Cont'd)

4. As the customer and calling parties have exclusive control over the quality and characteristics of speech used and intelligence contained in the fixed messages transmitted and the message recorded, the Telephone Company has no liability for the quality of or defects in the transmission or recording of such messages, and the customer indemnifies and saves the Telephone Company harmless against all claims arising from the intelligence or lack of intelligence transmitted over facilities furnished hereunder, including claims for libel, slander, fraudulent or misclaims, and against all claims arising out of any act or omission of the customer or of the calling party in connection with facilities provided by the Telephone Company. The Telephone Company's liability for damages arising from an interruption to the service which is not due to the negligence or willful act of the customer or of the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall not exceed a pro rate adjustment of the fixed monthly charges for the service and facilities rendered useless and inoperative during the period of said interruption

Subscriber Service

A. Non-Published Telephone Numbers

Non-published telephone numbers are not listed in either the Telephone Company's alphabetical directory or information records available to the general public.

Incoming calls to non-published numbers will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a non-published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published telephone number in the directory or disclosing said number to any person shall attach to the Company, and where such number is published in the directory, the Company's liability shall be limited to and satisfied by a refund or any monthly charges which the Company may have made for such non-published telephone number.

The subscriber indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the number of a non-published telephone number or the disclosing of said number to any person.

GENERAL REGULATIONS

2. Ownership and Use of Equipment (Cont'd)

Subscriber Service (Cont'd)

Charges for Non-Published Telephone Numbers do not apply in these cases:

- (a) To Special Reversed Charge Toll Service.
- (b) To Foreign Exchange Service where the subscriber is also furnished Local Exchange Service.
- (c) To additional service furnished to the same subscriber who has service listed in the Telephone Directory at the same address.
- (d) To additional service furnished to the same subscriber who has service listed in the Telephone Directory at a different address provided: (1) the listed service is in the same local exchange and (2) arrangements have been made that calls to the listed number will be answered at all times.
- (e) To a subscriber living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the subscriber is listed under the telephone number of the PBX or semi-public service furnished to the hotel, hospital, retirement complex, apartment house, boarding house or club.
- (f) To service which is installed for a temporary period.
- (g) To Inward Wide Area Telephone Service.

Service Observing

A. General

- 1. The primary purpose of service observing is to secure information on individual calls, which in turn may be summarized, analyzed and appraised for management use. Such service observations may provide: information in regard to the quality and character of service furnished telephone users; data for measuring the performance in various features that contribute to telephone service; data for engineering purposes; or information of a specialized nature.

B. Practice

- 1. Employees of the Telephone Company will not monitor, as part or a normal routine, any of the verbal conversation of any telephone call made by a subscriber.
- 2. The Telephone Company will monitor, from time to time, on the operators of the company to determine quality of performance in the handling of calls, to rate trainee personnel, and to see that the General Rules of the Company are observed.
- 3. The Telephone Company will, from time to time, use verification trunks, test boards, service observation recorders, or other special equipment to disclose some particular detail of service deficiency.
- 4. The Telephone Company will maintain a list of those subscribers licensed by the Georgia Public Service Commission to use service observing equipment, and will make such a list available to the public upon request.
- 5. The Telephone Company will not provide service observing equipment to any subscriber not authorized by the Georgia Public Service Commission to operate such equipment.

GENERAL REGULATIONS

2. Ownership and Use of Equipment (Cont'd)

Interconnection Agreements

The services offered in this guide enable communication between a customer of Frontier and another customer of Frontier, a customer of another ILEC, or a customer of another TSP (Telecommunication Service Provider), provided the TSP has properly executed an interconnection agreement or other appropriate traffic interchange agreement with Frontier. Frontier will not originate calls to a TSP's NXX that is within the local calling scope of the calling party until an interconnection agreement or traffic interchange agreement with Frontier has been fully executed and proper facilities are in place.

3. Applications For Telephone Service

A. General

The Telephone Company reserves the right to refuse service to applicants who are indebted to the Telephone Company for service previously rendered, until the indebtedness is satisfied.

Applications for service become contracts when accepted by the Telephone Company, or upon the establishment of service. The terms and conditions of such contracts are supplemented by, and subject to, the General Subscriber Services Guide for the particular exchange from which service is to be furnished. Any changes in rates, rules or regulations, authorized by the legally constituted authorities, shall act as a modification of the contract to that extent, without further notice. Application for phone service must be made on the company's prescribed contract or application form.

The original application and contract will not be considered to be terminated if the customer moves from one location to another (outside move) within the same exchange area.

Notwithstanding any other provision in this product guide, the Company will not provide any product or service discontinued in accordance with FCC technology-transition standards and procedures and any other applicable legal requirements.

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B. Failure to Observe Rules and Regulations

The rules and regulations specified are contained in the Guide sheets.. Failure on the part of the subscribers to observe these rules and regulations, after due notice of such failure, automatically gives the Telephone Company the privilege to discontinue the furnishing of service.

Obligation of the Company

Obligation to Furnish Service

A. The telephone company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of and maintenance of that service.

Use of Customer Service

Except as otherwise provided in this product guide, service furnished by the Company is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other

person, firm or corporation for use, or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to a customer who is engaged as a communications common carrier for message telegraph communications.

GENERAL REGULATIONS

4. Application of Rates for Business and Residence Service

General

Determination as to whether a customer's service (as distinguished from public and semi-public service) shall be furnished at business or residence rates is based on the character of use to be made of the service.

Business Access Line Rates Apply at the Following Locations:

- A. In offices, stores, factories and all other places of a strictly business nature.
- B. In boarding houses, except as modified under paragraph B.3.3 offices of hotels, halls and offices of apartment buildings; quarters occupied by clubs or lodges; public, parochial and other private schools or colleges; churches, universities, fraternity and sorority houses, hospitals and other similar institutions.
- C. At residence locations when the customer has no regular business access line and the use of the or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business use is not such as commonly arises and passes over residence telephones during the intervals when, in compliance with the law or establishes custom, business places are ordinarily closed.
- D. When the place of business and the residence of the customer are on the same premises and no telephone is installed in the place of business the business access line rate shall be charged for the access line installed in the residence.
- E. At residence locations when an access position is located in a shop, office or other place of business.
- F. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under paragraph B.3.3 below.

Residence Rates Apply at the Following Locations:

- A. In private residences where business listings are not provided.
- B. In places of a combined business and residence nature provided separate service is installed for business purposes and is charged for at business rates; and, provided further, that the residence service is installed in that part of the premises used primarily for residential purposes.
- C. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for boarders or which furnish meals to less than ten boarders, provided business listings are not furnished.
- D. In the place of residence of a clergyman, physician, nurse, dentist, veterinary, surgeon or other medical or professional practitioner, provided the customer does not maintain an office in his residence.

GENERAL REGULATIONS

5. Establishment and Maintenance of Credit

Establishment of Credit

- A. The Telephone Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. Nor is the Telephone Company obligated to continue to furnish service to any individual or firm whose credit is, or becomes, in the opinion of the Telephone Company, doubtful. In order to insure the payment of all charges due from its services, the Telephone Company may require a customer to establish and maintain his credit in one of the following ways:
1. By furnishing references suitable to the Telephone Company.
 2. By providing a suitable guarantee in writing, in form prescribed by the Telephone Company.
 3. By means of a cash deposit.

Advance Payments

- A. Applicants for telephone service may be required to pay; in advance, the service connection charges as prescribed and specified in this Guide.
- B. Applicants for telephone service may also be required to make an advance payment equal to the first month's charges for exchange service, facilities, mileage, listings and joint user service.
- C. In addition to the advance payment specified in the preceding paragraph, an applicant for telephone service, the furnishing of which involves an unusual installation expense, may, if it is deemed necessary by the Telephone Company in safeguarding its interests, be required to make an advance payment of such proportion of the estimated cost as is to be borne by the applicant in addition to such service connection charges as are applicable.
- D. The amount of any advance payment collected because of unusual installation expense is credited to the applicant's account as applying against the construction or installation charge. If the amount of such advance payment collected is in excess of the proportion of such costs to be borne by the applicant, the amount of the excess is either returned to the customer or credited to his account.

Deposits

- A. Applicants for service, unable to establish a satisfactory credit rating with the Telephone Company, or existing customers whose credit ratings have become impaired, may be required to make a suitable cash deposit to be held as security for the payment of bills for telephone service. The amount of such deposit shall not, however, exceed the estimated amount of charges for exchange and telephone toll service which it is estimated will accrue over a normal billing period plus 45 days. The Telephone Company may require the customer to increase the amount of the deposit at any time, if, in its opinion, the charges billed against the customer are found to warrant such an increase. When service is terminated, any balance of the amount deposited, plus accrued interest, remaining after the deduction of all sums due the Telephone Company.
- B. The telephone company shall pay interest on deposits at the rate of seven per cent (7%) per annum. Interest on deposits shall accrue annually and, if requested, shall be annually credited to the customer by deducting such interest from the amount of the next bill for service following the accrual date.

GENERAL REGULATIONS

5. Establishment and Maintenance of Credit (Cont'd)

Deposits (Cont'd)

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

- D. Service may be discontinued for failure to establish credit, as authorized above, within 5 days after the Telephone Company has served notice requiring the customer to do so.

E. Administrative Charge

An administrative charge of \$25.00 plus any other charges assessed to the Company by the financial institution will be applied to each insufficient funds check received. Telephone service will be subject to discontinuance as specified in this product guide.

F. Late Payment Charge

A Late Payment Charge of one and one half percent (1.5%) or \$9.00 for residential customers and 1.5% and \$14.00 for commercial customers, whichever is greater, will be applied to each customer's bill when a previous month's bill has an unpaid balance greater than \$20.00 at the time of the billing due date.

6. Collection Procedures

Telephone Service Disconnection

The following is in accordance with Minimum Service Standard Rules #515-12-1-28.

In the event of a proposed disconnection of residential basic local service only, the following procedures shall apply:

- A. No basic residential service shall be disconnected for local service charge until at least 29 days from the date of the bills.
- B. No residential service can be disconnected for local service charges unless the utility has given the affected customer a written notice of the proposed disconnection at least five (5) days before the proposed date of disconnection. The notice must include:
1. The final payment date of the amount due;
 2. The reason for the disconnection, including the unpaid balance due;
 3. A telephone number which the customer may call for information about the proposed disconnection; and
 4. The procedure for medical emergencies, as hereinafter described.

GENERAL REGULATIONS

6. Collection Procedures (Cont'd)

Telephone Service Disconnection (Cont'd)

- C. If contact with the customer was not previously made and notice of the disconnection was by mail or by leaving it at the premises, the utility must make a good faith effort to contact the customer at least two (2) days before the proposed disconnection.
- D. Service shall not be disconnected for nonpayment of local service charges to a residential customer who has a serious illness which would be aggravated by said discontinuation, provided that the customer notifies the utility of this condition in writing, or orally and within ten (10) days of giving such initial notice furnishes to the utility a written statement from a physician, county board of health, hospital, or clinic identifying the illness and its expected duration, and certifying that the illness would be aggravated by such discontinuance. In such event, the proposed disconnection shall be held in abeyance for the shorter of either the length of the illness or one month from the date of such initial notice, and the customer may renew the postponement period one additional time by repeating the aforementioned procedure. If there is a dispute regarding the existence of a serious illness, the case may be referred to the Commission for final determination.
- E. In the case of a disputed bill for basic local exchange residential service, the customer shall have the right, after all remedial measures with the utility have failed, to request in writing, that the Commission investigate the dispute before residential service may be disconnected. Such requests must be made within ten (10) days after the date of the disputed bill.
- F. No consumer may be disconnected for unpaid residential local service if the consumer notifies the telephone company between the date of receiving a notification of the proposed disconnection of service and the date set for disconnection and agrees to pay the unpaid balance for service previously provided in equal installments over the three consecutive billing months immediately following said notice. Further, the consumer agrees to pay future bills and the installments by the date due. However, if a consumer has received a notice of intent to disconnect, at any time prior to the time when the consumer is once again current in his billings for service previously provided, if the consumer makes toll calls exceeding \$10.00 in any thirty (30) day period, the telephone company shall have the right to immediately and without further notice, disconnect telephone service to that consumer. Similarly, if the consumer fails to make any agreed upon payment as set forth immediately above, the company may disconnect service without further notice.

7. Moves and Changes

A. General

Charges for moves and changes apply when facilities are rearranged; except in those cases where the charge is the cost of making the move or change required.

The establishment of the charges specified in this section for moves and changes does not contemplate work being performed by the Company's employees at a time when overtime wages apply, due to the request of customer, nor does it contemplate work once begun being interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, an additional charge, based on the additional costs involved, may apply.

B. Application Charges

- 1. As specified within this product guide.

GENERAL REGULATIONS

8. Transfers of Service (Change of Name)

Application of Charges

- A. Service previously furnished one customer may be assumed by a new customer upon due notice of cancellation or in case of abandonment, provided there be no lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for in either of two ways.
 - 1. If the new customer fully understands the regulations governing the service and status of the account and willingly assumes all obligations there under, a new service application is made and bills are rendered to him without an adjustment to or from any particular date, the name only being changed on the bill.
 - 2. If the new customer does not wish to assume payment of the old account, a new service application is made by him and an adjustment in billing is made to and from the date the transfer is effective.
- B. Under either method of transfer, the reassignment of the telephone number to the service of the new party is arranged for only after the former customer has given his consent to its use, and then only when, in the judgment of the Telephone Company, there exists no relationship, business or otherwise, between the old and a new customer, and when in the judgment of the Telephone Company a change in the telephone number is not required.
- C. When in the judgment of the Telephone Company, there does exist a relationship, business or otherwise, between the old and new customer, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Telephone Company a change in the telephone number is
- D. The charges applicable for transfer of service as indicated above are the same as the establishment of exchange service.

9. Termination of Service

General

- A. Telephone service is furnished to customers under the regulations prescribed in Guide. Violation of any such regulations in the part of the customer may be regarded by the Telephone Company as sufficient cause for the termination of the customer's contract. Except as specified elsewhere in this guide, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purpose of rate administration, each month is considered to have 30 days. The Company may require a contract period longer than one month at the same location in connection with special facilities or for unusual construction necessary to meet specific demands for service.
- B. Where contracts are terminated on the initiative of the Telephone Company because of violation of its rules and regulations by the customer, the regulations as given below for termination of service at the customer's request apply.

GENERAL REGULATIONS

9. Termination of Service (Cont'd)

Termination of Contracts

- A. Contracts taken for a period of one month may be terminated prior to the initial contract period, upon reasonable notice from the customer and payment of all charges due for the balance of the initial month.
- B. Contracts may be terminated any time after the expiration of the initial contract period, upon reasonable notice to the Telephone Company, and upon payment of all charges due for service which has been rendered to the date of termination of the contract.

10. Restoration of Service

General

- 1. Where service has been suspended for non-payment of any charges due or for failure of the customer to establish credit in accordance with the regulations of this Guide, restoration of such service is made upon payment of all charges due, or at the discretion of the Telephone Company, a substantial portion thereof, in addition to a restoration of service charge of:
 - A. Business.....\$20.00
 - B. Residence.....\$16.00
- 2. Where service has been restored after payment of a portion of the amount due, such restoration will not be considered as a waiver or modification of the customer's responsibility for prompt payment of bills or the Telephone Company's right to further deny service in accordance with the provisions of this Guide.

11. Classification of Areas as the Basis for Furnishing Service

- A. Economical operation of the telephone business, to secure protection to the whole body of rate payers and to the business itself, requires that the property be built and operated in accordance with a definite plan under which specified classes of service are regularly furnished in specified areas or types of areas. The Telephone Company, therefore, does not undertake to furnish any desired class of service at any desired location nor does it undertake to extend its plant to remote sections where such extension is not warranted by public necessity as distinguished from personal desire, except where adequate protection is afforded.
- B. The general plan for furnishing telephone service is based on a classification of areas by types for the general determination of classes of service available, and for the application of rates as follows:
 - 1. Base rate areas are those sections within which the Telephone Company will furnish the classes of service as set out in the Price Guide at rates common to all applicants without the assessment of any charges based on distance. The base rate area should be restricted to the contiguous developed section of the community within which the application of an average rate will not result in unreasonable discrimination through differences in an exchange, the rates applicable in one base rate area may differ from those rates established in another base rate area in the same exchange.

GENERAL REGULATIONS

11. Classification of Areas as the Basis for Furnishing Service (Cont'd)

B. (Cont'd)

2. Outside the base rate area, by reason of the greater distance and the sparseness of development, rural multi-party service will be furnished, although such service is not provided in the base rate area. Also, urban classes of service offered inside the base rate area may be provided with the addition of mileage charges computed on the distance from the base rate area boundary. Provisions of such service outside the base rate area is subject to the availability of facilities or the construction or extension of such facilities in accordance with the applicable provisions of this product guide. In all cases, all classes of service except foreign exchange service will be located within the designated exchange area boundary.

- C. Consideration of the extension of telephone facilities beyond any area in which a desired service would normally be furnished, is based on the facts in each case. In such cases the applicant for service may be assessed a construction charge or be required to provide a part of the facilities, or both, as may be agreed upon by the parties, as outlined in the rules and regulations contained in the several sections of this product guide.

12. Special Promotions

The Company may offer special promotions of new or existing services at free or reduced rates for limited periods after 7 days notice to the Commission. The purpose of such specials is to apprise and acquaint the subscribers with the benefits that can be obtained, which will lead to better informed decisions. These promotions will be offered on a completely non-discriminatory basis to all subscribers, meeting the eligibility criteria for each promotion within the classification of service and area for which the promotion is available. Each subscriber so meeting eligibility criteria will have an equal opportunity for participation.

13. Ringer Limitations

The ringer equivalency directly connected to the line is limited three per network access line in the case of individual access lines and to two per network access line in the case of four-party access lines.

14. Cancellation of Service for Cause

The Company may without notice either suspend service or terminate the subscriber's contract without suspension of service or, following a suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises upon:

- (1) Abandonment of the Service.
- (2) Failure of a subscriber to make suitable deposit as required by this Guide.
- (3) Impersonation of another with fraudulent intent.
- (4) Listening in on party line conversations.
- (5) Non-payment of any sum due for exchange, long distance or other services.
- (6) Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of telephone service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.

GENERAL REGULATIONS

14. Cancellation of Service for Cause (Cont'd)

- (7) Abuse or fraudulent use of service; such abuse or fraudulent use includes:
 - (a) The use of service of facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service;
 - (b) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, long distance message telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, or the regular charge for such service;
 - (c) The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, or torment another;
 - (d) The use of profane or obscene language;
 - (e) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.
- (8) Any other violation of the Company's regulations.

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

The Company may terminate the service and remove its equipment for nonpayment of any sum due for exchange, long distance, or other services when the following requirements are met:

- (1) Written notice shall be sent to the customer no sooner than 15 days after the original bill is sent out.
- (2) The consumer shall then have a minimum of ten days to comply.
- (3) The disconnection of service shall not be made before twenty-nine days after the original bill is sent out.
- (4) Disconnection shall not occur on the preceding day of/and on Saturdays, Sundays, and legal holidays.

15. Liability

- a. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the Customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occurs.

GENERAL REGULATIONS

15. Liability (Cont'd)

b. The customer indemnifies and saves the Company harmless against the following:

- (1) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
- (2) Any defacement or damage to the customer's premises resulting from the existence of the Company's facilities, apparatus and associated wire on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company, or its employees.
- (3) Any accident, injury, or death occasioned by its facilities, when such is not due to negligence of the Company.
- (4) Claims for libel, slander, or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- (5) Liability for failure to provide service.
- (6) No liability for damages arising from errors in or omissions of directory listings, or listings obtained from the "Information Operator" shall attach to the Company. In the case of additional or extra listings for which a charge is made, its liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

16. Initial Contract Periods

General

Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.

Directory Listings and Joint User Service

- A. The length of contract periods for directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.
- B. The length of contract period for directory listings and joint user service where the listing does not appear in the directory shall be one month. Such listings may be discontinued any time after the expiration of the initial contract period upon notification to the telephone company and prior to the closing date of the telephone directory. If notification of discontinuance of the listing or joint user service is not received by the telephone company prior to the directory closing date, the contract period shall be that of the new directory.

GENERAL REGULATIONS

16. Initial Contract Periods (Cont'd)

Private Branch Exchange Service

- A. Contracts for private branch exchange systems are stated in each contract.
- B. In case of termination of the contract before the expiration of the initial contract period, termination charges as prescribed elsewhere in this Guide will apply.
- C. When applications are received for additional access trunks or facilities to be connected with a private branch exchange system, such additional access or facilities are to be covered by contracts for initial periods of one month.

17. Prevention of Local Service Resale

Except as otherwise provided in this Guide, service furnished by the Company is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for use, or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to MTS Service nor to a customer who is engaged as a communications common carrier for message telegraph communications.

18. Third Party Billing

Pursuant to the requirements of Official Code of Georgia Annotated (O.C.G.A.) Section 46-5-171.1, customers will not be liable for third party billing where written consent has not been given. Third party providers will be required certify to the Company that written consent from the customer is on file at their premises.

This requirement does not apply to any transaction between a customer and the customer's selected provider of basic local exchange, inter-LATA, or intra-LATA services, wireless services or to initial requests for service and requests for changes in the customer's provider of local exchange, inter-LATA or intra-LATA services.

Third-party charges included on customer bills will be in a separate section of the bill and labeled as to the service being billed. A customer service number is provided on all customer invoices.

19. Residence Customer Incentive Program

Description

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

Terms and Conditions

- A. This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
- B. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

GENERAL REGULATIONS

19. Residence Customer Incentive Program (Cont'd)

Terms and Conditions (Cont'd)

- C. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
- D. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
- E. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in B.18.3 following.
- F. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Guide and the amount does not exceed the maximum amount set forth in B.18.3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- G. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (1) The sales channel through which the products are sold.
 - (2) A specific geographic area.
 - (3) Existing customers who request to have one or more products disconnected.
 - (4) Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under B.18.3 following.
 - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- H. The Company reserves the right to discontinue this offer.

GENERAL REGULATIONS

19. Residence Customer Incentive Program (Cont'd)

Rates and Charges

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

20. Business Customer Incentive Program

Description

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

Terms and Conditions

- A. This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
- B. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
- C. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.

GENERAL REGULATIONS

20. Business Customer Incentive Program (Cont'd)

Terms and Conditions (Cont'd)

- D. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
- E. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in B.19.3 following.
- F. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Guide and the amount does not exceed the maximum amount set forth in B.19.3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- G. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (1) The sales channel through which the products are sold.
 - (2) A specific geographic area.
 - (3) Existing customers who request to have one or more products disconnected.
 - (4) Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under B.19.3 following.
 - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- H. The Company reserves the right to discontinue this offer

GENERAL REGULATIONS

20. Business Customer Incentive Program (Cont'd)

Rates and Charges

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

LOCAL EXCHANGE SERVICE

1. General

- A. Basic local exchange service as offered in this product guide is comprised of three rate elements:

Network Access Line - The serving central office line equipment and all the Company plant facilities up to and including the Company-provided Standard Network Interface (e.g., protector). These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the offering selected by the customer.

- B. Network access lines are subject to the nonrecurring charges specified in this product guide.
- C. Rates for basic local exchange service are related to total access points and PBX access trunks in the local calling area.
- D. Base Rate Areas, Locality Rate Areas and Exchange Service Areas for each exchange are identified on maps filed as a supplement to this product guide.
- E. The rates for service not specifically shown in this section are presented in other sections of this product guide.

2. Local Monthly Exchange Service Rates

- A. The rates specified herein, with mileage charges when applicable, entitle subscribers to an unlimited number of messages to all numbers bearing the designation of the Fairmount and Ranger central offices of this Company and all exchanges in the Expanded Metro Atlanta toll-free calling area.

B. Rate Components	BUSINESS	RESIDENCE
	ONE PARTY*	ONE PARTY*
Network Access Charge (Rotary)	\$80.72	\$25.00
Network Access Charge (Tone)	\$58.84	\$25.00

- C. Maps which indicate and define the exchange and base rate area limits of the respective exchanges are filed with the Georgia Public Service Commission as part of the Certificate of Public Convenience and Necessity granted by the Georgia Public Service Commission and are made a part hereof by reference.

3. Auxiliary Access Points

- A. In the case of Auxiliary Access Points from individual access line, or private branch exchange access points being located more than 250 feet from the main access points or located on other premises, within the same exchange, the following charge applies per 1/4 mile or fraction thereof, circuit measurement, per month \$1.75.
- B. All such charges are in addition to the base rate applicable to the particular service against which mileage charges are assessed.
- C. In connection with party-line access service, auxiliary access points must be located under the same roof, as the main access point.

* Rates are set pursuant to the Georgia Telecommunications and Competition Development Act of 1995.

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LOCAL EXCHANGE SERVICE

3. Auxiliary Access Points (Cont'd)

- D. When it becomes necessary to use underground conduit or pole structure on the subscriber's premises for auxiliary access points service, the subscriber will be required to furnish and install such plant at his own expense or the Company will do such work and bill the subscriber for time, material and administration.
- E. The mileage charges prescribed in paragraph A. above apply without regard to whether any or all of the facilities may be located within or without the base rate area.
- F. Only one such mileage charge may be applied to each circuit or loop irrespective of how many auxiliary access points are attached to it, except that the charge may apply to the full length of the time.

4. Reserved for future use.

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(D)

Effective: September 1, 2026

LOCAL EXCHANGE SERVICE

4. Reserved for future use.

(D)

(D)

5. Electronic Bill Payment Program

1. General

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

2. Regulations

- a. Frontier Online Bill Payment is a discretionary service.
- b. An Email reminder will be sent to customer when their bill is available
- c. If the customer opts to receive only the electronic bill and not the paper bill, the monthly recurring charge will be waived.

3. Rates

	<u>Monthly Rate</u>
Rate for Online Bill Payment with duplicate paper bill	\$2.00

(D)

(D)

LOCAL EXCHANGE SERVICE

6. Convenience Fee

1. General

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

2. Regulations

This fee will not apply if:

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

3. Rates

Nonrecurring Charge

Convenience Fee, per occurrence

\$10.00

SERVICE CHARGES

1. General

- A. The term "Service Connection Charge" is used to define the charge applying to the establishment of service for a subscriber and the subsequent discontinuance of such service. Its purpose is to partially cover the non-capitalized cost of establishment and later discontinuance of service.
- B. No distinction is made between a "New Installation" and an "Outside Move"; all changes in location of facilities from one premises to another except as otherwise provided in this product guide, being treated as a new service with service connection charges applying.
- C. Service connection charges do not supersede mileage charges, installation charges and construction charges made because of unusual costs but are to apply in addition to such charges. However, in case of special private branch exchange systems established on a cost basis, installation charges may be applied to facilities in lieu of the regular service connection charge prescribed herein for stations connected.
- D. Service connection charges do not apply to "public telephones" established for the use of the public. The term "public telephones" as herein used is not to be construed to cover service such as semi-public for which a guarantee is applicable.
- E. Service connection charges do not apply in connection with the re-establishment of service at a location which has been destroyed or partially destroyed by fire, or in connection with the establishing of service at a new location occupied by the customer on account of the old location being untenable for reasons beyond the control of the customer. If service is established at a new location and the customer later moves back to the old location, the service connection charge is made in connection with the re-establishment of service at the old location.
- F. Service connection charges apply on number changes requested by a subscriber.
- G. Service connection charges may be payable at the time of application for the particular service or facility, and prior to the establishment of service. Service will be established in advance of the payment of the service connection charges for addition to the services of existing customers and also in the case of any service for departments and agencies of Federal, State, County and Municipal Governments.
- H. Installment billing is available for service order charges.

2 Definition of Service Connection Charges

The service connection charges specified in this product guide do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the subscriber nor do they contemplate work begun being interrupted by the subscriber. If the subscriber requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

Service charges are not applicable to removal of service or equipment.

SERVICE CHARGES

2. Definition of Service Connection Charges (Cont'd)

Service connection charges apply to the following:

- A. Service Ordering Charge: Receiving, recording, and processing information necessary to execute a customer's request for service.
- B. Central Office Connection Charge: Performing all or part of the work associated with the connection of a central office access line. This includes connections or changes in the central office.
- C. Reconnect Charge: In the event service is temporarily suspended for nonpayment of charges, such service will be restored upon payment of charges due, or at the discretion of the company a substantial portion thereof. In addition, a restoration charge will apply. In the event the equipment has been removed, it will be treated as "new service" as applicable.
- D. Access Line Work Charge: The term access line work means the charge that applies to work done in providing the circuit from the central office to the protector on the subscriber's premises.

Making and changing connections in distribution facilities between the central office and the subscriber's premises access point, including necessary cable cross connections and connecting and disconnecting the drop and block wiring.

3. Charges

	<u>RESIDENCE</u>	<u>BUSINESS</u>
A. Initial Service Order Charge	\$23.00	\$30.00
B. Subsequent Service Order Charge	21.00	28.00
C. Central Office Connection	15.00	19.00
D. Access Line Work	25.00	30.00
E. Reconnect Charge	37.00	45.00

4. Application of Charges

A. Service Ordering Charge (Business and Residence Services)

Service order activity for establishment of service or for modification to an existing service.

- 1. One service ordering charge is applicable to each order for connection of the service, or changes to the service made at the same time.

SERVICE CHARGES

4. Application of Charges (Cont'd)

2. One service ordering charge is applicable to each order for move, change or addition and the following:
 - a. Change or addition of additional directory listings.
 - b. Issuance of order to document the use of customer provided equipment on the service.
 - c. Change of telephone number requested by subscriber.
 - d. Reconnection of service for vacation.
3. Service ordering charges will not apply to subsequent orders for services placed within 30 days of initial order for Basic Local Exchange Service.

B. Central Office Connection Charge

The Central Office Line Connection Charge means the charge that applies for making and changing connections in the central office.

C. Access Line Work Charge

1. An access line work charge is applicable whenever a Company employee is dispatched to complete work between the central office and the customer's premises.

5. Service Connection Charges for Inside Moves and Changes

1. Charges apply to each class of service separately, except in those cases where the charge is based on the estimated cost of making the move or change required. In the latter case, the charge is based on the total estimated cost of moving or changing all of the facilities and not on each unit.
2. Charges for inside moves of telephone facilities on the subscriber's premises, except as provided herein, are made as follows:
 - a. For moving any facilities for which a Service and/or Installation Charge is provided, from one location to another on the same premises, a service charge and/or installation charge unless expressly stated otherwise will apply.
 - b. For moving any other facilities from one location to another on the same premises, a charge based on cost shall apply.

NOTE: In moving PBX system the moving charges are computed as follows:

1. The charges as specified for each trunk and station affected by the move.

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SERVICE CHARGES

6. Subscriber Requested Charges

- A. For rearrangement of drop wire and/or protector, a charge equal to the move charge which would apply to the main access position or PBX access trunk served by the drop wire and/or protector being rearranged.
- B. For all other changes in facilities a charge based on the cost of labor, materials and overhead.
- C. Service Connection Charges for inside moves and changes do not apply to:
 - 1. Inside moves or changes required for the proper maintenance of the service.
 - 2. Inside moves or changes made at the time of a change in the class of service, provided such

Inside move or change is necessary because of the change in class of service.
 - 3. Changes in telephone numbers made when in the judgment of the Company such changes are necessary for continuation of satisfactory service

7. Use Of Left In Facilities To Provide Service

Where existing facilities can be used to provide service to a new customer without involving a move or change of such facilities the service connection charges normally applicable for facilities served by that system will not apply. Line charges will apply to each central office access line or equivalent and private access line service associated with such facilities, and a service order charge covering the new contract will be required. A contract for any unexpired termination liability will also be required for facilities applicable.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

1. Construction, Installation and Maintenance Charges

A. General

1. All rates and charges quoted in this product guide provide for the furnishing of service and facilities where plant facilities are available or when the construction of the necessary facilities does not involve unusual or excessive costs in relation to the revenue derived from such construction.
2. Special charges in the form of construction, installation, attachment or mileage charges or a combination of charges are applied in addition to the usual connection charges and monthly rates when the revenue does not reasonably compensate the Telephone Company, as for example:
 - a. The facilities are provided in remote or underdeveloped sections outside the base rate area.
 - b. Conditions require the provisions of special facilities or unusual methods of plant construction installation or maintenance.
 - c. The customer's location required the use of costly right-of-way.
 - d. Use of the facilities is temporary or sporadic.
 - e. In any area where the Telephone Company does not own the existing facilities to the area.
3. The word "cost" is interpreted to mean the cost of labor, materials, supervision and other overhead expenses associated with the construction or installation.
4. Title to all construction provided wholly or partly at a customer's expense, except conduit provided on private property is vested in the Telephone Company.
5. Where extension of plant facilities is required outside the base rate area, applicants may be required to secure and clear any necessary right-of-way or pay the cost thereof to the Telephone Company.

2. Construction for Urban Classes of Service

1. When construction outside the base rate area is necessary to provide urban classes of service to one or a group of applicants and the revenue to be derived from such construction or extension does not warrant the required expenditure, the Telephone Company's expenditure in such construction or extension shall be limited to an amount which by the application of sound business principles, is justified by the predetermined revenue assured over a 7-year period. The remainder of the cost shall be borne by the applicant or applicants.
2. Exchange access line mileage, as provided for in this product guide, shall apply for all facilities furnished through such construction or extension.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

3. Pole Line Construction on Private Property

1. Poles on private property to be used in serving an individual customer will be furnished by the Telephone Company to the customer at the cost of installation of each pole, except that the Telephone Company will furnish as many as two poles without charge to the customer, provided the poles furnished are used to carry main line circuits. Ownership of all such poles used in serving an individual customer is vested in the Telephone Company, and the cost of maintaining and replacing all such poles is assumed by the Telephone Company.
2. Poles on private property to be used as part of the standard distribution plant serving customers in general are furnished, maintained and owned by the Telephone Company, subject to such construction charges as may be applicable.
3. All circuits on poles on private property are furnished, owned and maintained by the Telephone Company.

4. Construction for Temporary Service

1. When construction is required for temporary service and there is, in the opinion of the Telephone Company, no immediate prospect of reusing the plant provided, the customer may be required to pay all or a portion of the cost of such construction, including the cost of removing the plant provided.

5. Charges Applicable for Facility Extension

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

6. Special Types of Construction

1. When underground service connections are desired by customers as initial installations in places where aerial drop wires would ordinarily be used to reach the customer's premises, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the following regulations apply:
 - a. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition the customer shall pay the cost of the underground cable, including the cost of installing, less the estimated cost to the Telephone Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company.
 - b. The duct or ducts required to furnish service in the underground conduit shall be reserved for the exclusive use of the Telephone Company.
 - c. Where armored cable is laid in a trench, the trench shall be constructed and backfilled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable, including the cost of installation, less the estimated cost to the Telephone Company of installing such aerial drop as would be (or is) required to furnish the same service.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

6. Special Types of Construction (Cont'd)

- d. All conduit trenches or other types of construction prepared by the customer for installation of the Telephone Company's cable or lines must be inspected and approved by the Telephone Company. The Company reserves the right to refuse to install its cable or lines in conduit or trenches not so inspected and approved. Cable installed in approved conduit will be maintained and replaced at the expense of the Telephone Company except in cases where repair or replacement is made necessary by damages caused by the customer or his representatives.
- e. Where facilities are changed from aerial to underground, in addition to the above the customer is charged the cost of dismantling and removing the aerial facilities.

7. Application of Charges

- 1. Construction charges are payable at the time application for service is placed or when the account is rendered. At the option of the Telephone Company, a deposit on construction charges may be required before work is started.
- 2. Payments for rural line construction are not refundable and no credit will be allowed for future installation on rural line extensions constructed under the regulations of this product guide.
- 3. When attachments are made to poles of other companies, in lieu of providing construction for which the customer would be charged under the provisions hereof, the cost to the Telephone Company for such attachments is borne by the customer.
- 4. The customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Telephone Company.
- 5. Construction charges will not apply to the customer's aerial drop which extends from the last pole to the building in which the telephone is located.
- 6. In all cases of special pole line construction where line wire is furnished and maintained by the Telephone Company regular mileage charges, if any, shall apply to such portion of the circuit in addition to construction charges.

8. Special Services and Facilities

A. General

- 1. Special services and facilities, not ordinarily used in the furnishing of service and not otherwise mentioned in, or provided for or contemplated by the tariffs and product guides of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility does not interfere with the telephone service furnished by the Telephone Company.
- 2. In the event any such service or facility or the use made thereof interferes with, or the facilities used in furnishing such special service or facility are needed for the furnishing of telephone service by the Telephone Company, it may terminate such contract and cease to furnish such special service and facility after 30 days written notice to the customer; and provided further that the Georgia Public Service Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

8. Special Services and Facilities (Cont'd)

B. Mobile Home Service

1. Because of the temporary nature of mobile homes, the following charge will apply to each service connection in a mobile structure and is in addition to the regular service connection charge.

Service Connection Charge	\$ 35.00
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9. Franchise Taxes

When any county, municipality, or political subdivision of the state collects, or receives from the company any payment, whether in money, service, or other thing of value: (1) for or by reason of the use of the streets, alleys or public places of the county, municipality or political subdivision, or (2) for or by reason of any license, privilege, inspection, franchise tax, fee, charge, or other imposition, whether in a lump sum or at a flat rate, or based on receipts or otherwise, the aggregate amount of such payment shall be billed insofar as practicable, pro rata to the exchange customers within such county, municipality or political subdivision, or part of either in which the tax is applicable; provided, however, the foregoing shall not apply to ad valorem taxes. The charges billed by the company pursuant to these provisions will be listed individually on the bill and identified as follows: (type of license, fee, tax or charge) required by action of (name of governmental entity).

DIRECTORY LISTINGS

1. General

The following applies to light faced listings in the white pages (alphabetical section of the directory).

1. Only information necessary to identify the customer is included in these listings.
2. The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.
3. The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.
4. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
5. A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
6. Listing charges date from the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
7. Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.
8. The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
9. Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

DIRECTORY LISTINGS

2. Composition of Listings

1. Name

a. Business Service

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

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

b. Residence Service

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

2. Designation

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

3. Address

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

3. Types of Listing

1. Primary – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement.
2. Additional – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing, i.e. JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.
3. Foreign – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have an directory listing agreement in place.

Effective: April 23, 2026

 DIRECTORY LISTINGS

3. Types of Listing (Cont'd)

4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

4	Rates	Monthly <u>Rate</u>
	Additional Listing	
	Business	\$6.00
	Residence	\$6.00
	Foreign Listing	
	Business	\$6.50
	Residence	6.00
	Extra Line of Information	
	Business	\$6.00
	Residence	5.50
	Non-published	\$7.00
	Non-listed	\$6.50

5. Directory Assistance

All charges for telephone company services received by a subscriber of this company from another company and billed to this company, shall be the responsibility of the subscriber incurring such charge.

1. General

- a. The Company furnishes a Directory Assistance Service for the purpose of aiding subscribers in obtaining telephone numbers.
- b. When a party requests assistance in obtaining telephone numbers of customers, the charges set forth apply.

2. Rates and Charges

- a. A charge is applicable for each call to directory assistance (maximum of two requested telephone numbers per call).
 - 1) Directory Assistance Service within the LATA of the originating line.

	<u>Rate</u>
a) Each call	\$1.50
 - 2) Directory Assistance Service outside the LATA of the originating line.

a) Each Call	\$1.50
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- b. Charges for Directory Assistance Service are not applicable to calls received from telephone service furnished for the use of handicapped persons.

COIN TELEPHONE ACCESS SERVICE

1. Public Telephone Service

Definitions and Requirements

- A. Access line service for pay telephones is an exchange line service provided to the public on a fee-per-call basis, independent of any other commercial transactions for the purpose of making telephone calls, whether the telephone is coin-operated or is activated either by calling collect or using a calling card.
- B. The public telephone access line rate should be at the existing service rate effective in each exchange where facilities are available. Where measured service is not available in an exchange, a flat rate equal to the business one-party rate should apply until measured service is available.
- C. This access line service is provided for use with noncoin-operated public telephones or coin-operated telephones.
- D. Emergency numbers must be clearly posted at each payphone location.
- E. The subscriber shall be responsible for the installation, maintenance and operation of public telephones used in connection with this service.
- F. Public telephones must be registered and connected to the Company network in compliance with Part 68 of the F.C.C. Rules and Regulations.
- G. This service is not subject to concessions.
- H. The service is furnished subject to the condition that all applicable regulations in this product guide will be adhered to, with the exception as to the restriction of the use of the service only by the subscriber and the prohibition that the customer may not receive payment from another for the use of the service.
- I. This service may not be suspended at a reduced rate.
- J. This service is provided for use by the subscriber but may be used by others when so authorized by the subscriber, provided that all usage is subject to the provision of this product guide.
- K. Access line service for public telephones cannot be included on accounts containing other classes of service. A separate account is required for this offering at each location.
- L. Toll restriction is available on this service subject to rates and conditions in this product guide.
- M. Public telephones may not be attached to other types of access lines.
- N. Each public telephone must be served on a single public telephone access line directly connected to the public network.
- O. The subscriber to this service will be responsible for any and all toll charges billed to the subscriber's account.
- P. No extension stations are allowed on this service.

COIN TELEPHONE ACCESS SERVICE

1. Public Telephone Service (Cont'd)

Definitions and Requirements (Cont'd)

- Q. The subscriber shall insure that the instrument is in accordance with all hearing impaired and handicapped person requirements, in accordance with the Americans with Disabilities Act.
- R. Public telephones must be installed in compliance with all Georgia Public Service Commission accepted telecommunications industry standards and the current National Electric Code and National Safety Electric Code.
- S. The caller must be able to access the Operator, 911 (at no charge) where available, 800 service and local directory assistance.
- T. The instrument must display a statement identifying the charge for its use, and that the service and rates are regulated by the Georgia Public Service Commission.
- U. The instrument must display information on local address and telephone numbers where callers can obtain assistance when problems occur with pay telephone service and procedures for obtaining a refund from the subscriber.
- V. The operator can not perform coin collection functions.
- W. Any time limit imposed on the duration of a toll or local call made from a public telephone shall be in compliance with F.C.C. Docket No. 96-128..
- X. All instruments must be capable of completing local and long distance calls.
- Y. Coin-activated public telephone access lines will only be provided as two-way service and there will be no charge for incoming calls and the telephone number of the instrument must be displayed on the instrument
- Z. Local telephone directories must be provided at each instrument location except for instruments owned by certified interexchange carriers.
- AA. Violations of the product guide or of Commission rules pertaining to the public telephone service will subject these access lines to disconnection of service if the deficiency is not corrected within ten (10) days from the date of notification to the subscriber.
- BB. All public telephones must be capable of providing access to all interexchange carriers certificated to do business in Georgia. Interexchange carriers which are authorized to provide toll telephone service from instruments owned by the interexchange carrier are exempt from this particular requirement.
- CC. Coins must be returned by the instruments for any incomplete call.
- DD. Timely repairs shall be performed on the instruments, the responsibility for which is placed upon the owner of the telephone.

COIN TELEPHONE ACCESS SERVICE

1. Public Telephone Service (Cont'd)

Rates and Charges

- A. Access line service for public telephones is provided on a usage rate basis where facilities are available, otherwise the service will be provided at a flat rate equal to the business one-party rate.
- B. Usage Rate Per Access Line
 - 1. Access Line Rate will be 80 percent of the Business one-party rate in the applicable exchange, plus \$.12 for each completed local call per month.
 - 2. Coin Signaling Additive \$2.09
- C. Flat Rate Per Access Line
 - 1. Access Line Rate is equal to the business one-party rate per month. This rate will only be applicable in exchanges where the usage or message rate service is not available.
 - 2. Coin Signaling Additive \$2.09
- D. Service charges are applied on the same basis as for individual line business service covered in this product guide.
- E. At the request of the subscriber, Touchtone Calling Service may be provided as covered in this product guide.
- F. Directory Listings in connection with two-way public telephone access lines are furnished under the same rates and regulations in this product guide as for other business. Listings are not available for outward coinless public telephone access lines.

OPERATOR SERVICES

1. General

When Operators assist in completing a local or toll call, Operator Service Charges will apply in addition to other applicable rates and charges set forth elsewhere in this product guide.

2. Definitions

Billed to Third Number

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

Collect

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

Live Operator Fee

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

This fee will not apply if:

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

Operator Assisted - Corrections

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

Operator Assisted Person to Person

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

Operator Assisted Station to Station

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

Operator Assisted Time and Charges

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

Effective: April 23, 2026

OPERATOR SERVICES

3. Rates

Operator Assisted Station to Station	\$2.00
Operator Assisted – Corrections	2.00
Operator Assisted Person to Person	3.00
Operator Assisted Time and Charges	1.50
Collect	2.00
Billed to Third Number	2.00
Live Operator Fee	1.50

FOREIGN EXCHANGE (Fx) ACCESS SERVICE

1. Regulations

1. Foreign exchange service is exchange service furnished to a customer from an exchange other than the one from which he would normally be served.
2. Foreign exchange service is not in accord with the general plan of furnishing telephone service and such service is furnished only under special conditions where warranted by the circumstances involved and provided facilities are available.
3. Foreign exchange service is furnished in connection with individual line main station or private branch exchange service only.
4. The service is furnished subject to the same conditions and restrictions as to the use of the service by others than the customer and his representatives as apply in connection with other classes of main station service.
5. All negotiations for the establishment of foreign exchange service will be initiated by the prospective customer with the exchange from which he would normally receive service, and the customer will be required to contract for local service in this exchange.

2. Rates and Charges

1. The rate for foreign exchange service is the monthly rate for individual line main station or private branch exchange service applicable within the base rate area of the serving foreign exchange, in addition to mileage charged for each circuit as follows:
 - (a) Where the customer for foreign exchange service is so located that it would be more economical for the Telephone Company to provide the foreign exchange to the customer's location by the extension or utilization of existing plant:
 - (1) For the distance from the customer's location to the central office in the foreign exchange area from which service is received, a mileage charge of \$5.00 per month per mile or fraction thereof, route measurement will apply.
 - (b) Where the customer for foreign exchange service is so located that it is not economical for the Telephone Company to provide foreign exchange service direct to the customer's location by the utilization of existing plant:
 - (1) The authorized one-party business, key system trunk, or private branch exchange trunk, rate applicable within the exchange area from which the service is to be furnished, plus \$5.00 per mile, or a fraction thereof, for the distance between the respective central offices.
 - (2) In case the customer is located outside the base rate area of the exchange from which they would normally be served, exchange line mileage charges as specified in this product guide will apply in addition to the foreign exchange mileage charges.
 - (3) A Trunk Termination charge of \$15.00 per month will be made for each trunk termination.

FOREIGN EXCHANGE (Fx) ACCESS SERVICE

2. Rates and Charges (Cont'd)

2. For tie lines connecting private branch exchange switchboards in different exchange areas, a mileage charge of \$5.00 per month, per mile or fraction thereof, route measurement, between switchboards will apply to each line.
3. The charge for individual private branch exchange stations connected for foreign exchange service is the monthly rate applicable for other private branch exchange stations connected to the same private branch exchange switchboard, in addition to a mileage charge of \$5.00 per month, per station per mile or fraction thereof, based on route measurement between the station and the switchboard.
4. Miscellaneous service, equipment and facilities used in connection with foreign exchange service are furnished subject to the rates and regulations applying in the foreign exchange from which the customer is served. This also includes service connection, move and change charges.
5. The local service area and toll rates to mail stations or private branch exchange systems connected for foreign exchange service are the same as regularly apply to stations located in the foreign exchange area. Charges, if any, for messages to foreign exchange main stations or private branch exchange systems are the established rates for messages to stations located in the foreign exchange area.
6.
 - a. When an applicant located in an area normally served by this company requests local exchange service privileges through an exchange owned and operated by another company, the following charges will apply thereto.
 - b. All charges made by the other company for the use of its line and facilities, plus \$5.00 per mile, or a fraction thereof, between the territory boundary of the two exchanges to this company's central office plus the applicable local service rate at this company's central office. The foreign termination will determine this company's local service rate as provided for elsewhere in this product guide.

KEY AND PUSHBUTTON TELEPHONE SERVICE

1. Key Telephone Facilities

Move and Change Charge Nonrecurring

1. Each Trunk Line.....\$12.00

Key System Trunk

1. Definition - A key system trunk is a central office line that provides communication capacity between the serving central office and multiline communications switching equipment installed on the customer's premises that is arranged in such a manner that the station user has selective capability over which access line is connected to the station for incoming or outgoing calls.

2. Rates:

		<u>MONTHLY RATE</u>	<u>INSTALLATION CHARGE</u>
1.	Each Rotary Dial Access Key Line	\$94.25	\$12.00
2.	Each Tone Dial Access Key Line	\$97.35	\$12.00

Key and Pushbutton Telephone equipment will only be provided on a deregulated basis, unless it is provided as obsolete service offering as embedded customer premise equipment (C.P.E.)

PRIVATE BRANCH EXCHANGE SERVICE

1. General

- A. The rates quoted for private branch exchange service contemplate the use of standard equipment. When equipment or service of a special type is desired, the rates will be based on the individual requirements of the applicant.
- B. All operating at the customer's premises must be performed at the expense of the customer and must conform with whatever regulations the Telephone Company may consider necessary in order to maintain the proper standard of service.
- C. Ringing current and battery supply power are furnished as specified hereunder, except that mileage charges applicable for private branch exchange trunks apply on ringing current and battery power circuits when the private branch exchange switchboard is located outside the base rate area.
- D. Initial contract periods are provided for in Paragraph J following in this product guide.
- E. All private branch exchange service will be provided on a flat rate basis only.
- F. Suitable commercial power, including outlets, which may be required for operation of the power equipment associated with private branch exchange equipment shall be furnished by the customer.
- G. All inside wiring of private branch exchange systems will be installed, owned and maintained by the Telephone Company, unless otherwise provided in this product guide.
- H. Private branch exchange access positions may be located at any point on the same premises as, and within 250 feet of the switchboard at the rates quoted herein. For all access positions not located within these limits or that are on other premises of the customer, extension station mileage charges as specified in this product guide will apply in addition to the regular private branch exchange station rate. When, because of the distance from the switchboard to any station or stations, additional equipment is required to maintain suitable transmission, such equipment will be furnished at a monthly rate based on requirements.
- I. Private branch exchange service is adapted to the subscriber's convenience for the interchange of service between telephones located on his premises and between these telephones and other subscribers' reached through the telephone company's main exchange.
- J. The minimum period for which any private branch facilities will be installed is 3 years. Longer contract periods may be required for special and unusual installations. This special nature of the apparatus, the investment required and the limited service are not to be extended to any applicant whose credit or responsibility seems doubtful.
- K. Telephone service over private branch exchange facilities in hotels, apartments and rooming houses may be resold to guests and tenants on a message basis only. Any deviation from this provision will be violation of this product guide and will subject the service to suspension.
- L. Trunk Access Lines from the central office serving a PBX, PABX, or Key system may require special features as applicable such as: one-way or two-way operator trunks, one-way or two-way DID-DOD-AIOD Centrex Trunks and special wiring trunks.

Effective: July 1, 2026

PRIVATE BRANCH EXCHANGE SERVICE

1. General (Cont'd)

- M. Trunk Access Lines are central office lines that provide communications capacity between the serving central office and multiline communication switching equipment (PBX, PABX, or Key Systems) normally installed on the customer's premises that is arranged in such a manner that the station user may or may not have control over which access line is connected to the station or other equipment for incoming or outgoing calls.

2. Monthly Rates for PBX Access Trunks

		<u>Monthly</u>	<u>Installation</u>
A.	1. Rate, per Rotary Dial Access Trunk	\$172.57	\$12.00
	2. Rate, per Tone Dial Access Trunk	\$275.67 (I)	\$12.00
B.	Auxiliary Access Positions All types, each	\$ 1.50	\$ 0.00

Effective: April 23, 2026

MISCELLANEOUS SERVICES

1. Initial Contract Periods

Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.

Directory Listings and Joint User Service

The length of contract periods for directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period. The directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.

The length of contract periods for directory listings, and for joint user service, where the listing does not appear in the directory shall be one month. Such listings may be discontinued any time after expiration of the initial contract period upon notification to the Telephone Company and prior to the closing date of the telephone directory. If notification of discontinuance of the listing or joint user service is not received by the Telephone Company prior to the directory closing date, the contract period shall be that of the new directory.

Number of Subscriber Directories

A directory will be provided for every Company-owned leased telephone. Subscribers who own their equipment will be provided one directory per trunk or network access line leased from the Company. Additional directories may be purchased from the Company Business Office.

2. Tel-Touch Calling Service

General

Tel-Touch calling service provides for the origination of telephone calls through the use of push buttons in lieu of a rotary dial.

The service is furnished for use with all grades of central office lines. It may be furnished to either one or more subscribers on party lines.

Push-Button and Rotary-Dial instruments can be used on a subscriber line.

Tel-Touch calling service requires special central office equipment and will be provided only from central offices where facilities are available.

Rates

The following charges are in addition to regular monthly rates applicable to a service with which they are associated:

	Monthly Rate
1. Individual and Party Line - Residence	\$2.10
2. Business, Key and PBX, per line	\$3.10

Application of Charges

Subsequent to the initial establishment of Tel-Touch service, regular service connection, move and change charges apply for additions and changes in the subscriber's service.

MISCELLANEOUS SERVICES

3. Frontier Emergency Connect Service

Frontier Emergency Connect Service is a LIMITED SERVICE that allows calls to be placed to 911 ONLY. The service does NOT allow for any inbound calling.

Regulations

This service is available where technically feasible and subject to availability of existing facilities.

All attempted inbound calls will receive a recording saying the number is not in service.

Customers will not be given a telephone number of the service and no directory listing services will be available.

The customer only has the following dialing options:

- 911 and
- Where technically feasible, the ability to dial 611 and/or a Frontier Call Center.
- All other calling patterns will receive re-order tone.

The call origination telephone number (ALL information) going to the 911 center will indicate NO CALL BACK allowed.

Applicable Non-Recurring charges may apply.

NO LIABILITY SHALL ATTACH TO THE COMPANY REGARDING USE OF SERVICES OR THE FAILURE OF OR INABILITY TO USE THE SERVICES. FURTHER, COMPANY SHALL NOT BE LIABLE FOR DAMAGES (INCIDENTIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY OR ATTORNEY'S FEES) 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 OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES).

Rates

Monthly Rate	\$4.99
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Effective: September 1, 2026

MISCELLANEOUS SERVICES

4. Vacation Get Away Service

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

Regulations

Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services.

(D)
(D)

No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.

Vacation Get Away Service will not be made available for periods of less than two (2) months.

Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.

During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.

The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A service order confirmation will be sent to the customer at the time of restoral.

Vacation Get Away Service will be available where technically feasible.

Charges for Vacation Get Away Service will be recurring monthly fee.

Rates

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

MISCELLANEOUS SERVICES

5 Seasonal and Vacation Service

Rates

1. The monthly rate will be based upon 50% of the customers total Local Exchange Service, including, but not limited to extensions, mileage charges, and directory listings. Service may be suspended for a minimum of 30 days and a maximum of 360 days.
2. Regular service charges will apply for the suspension and subsequent reconnection of service.

Conditions

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

1. Service is available to all classes and grades of exchange service where the usage is of a seasonal nature.
2. During the period when the customer is billed at the reduced rate, no installations, moves, changes or maintenance will be provided by the Company.

6 Preassigned Numbers

General

Preassignment of local exchange numbers is provided to customers in all the Company's exchanges.

Rates

1. The monthly rate will be \$5.00. Service may be requested for a minimum of 30 days and a maximum of 360 days.
2. Regular service charges will apply for requesting service.

7. Toll Denial Service

Toll Denial Service will be provided at the request of the subscriber and will allow an exchange access line to be restricted to Local Exchange Access only.

1. The monthly rate will be \$5.05 per line restricted. (TREST)
2. The regular service charge applicable to line access as shown in this product guide will apply when restriction is applied and/or removed.
3. A ZRST1 blocks all attempts to complete outgoing calls proceeded by a 0 or 1 allows customers to dial 800 numbers.

MISCELLANEOUS SERVICES

8. Special Billing Numbers

Special Numbers will be provided to the subscriber when in the judgment of the Company service will not be impaired to others.

1. A service ordering charge as shown in this product guide will apply when a special billing number is ordered by a subscriber.
2. The monthly rate will be \$7.00 per special billing number.

9. Custom Calling Services

Definitions

A. Basic Features

1. Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for Call waiting is alerted by means of a tone signal when another caller is trying to reach that line. The customer, by flashing the switch hook is able to have alternative conversation between parties.

Cancel Call Waiting

Cancel Call Waiting is an arrangement that will allow a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

Call Waiting ID

This feature allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. It notifies the customer of an incoming call with the Call Waiting tone and Call ID information. The customer must subscribe to a Caller ID Name to use this feature.

2. Call Forwarding

Call Forwarding is an arrangement whereby incoming calls may be transferred to another telephone number by signaling a prefix code and the telephone number of the service to which calls are to be transferred. Calls forwarded by this feature are subjected to local and long distance message charges. These calls are also subject to transmission limitations.

3. Speed Calling

Speed Calling is an arrangement which provides for calling of telecommunications network telephone numbers by dialing an abbreviated code. Two arrangements are available: either an eight-code¹ capacity or a thirty-code capacity, but not both on the same line.

¹ Effective June 15, 2014, this service is limited to existing customers at their existing location.

MISCELLANEOUS SERVICES

9 Custom Calling Services (Cont'd)

Definitions (Cont'd)

A. Basic Features (Cont'd)

4. Three-Way Calling

Three-Way Calling permits an existing call to be held and a second call to be established and added to the connection for conferring. Conference calls made with this service are subject to transmission limitations.

5. Distinctive Ring

Distinctive Ring provides two or more different phone numbers and distinctive rings for a single telephone line. This service is used to distinguish incoming calls from one another.

6. Warm Line ¹

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

7. Remote Access - Call Forward

Remote Access Call Forward allows a customer to activate and deactivate Call Forward from any access line, remotely, rather than only from the base station.

8. Basic Feature Discount ¹

Residence or business customers receive a discount on each additional basic feature purchased.

9. Audible Message Waiting

This feature allows the customer to receive an audible signal (Stutter Dial Tone) when they have a message. Subscribers that wish to utilize this service must subscribe to a voicemail service.

10. Visual Message Waiting

This feature allows the customer to receive a signal on the message waiting indicator lamp of the station set. Subscribers that wish to utilize this service must subscribe to a voice mail service and provide the customer premise equipment (lamp) needed to support this feature.

11. Voice Mail Companion ¹

This service provides a group of networks services, used in conjunction with voicemail service at one monthly rate. Voice Mail Companion Service includes Call Forwarding and Message Waiting Indication (Audible/Visual) and is subject to availability of facilities.

¹ Effective June 15, 2014, this service is limited to existing customers at their existing location.

MISCELLANEOUS SERVICES

9 Custom Calling Services (Cont'd)

Definitions (Cont'd)

B. Advanced Features

1. Caller ID

Caller ID is a feature which provides a display of the name and telephone number of a caller on a customer's Customer Premise Equipment (separate display unit or specially equipped telephone). After the first ring, the calling party's name and number is displayed on the customer's display unit.

2. Anonymous Call Rejection (ACR)

Anonymous Call Rejection (ACR) is an addition to the Caller ID product. ACR automatically blocks any "anonymous" or blocked calls, without ever ringing at the called party's location. The calling party will receive a recorded announcement that the called party does not accept "anonymous" or blocked calls, and suggests the calling party unblock the delivery of the caller's telephone name and number and redial. To activate this feature, dial "*77" on a touch tone telephone or dial "1177" on a rotary telephone. To deactivate this feature, dial "*87" on a touch tone telephone or dial "1187" on a rotary telephone.

3. Caller ID Per-Call Blocking

Caller ID Per-Call Blocking is a customer-activated feature which allows the caller to permit or withhold the delivery of the caller's telephone name and number on each call. By pressing "*67" on a touch-tone telephone or dialing "1167" on a rotary/pulse phone, the calling party will "block" the transmission of the calling telephone name and number. When this option is used, the called party's Caller Identification equipment will display the word "Private" or "Anonymous." There is no charge to use this feature.

4. Caller ID Per-Line Blocking

Caller ID Per-Line Blocking is a service that "blocks" the transmission of telephone name and number on all calls. Per-line blocking customers will have the option to "unblock" on a per-call basis by dialing "*82" on a touch-tone phone or dialing "1182" on a rotary/pulse telephone before they dial the phone number they are calling. There is no monthly charge and no charge for the initial installation of this feature. Subsequent changes will incur service order charge changes.

5. Call Return (*69)

Call Return automatically returns a call to the telephone number of the last incoming call (if made from within the LATA). If the line is busy, it will continue to redial for up to 30 minutes. Call Return is activated by dialing "*69" or "1169" from a rotary telephone. If the called number is busy, the caller is notified and instructed by an announcement, after which automatic processing of the call continues until both lines are idle. When both lines are idle, the calling party hears a special ring. The caller can continue to originate and receive calls without affecting the Call Return request. Call Return requests can be canceled by dialing the deactivation code "*89" or "1189" from a rotary telephone. Call Return will not return a call to a "blocked" number and the customer will be advised of this when attempting to activate the feature. This feature is available on a monthly flat rate basis or on a per-use basis.

MISCELLANEOUS SERVICES

9 Custom Calling Services (Cont'd)

Definitions (Cont'd)

B. Advanced Features (Cont'd)

6. Busy Number Redial

Busy Number Redial automatically redials the last number dialed (if made within the LATA). If the called number is busy, the caller can make or receive calls and a tone will sound when the redialed line is free. If the caller's phone is not in use, Busy Redial will sound a distinctive ring signal that the redialed line is free, and the call will be initiated when the phone is picked up. Dial "*66" on a touch tone telephone or "1166" on a rotary telephone to activate this feature. To deactivate the service before the call-back is complete (the activation period is 30 minutes), the customer dials "*86" on a touch tone telephone or "1186" on a rotary/pulse telephone. This feature is available on a monthly flat rate basis or a per-use basis.

7. Priority Call

Priority Call allows a customer to assign, up to 15 telephone numbers within their LATA, a distinctive ring to alert him/her when any of the 15 assigned numbers is calling him/her. It also includes a special Call Waiting tone for customers who have Call Waiting. When a customer subscribes to Priority Call, the service is equipped on the line and the customer is ready to establish a customer telephone number list. To gain access to this service, the customer dials "*61" or "1161" on a rotary telephone.

8. Selective Call Rejection

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

9. Selective Call Acceptance

Selective Call Acceptance allows a customer to store up to 15 telephone numbers within the LATA from which a subscriber wishes to receive calls. An incoming call from a number that is not on the Selective Call Acceptance list is routed to an announcement stating that the called party does not wish to receive the call. Selective Call Acceptance is accessed by dialing "*64" or "1164" on 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.

MISCELLANEOUS SERVICES

9 Custom Calling Services (Cont'd)

Definitions (Cont'd)

B. Advanced Features (Cont'd)

10. Selective Call Forwarding

Selective Call Forwarding allows a customer to program up to 15 telephone numbers within the LATA 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 accessed by dialing "*63" or "1163" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forwarding list, as well as the forward-to telephone number, can be changed at any time.

11. Call Trace

Call Trace allows a customer to initiate a trace of the last incoming call (whether or not the call was blocked) by dialing "*57" on a touch tone telephone or "1157" on a rotary telephone. Call Trace provides the customer with an immediate option of tracing an abusive, harassing or threatening call.

The Call Trace feature is designed to provide a written record that may assist the customer and law enforcement authorities in legal proceedings. When the Call Trace feature is activated, the calling party telephone name, number, and the date and time of the call is automatically transmitted to Frontier Communications where that information is stored in a computerized database. Call Trace information is **not** provided to the customer.

If the trace is successful (the calling party name, number, date and time of the call are captured), the person who activated the feature will receive confirmation through a recorded announcement which will tell the customer to contact his or her local law enforcement agency if they wish to further pursue the matter. If Call Trace is successful, a fee is applied to the customer's telephone bill. The charge does not apply if Frontier Communications releases the trace information, at the customer's request, to the law enforcement agency. If the trace is unsuccessful, the telephone company does not have record of the call and the customer is not charged for attempting to activate the feature.

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

Effective: April 23, 2026

MISCELLANEOUS SERVICES

9 Custom Calling Services (Cont'd)

Definitions (Cont'd)

B. Advanced Features (Cont'd)

12. Multiple Simultaneous Call Forward

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

Rates

The following feature packages are offered:

	Monthly Rate
<u>Frontier Freedom Pack</u> ¹	<u>Residence</u>
Caller ID Name	\$15.50
Call Return	
Call Forwarding	
Call Waiting ID	
Speed Calling 8	
Busy Redial	
Three-way calling	

	Monthly Rate
<u>Frontier Choices Package</u> ¹	<u>Residence & Business</u>
	\$17.95

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

Call Wait/Cancel Call Wait
 Call Waiting ID
 Call Forwarding
 Remote Access Call Forward Variable
 Three-way Calling
 Speed Calling
 Personalized Ring
 Caller ID Name
 Call Return
 Busy Redial
 Priority Call
 Selective Call Rejection
 Selective Call Acceptance
 Selective Call Forwarding

Effective: September 15, 2026

MISCELLANEOUS SERVICES

9 Custom Calling Services (Cont'd)

Rates (Cont'd)

Monthly Rate

BusinessFrontier Feature5 Package¹

\$11.95

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

Constant Features:

Caller ID Name

Call Forwarding

Choice of 3 Custom Calling features from the following:

Call Waiting

Three-Way Calling

Speed Calling⁸

Call Return

Busy Redial

¹Effective June 15, 2014, this service is limited to existing customers at their existing location.

Monthly Rate

BusinessResidentialBasic Features

Call Waiting/Call Waiting ID/	\$9.50	\$9.50
Cancel Call Waiting		
Call Forwarding	14.00 (I)	9.00
Three-Way Calling	9.50	9.50
Speed Calling	6.99	6.50
Distinctive Ring	4.00	4.00
Warm Line ¹	2.00	2.00
Remote Access -		
Call Forward	6.99	7.00
Additional Features ¹	1.00	1.00
Voice Mail Companion ¹	3.75	3.75
Toll Restriction (ZRST1)	5.50	5.50

BusinessResidentialAdvanced Features

Caller ID	\$14.00	\$13.00
Call Return	6.99	6.50
Busy Number Redial	6.99	6.50
Priority Call	6.99	6.50
Selective Call Rejection	6.99	6.50
Selective Call Acceptance	6.99	6.50
Selective Call Forwarding	6.99	6.50
Anonymous Call Rejection	5.00	5.25
Multiple Simultaneous Call Forward	11.00	NA

MISCELLANEOUS SERVICES

9 Custom Calling Services (Cont'd)

Rates (Cont'd)

<u>Usage Sensitive Features</u>	<u>Per Activation Rate</u>	
	<u>Business</u>	<u>Residential</u>
Call Return	\$3.00 ²	\$3.00 ²
Busy Number Redial	3.00 ²	3.00 ²
Call Trace	8.00 ³	8.00 ³
Three-Way Calling	3.00 ²	3.00 ²

¹ Effective June 15, 2014, this service is limited to existing customers at their existing location.

² The maximum charge is \$15.00 per month per line.

³ The maximum charge is \$32.50 per month per line.

Conditions

1. Custom Calling Service may be associated with residence and business individual line service excluding pay telephone service and rotary hunt numbers.
2. Custom Calling Service requires special facilities and will be provided only where such facilities are available.
3. The Company reserves the right to change the actual rates within the minimum and maximum limits at any time upon 30 days notice to the Public Service Commission by providing a revised rate schedule.
4. A rate will not be changed unless it has been in effect for at least 30 days.
5. Appropriate customer notification of rate changes will be made.

Promotional Period

1. The Promotional Period gives the Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Custom Calling Services. Promotional offerings may be made subject to this product guide.
2. Appropriate notification of waived charges will be made to eligible customers.
3. Recurring charges for custom calling features may be waived for a thirty-day period for new customers

MISCELLANEOUS SERVICES

10. Joint User Service

- A. In general, exchange service is furnished for the exclusive use of the subscriber, his representatives, employees and members of the subscriber's family, including those by marriage and other persons residing in the subscriber's house who are recognized as a part of the subscriber's domestic establishment. A joint user, therefore, may be defined as a person, firm or corporation, whose use of the subscriber's service is not contemplated under the terms of the subscriber's contract, but who, subject to the consent of the subscriber and to the rules and regulations specified in this product guide, is privileged to use the subscriber's service. To facilitate the use of the service, each joint user is allowed one listing in the alphabetical section of the directory without charge.
- B. Contracts for joint user service and for facilities furnished in connection therewith must be arranged for by the subscriber to a main contract for service, who is responsible for the payment of all charges incurred thereunder.
- C. Charges for joint user service date from the day information records are posted and are payable in the same manner as are charges for the main service. Information records are posted upon completion of the order.
- D. Charges for joint user service are automatically discontinued upon termination of the main contract for service. Charges for joint user service may be discontinued upon request of the subscriber in case the joint user becomes a subscriber to exchange service, similar in classification, i.e., business or residence, as that under which joint user service is furnished, or in case of death the joint user, or in case the joint user moves from the premises at which the exchange service listed is furnished.
- E. The monthly rates and charges for joint user service are as follows:
- | | |
|-----------------|---------|
| Business, each | \$12.90 |
| Residence, each | \$ 5.60 |

11. Directory Assistance Service

Rates and Charges

All charges for telecommunications service received by a subscriber of this company from other telephone companies and billed to this company, shall be the responsibility of the subscriber incurring such charges.

12. Directory Assistance Call Completion (DACC)

A. General

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

 MISCELLANEOUS SERVICES

12 Directory Assistance Call Completion (DACC) (Cont'd)

B. Terms and Conditions

1. The regulations and charges apply to calls placed to DA from within the Company's serving area. These regulations and charges are in addition to the regulations, rules and charges found elsewhere in the Company's applicable tariffs and product guides.

	<u>Res.</u>	<u>Bus.</u>
DACC	\$1.00*	\$1.00*

2. The charges will apply only to completed calls.
3. There are no free calls or allowances for DACC.
4. DACC calls will not be completed to non-published numbers, 700, 800 or 900 prefixes.
5. Calls from COCOTs will be the standard DA announcement and DACC will not be offered.

* Charge will be automatically billed to the subscriber.

13. Network Facilities for Use with Automatic Dialing and Announcing Devices

General

- A. Subscribers who wish to use Automatic Dialing and Announcing Devices (ADAD) must first obtain a permit from the Georgia Public Service Commission. Subscribers presently using such equipment must secure a permit within 30 days of the effective date of this product guide.
- B. Subscribers using ADAD's must do so under the following conditions:
 1. No numbers will be called in sequential fashion. Sequentially placed calls refer to those calls automatically dialed by successively increasing or decreasing integers, or similar methods.
 2. The equipment shall be programmed or utilized in such a manner as to automatically disconnect a called party's line not later than ten seconds after the called party hangs up.
 3. Within 20 seconds after the called party answers, the name and telephone number of the individual or firm making or paying for the call, including but not limited to the name of the individual or firm on whose behalf the call is made, must be clearly stated.
 4. At the conclusion of the call, the name and telephone number of the individual or firm making or paying for the call, including but not limited to the name of the individual or firm on whose behalf the call is made, must be clearly stated.
 5. No calls will be placed to organizations providing emergency services, including but not limited to hospitals, fire departments, and law enforcement agencies.
 6. No calls will be placed on Sundays or between the hours of 9:00 P.M. and 9:00 A.M., Monday through Saturday.

MISCELLANEOUS SERVICES

13. Network Facilities for Use with Automatic Dialing and Announcing Devices (Cont'd)

General (Cont'd)

7. No calls will be placed to persons or firms whose telephone numbers have been omitted from Company directories, at the request of such persons or firms.
 8. Equipment used to place such calls shall be equipped with an automatic clock and calendar device which will operate, even in the event of power failure, to prevent unattended operation in violation of the time limitations set forth herein.
 9. All persons who utilize ADAD equipment to randomly make calls shall notify the Company in writing that such persons shall be using automatic dialing equipment. Randomly placed calls refer to those calls automatically dialed to a telephone number where no prior relationship exists between the calling and the called party.
 10. The Company is under no obligation to provide lists of customer telephone numbers, or any directory information other than that contained in normally published and distributed directories for public use.
- C. Any subscriber who operates or uses Automatic Dialing and Announcing Devices who does so in violation of the provisions set forth preceding will be subject to disconnection of telephone service if the violation does not cease 10 days from the date of notification to that person. The date of notification shall be the date a certified letter is mailed by the Company notifying the subscriber of the violation, with a copy to the Georgia Public Service Commission.

14. County-Seat Calling Plan

To facilitate access to County Government agencies by residents and businesses in the county who are located outside the local calling area of the county seat, but within the same Local Access and Transport Area (LATA) as the county seat, the Company will provide a County-Seat Calling Plan arrangement. The Company will implement the County-Seat Calling Plan arrangement for one telephone number for each government agency or officer when mutually agreed upon by the Company and the county chief administrative officer. When a caller outside the local calling area of the county seat dials one of the approved County-Seat Calling Plan telephone numbers, appropriate toll charges will be withheld by the company thus giving the caller access to the agency or officer at no charge. All toll charges withheld by the company will be provided to the Intralata toll administrator as an adjustment from those associated amounts due by the Company.

MISCELLANEOUS SERVICES

15 Abbreviated Dialing - N11 Service

211 Dialing Service

A. General

211 Dialing Service ("211") is a three digit local dialing arrangement available in specified areas, with Frontier Communications of Fairmount, LLC ("Company") for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission ("FCC") in CC Docket 92-105, the 211 code is assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105.

211 is available in Frontier Territory only. To provide access to a 211 number to end users in another company's territory or a CLEC's end user within the local calling area, the 211 subscriber must make appropriate arrangements with the other company or CLEC serving that territory.

The Local Calling Area of the 211 subscriber will be the Basic Local Calling Area as defined in this product guide, as facilities permit. If local calling areas are merged, and a 211 number exists in both areas, the 211 subscriber who established the 211 Service first in time will be entitled to retain the 211 in the merged local calling area.

This service is furnished subject to the availability of the 211 number.

211 can be delivered via regular exchange access line (by individual business lines, PBX trunks, etc.) Limitations and use of service as stated in this product guide apply.

Directory Listings may be provided for 211 at rates and regulations as specified in this product guide.

Access to 211 is not available to the following classes of service:

- Payphone Service Provider Telephones (PSPs)
- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Credit Card, 3rd Party Billing, Collect Calls)
- Inmate Service
- 101XXXX
- Cellular – Type 2A
- In addition, operator assisted calls to the 211 subscriber will not be completed.

The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.

MISCELLANEOUS SERVICES

15 Abbreviated Dialing - N11 Service (Cont'd)

211 Dialing Service (Cont'd)

A. General (Cont'd)

An "affiliate" of a 211 subscriber is any entity that directly, indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 211 subscriber. The term "control" (including the terms "controlling", "controlled by," and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all by one 211 number within 6 months of the merger or acquisition.

211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification service as described in this product guide.

Calls to a disconnected 211 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

B. Service Requirements and Conditions.

All requests for 211 must be submitted in writing to the Georgia Public Service Commission. The Commission will allocate 211 numbers in the BLCAs based upon requirements and/or standards established by the FCC.

The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 211 subscriber has failed to establish service or decides to discontinue service establishment, the 211 number will be recalled and the number will be considered available for reassignment as specified in B.1. preceding. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

The 211 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 211 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is affected, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6-month notice period. The 211 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate rates for the establishment of the new access arrangement.

MISCELLANEOUS SERVICES

15 Abbreviated Dialing - N11 Service (Cont'd)

211 Dialing Service (Cont'd)

B. Service Requirements and Conditions (Cont'd)

Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates in this product guide will apply.

The 211 Dialing Service is provided where facilities permit.

The 211 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach community information and referral services provided by dialing 211.

211 will be provided under the following conditions:

- a. For network sizing and protection, the 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 211.
- b. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours 211 Dialing Service.
- c. The 211 subscriber is responsible for obtaining all necessary permission, licensed, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- d. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of an resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
- e. Suspension of 211 Dialing Serve as covered in this product guide is not applicable for this service
- f. The 211 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service

MISCELLANEOUS SERVICES

15 Abbreviated Dialing - N11 Service (Cont'd)

211 Dialing Service (Cont'd)

B. Service Requirements and Conditions (Cont'd)

- g. A written notice will be sent to any 211 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service

If a pre-recorded announcement is provided by the 211 subscriber, the following conditions apply:

The 211 subscriber will provide announcements. The Company will provide only the delivery of the call.

211 subscribers' sponsorship of any particular announcement of recorded program service shall not preclude another subscriber from sponsoring the same or similar announcement or recorded program service.

The provision of access to the 211 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.

The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded, advertising, and promotional expense.

The 211 subscriber assumes, according to other specific rates and charges, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

The Company may take all legal and practical steps to disassociate itself from 211 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this product guide. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment owned or leased by the subscriber

MISCELLANEOUS SERVICES

15 Abbreviated Dialing - N11 Service (Cont'd)

211 Dialing Service (Cont'd)

C. Obligations of the Competitive Local Exchange Carrier (CLEC)

In those instances where a CLEC provides 211 access to its end user within the local calling area, terms and conditions for 211 Dialing Service are as defined in the appropriate Interconnection Agreement.

For purposes of providing a CLEC end user access to the 211 provider within the local calling area, appropriate arrangements must be made by the CLEC with the 211 provider serving the local calling area.

A CLEC may negotiate the provision of directory listings as defined in the Interconnection Agreement.

D. Rates and Charges

Application of Rates

A Service Establishment Charge shall apply per basic local calling area.

211 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises.

Applicable service order charges as specified in this product guide will apply, in addition to the following rates.

A Central Office Activation charge will apply per central office switch translated to the lead number within the basic calling area.

A charge will apply to changes to the point-to number at the subscriber's request, per 211 Dialing Service, per central office switch within the basic local calling area.

Charges applicable to the 211 Dialing Service Subscriber

Service Establishment charge, per basic calling area:

\$389.90 / NRC

Central Office Activation, per Central Office:

\$155.00 / NRC

Change of Point-to Number by Subscriber, per Central Office:

\$13.50 / NRC

MISCELLANEOUS SERVICES

16. 711 Dialing Code for Telephone Relay Service (TRS)

A. General

711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all relay service entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105 assigned 711 dialing code for nationwide access to TRS entities, to be implemented not later than October 1, 2001

Pursuant to Georgia Public Service Commission TRS, Twelfth Amendatory Letter Order issued November 13, 2000, the 711 Dialing Code is assigned for telephone relay services to be implemented for subscriber use not later than March 1, 2001.

711 is available from Frontier Communications in Frontier Communications territory only.

This service is subject to the availability of the 711 dialing code.

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

Limitations and use of services as stated in this product guide apply.

Directory Listings may be provided for 711 at no charge.

Access to 711 is not available to the following classes of service:

- Hotel/Motel/Hospital Service (toll call only)
- 1+
- 0+, 0-(Credit Card, 3rd Party Billing, Collect Calls)
- Inmate Service
- 1010XXX
- Cellular – Type 2A
- Operator assisted calls to the 711 will not be completed as additional charges may be incurred by the end user.

B. Service Requirements and Conditions

The Georgia Public Service Commission has responsibility for establishing, implementing, administering, and promoting statewide Telecommunications Relay Service (TRS), pursuant to O.C.G.A. 46-5-30.

Only one 10-digit toll free number may be used as the lead number per basic calling area.

The 711 Dialing Code is provided where facilities permit.

711 Dialing Code will be provided under the following conditions.

The TRS service provider will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 711.

MISCELLANEOUS SERVICES

16. 711 Dialing Code for Telephone Relay Service (TRS) (Cont'd)

B Service Requirements and Conditions (Cont'd)

The TRS service provider is responsible for, and shall indemnify, protect, defend, and save harmless the Company against all suits, actions, claims, demands, and judgments, and of all costs, expenses, and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense, or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.

The Company shall respond promptly to any and all complaints lodged with the Georgia Public Service Commission, regarding the delivery of a call to the TRS service provider via 711.

17. 511 Dialing Service

A. General

1. 511 Dialing Service ("511") is a three digit local dialing arrangement available in specified areas, with Frontier Communications, LLC (Company), for delivery of general information via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services. In addition, the 511 subscriber must comply with any orders and rules pertaining to 511, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
2. 511 is available from Frontier Communications in Frontier territory only. To provide access to 511 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to travel information services provided by 511.
3. The Local Calling Area of the 511 Service subscriber will be the basic Local Calling Area defined in this product guide, as facilities permit. If local calling areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first in time will be entitled to retain the 511 number in the merged local calling area.
4. This service is subject to the availability of 511 numbers.
5. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
6. Limitations and use of service as stated in this product guide apply.
7. Directory Listings may be provided for 511 at rates and regulations at no charge.

MISCELLANEOUS SERVICES

17. 511 Dialing Service (Cont'd)

A. General (Cont'd)

Access to 511 is not available to the following classes of service:

- Payphone Service Provider Telephones (PSPs)
- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
- Inmate Service
- 101XXXX
- Cellular – Type 2A

In addition, operator assisted calls to the 511 subscriber will not be completed.

The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly

An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by", and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.

511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification service in 15.A. preceding.

Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

B. Service Requirements and Conditions

All requests for 511 must be submitted in writing to the Georgia Public Service Commission. The Commission will allocate the 511 code in the specified BLCAs based upon requirements and/or standards established by the FCC.

Within 30 days of the number assignment, the 511 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company

If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in B. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.

MISCELLANEOUS SERVICES

17. 511 Dialing Service (Cont'd)

B. Service Requirements and Conditions (Cont'd)

The 511 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is affected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6-month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate rates for the establishment of the new access arrangement.

Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from this product guide will apply.

The 511 Dialing Service is provided where facilities permit

The 511 subscriber should work separately with competing local providers to ascertain whether Type 1 cellular customer will be able to reach travel information.

The 511 subscriber should work separately with cellular companies to ascertain that its end user customers will be able to reach travel information services provided by dialing 511.

511 will be provided under the following conditions:

For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call 511.

The customer will subscribe adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 511 Dialing Service.

The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

MISCELLANEOUS SERVICES

17. 511 Dialing Service (Cont'd)

B. Service Requirements and Conditions (Cont'd)

The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander

Suspension of 511 as covered in this product guide is not applicable for this service.

The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.

A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service

The 511 subscriber will provide announcements. The Company will provide only the delivery of the call.

If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply:

511 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.

The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.

The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses

The 511 subscriber assumes, according to other specific rates and charges, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

MISCELLANEOUS SERVICES

17. 511 Dialing Service (Cont'd)

B. Service Requirements and Conditions (Cont'd)

The Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with the product guide. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber

C. Obligations of the Competitive Local Exchange Carrier (CLEC)

In those instances where a CLEC provides the 511 to its end user within the local calling area, terms and conditions for 511 are as defined in the appropriate Interconnection Agreement.

For purposes of providing a CLEC end user access to the 511 provider within the local calling area, appropriate arrangements must be made by the CLEC with the 511 provider serving the local calling area.

A CLEC may negotiate the provision of directory listings as defined in the Interconnection Agreement.

D. Rates and Charges

Application of Rates

A Service Establishment charge shall apply per basic local calling area.

511 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 511 subscriber's designated premises

Applicable service order charges as specified in this product guide will apply, in addition to the following rates.

A Central Office Activation charge will apply per central office switch translated to the lead number within the basic calling area.

A charge will apply to changes to the point-to number at the subscriber's request, per 511 Dialing Service, per central office switch within the basic local calling area

MISCELLANEOUS SERVICES

17. 511 Dialing Service (Cont'd)

D. Rates and Charges (Cont'd)

Charges applicable to the 511 Dialing Service Subscriber

Service Establishment Charge, per Basic Local Calling Area:

\$389.90

Central Office Activation, per Central Office:

\$155.00

Change of Point-to Number by Subscriber, per Central Office:

\$13.50

18. 811 Dialing Service

A. General

1. 811 Dialing Service ("811") is a three digit local dialing arrangement available in specified areas, with Frontier Communications, LLC (Company), for delivery of general information via voice grade facilities. A One Call notification system is a communication system established by operators of underground facilities and/or state governments in order to provide a means for excavators and the general public to notify facility operators in advance of their intent to engage in excavation activities. In accordance with FCC Order 05-59 March 10, 2005, issued by the Federal Communications Commission (FCC), the 811 code is assigned for access to the "National Abbreviated Dialing Code for contacting the State One Call Notification System". In addition, the 811 subscriber must comply with any orders and rules pertaining to 811, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
2. 811 is available from Frontier Communications in Frontier territory only. To provide access to 811 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the 811 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 811 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to travel information services provided by 811.
3. The Local Calling Area of the 811 Service subscriber will be the basic Local Calling Area defined in this product guide, as facilities permit. If local calling areas are merged, and a 811 number exists in both areas, the 811 subscriber who established 811 first in time will be entitled to retain the 811 number in the merged local calling area.
4. This service is subject to the availability of 811 numbers.
5. 811 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
6. Limitations and use of service as stated in this product guide apply.
7. Directory Listings may be provided for 811 at rates and regulations at no charge.

MISCELLANEOUS SERVICES

18. 811 Dialing Service (Cont'd)

A. General (Cont'd)

8. Access to 811 is not available to the following classes of service:

- Payphone Service Provider Telephones (PSPs)
- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
- Inmate Service
- 101XXXX
- Cellular – Type 2A

In addition, operator assisted calls to the 811 subscriber will not be completed.

9. The 811 subscriber is restricted from selling or transferring the 811 code to an unaffiliated entity, either directly or indirectly.

10. An "affiliate" of an 811 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 811 subscriber. The term "control" (including the terms "controlling", "controlled by", and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If an 811 subscriber becomes an affiliate of or is acquired by another 811 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 811 number within 6 months of the merger or acquisition.

11. 811 will not provide calling number information in real time to the 811 subscriber. If the 811 subscriber needs this type of information, the 811 subscriber must subscribe to a compatible Calling Number Identification service in 15.A. preceding.

12. Calls to a disconnected 811 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 811 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

B. Service Requirements and Conditions

1. All requests for 811 must be submitted in writing to the Georgia Public Service Commission. The Commission will allocate the 811 code in the specified BLCAs based upon requirements and/or standards established by the FCC.

2.. Within 30 days of the number assignment, the 811 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 811 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company

If during this period, the 811 subscriber has failed to establish service or decides to discontinue service establishment, the 811 number will be recalled and the number will be considered available for reassignment as specified in B. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.

MISCELLANEOUS SERVICES

18. 811 Dialing Service (Cont'd)

B. Service Requirements and Conditions (Cont'd)

3. The 811 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 811 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 811 codes. If a recall is affected, the Company will work with all 811 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6-month notice period. The 811 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 811 subscriber will be charged the appropriate rates for the establishment of the new access arrangement.
4. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from product guide will apply.
5. The 811 Dialing Service is provided where facilities permit.
6. The 811 subscriber should work separately with competing local providers to ascertain whether Type 1 cellular customer will be able to reach the "National Abbreviated Dialing Code for contacting the State One Call Notification System".
7. The 811 subscriber should work separately with cellular companies to ascertain that its end user customers will be able to reach "National Abbreviated Dialing Code for contacting the State One Call Notification System" provided by 911.
8. 811 will be provided under the following conditions:
 - a. For network sizing an protection, the 811 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call 811.
 - b. The customer will subscribe adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 811 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 811 Dialing Service.
 - c. The 811 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used connection with said service.

MISCELLANEOUS SERVICES

18. 811 Dialing Service (Cont'd)

B. Service Requirements and Conditions (Cont'd)

- d. The 811 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - e. Suspension of 811 as covered in this product guide is not applicable for this service.
 - f. The 811 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 811 number. If requested by the Company, the 811 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 811 service.
 - g. A written notice will be sent to any 811 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 811 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service
9. If a pre-recorded announcement is provided by the 811 subscriber, the following conditions apply:
- a. The 811 subscriber will provide announcements. The Company will provide only the delivery of the call.
 - b. 811 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 811 subscriber from sponsoring the same or similar announcement or recorded program service.
 - c. The provision of access to the 811 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.

MISCELLANEOUS SERVICES

18. 811 Dialing Service (Cont'd)

B. Service Requirements and Conditions (Cont'd)

- d. The 811 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - e. The 811 subscriber assumes, according to other specific rates and charges, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- 10. The Company may take all legal and practical steps to disassociate itself from 811 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
 - 11. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with the product guide. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

C. Obligations of the Competitive Local Exchange Carrier (CLEC)

- 1. In those instances where a CLEC provides the 811 to its end user within the local calling area, terms and conditions for 811 are as defined in the appropriate Interconnection Agreement.
 - a. For purposes of providing a CLEC end user access to the 811 provider within the local calling area, appropriate arrangements must be made by the CLEC with the 811 provider serving the local calling area.
 - b. A CLEC may negotiate the provision of directory listings as defined in the Interconnection Agreement.

D. Rates and Charges

- 1. Application of Rates
 - a. A Service Establishment charge shall apply per basic local calling area.
 - b. 811 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 811 subscriber's designated premises.
 - c. Applicable service order charges as specified in this product guide will apply, in addition to the following rates.
 - d. A Central Office Activation charge will apply per central office switch translated to the lead number within the basic calling area.

MISCELLANEOUS SERVICES

18. 811 Dialing Service (Cont'd)

D. Rates and Charges (Cont'd)

- e. A charge will apply to changes to the point-to number at the subscriber's request, per 811 Dialing Service, per central office switch within the basic local calling area.

Charges applicable to the 811 Dialing Service Subscriber

- a. Service Establishment Charge, per Basic Local Calling Area:
\$389.90
- b. Central Office Activation, per Central Office:
\$155.00
- c. Change of Point-to Number by Subscriber, per Central Office:
\$13.50

19. Direct Inward Dialing Service

.1 General

- a. Direct Inward Dialing (DID) Service provides for inward dialing from the telecommunications network directly to stations associated with switching equipment located on the customer's premises. DID service requires special equipment and will be provided only in those offices with facilities to handle the service.
- b. DID service is furnished subject to the availability of facilities and telephone numbers.
- c. The service provides all central office equipment necessary for direct in-dialing from the exchange to the stations associated with the PBX.
- d. The customer must subscribe to a sufficient number of access lines to insure adequate service standards as determined by Frontier Communications of Fairmount, LLC
- e. DID service must be provided on all trunks in a group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk group is not contemplated.
- f. Customer provided switching systems with which DID service is associated must be arranged by the customer so that all assigned but unused numbers are intercepted.
- g. Where DID service is requested on separate trunk groups, each trunk group will be considered a separate service, whether from the same serving wire center or from different wire centers.
- h. Directory listings will be provided in accordance with the regulations contained in this product guide.

MISCELLANEOUS SERVICES

19. Direct Inward Dialing Service (Cont'd)

2 Monthly Rates

- | | | |
|----|---|----------|
| a. | DID provided to the first 100 station numbers: | \$375.00 |
| b. | DID provided to each additional 100 station numbers over the first 100: | \$ 50.00 |
| c. | DID provided to groups of 20 station numbers: | \$ 75.00 |
| d. | DID Inward Only Trunks, each: | \$ 40.00 |
| e. | Central Office access lines will be charged in accordance with this product guide | |
| f. | Service connection charges will be charged in accordance with this product guide | |

.20 Remote Call Forwarding

1. General

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

2. Regulations

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

Effective: August 15, 2026

MISCELLANEOUS SERVICES

20. Remote Call Forwarding (Cont'd)

2. Regulations (Cont'd)

- f. Where a business directory listing is provided for the RCF number, calls will not be forwarded to a Company-provided telephone service for which residential rates apply.

3. Rates

- a. The following rates and charges are in addition to the rates and charges for the terminating service and the equipment and the appropriate Sec. D charges.

Monthly Rates

Remote Call Forwarding
Residential
Business

\$26.00
\$48.00

(I)

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

The Remote Call Forwarding Customer is responsible for the applicable charges specified in this or any other applicable Tariff for other than seven or ten-digit local calling, no message charges apply for seven or ten digit local calling.

21 Customized/Same Number Service

1. General

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

MISCELLANEOUS SERVICES

21 Customized/Same Number Service (Cont'd)

2. Application of Charges

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

Requests assignment of the same telephone number that had been previously assigned to the subscriber prior to termination.
- c. The Same Number Service Charge does not apply whenever a subscriber:
 - (1) Requests assignment of the same telephone number that had been previously assigned to the subscriber within three months of termination.
 - (2) Requests assignment of the same telephone number that had been previously assigned to the subscriber after 12 months of termination. In such requests, the Customized Number Charge will apply.
- d. The Company shall not be liable to any subscriber for direct or indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another subscriber whether prior to or after establishment of service. In any case the Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for the Customized/Same Number Service.

3. Rates and Charges

- a. The following charge applies for Customized Number Service in addition to the appropriate Service Charges described in this product guide and to all other rates and charges applicable to the associated telephone service.

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

Effective: April 23, 2026

MISCELLANEOUS SERVICES

21 Customized/Same Number Service (Cont'd)

3. Rates and Charges (Cont'd)

- b. The following charge applies for Same Number Service requested and placed into service in addition to the appropriate Service Charges described in this product guide and to all other rates and charges applicable to the associated telephone service.

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

22. FrontTIER Choices Bundles*

A. General

The Choices Bundles are package offerings that give residential customers a combination of local services. The package includes either one or two Flat Rate Access Lines, a combination of local features plus ten free local directory assistance calls. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Access Line	Touch Tone
Call Waiting/Cancel Call Waiting	Call Forwarding
Remote Access Call Forward Variable	Call Waiting ID
Three-way Calling	Speed Calling
Personalized Ring	Caller ID Name
Call Return	Busy Redial
Priority Call	Selective Call Rejection
Selective Call Acceptance	Selective Call Forwarding
10 local Directory Assistance Calls	Visible Message Waiting Indicator

Additional Line Bundle

Access Line	Touch Tone
Additional Access Line	Call Forwarding
Call Waiting/Cancel Call Waiting	Call Waiting ID
Remote Access Call Forward Variable	Speed Calling
Three-way Calling	Caller ID Name
Personalized Ring	Busy Redial
Call Return	Selective Call Rejection
Priority Call	Selective Call Forwarding
Selective Call Acceptance	10 local Directory Assistance Calls
Visible Message Waiting Indicator	

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

MISCELLANEOUS SERVICES

22. FrontTIER Choices Bundles* (Cont'd)

B. Conditions

1. Bundles are available where technically feasible.
2. Bundled rates are based on the current access line rate groups.
3. The features are provided subject to their individual service regulations as specified in the applicable sections of this product guide.
4. It is the responsibility of the subscriber to enroll in the package.
5. Residential customers currently subscribing to all services in the Bundles Package may request billing at the package price.
6. When the customer changes or disconnects any component of the Bundles, then the remaining components of the package will be billed at their individual rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.
7. Customers may add or delete any features offered in the package without a Service Order Charge.
8. Customers may change Bundles without incurring a Service Order Charge.
9. The Bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.
10. The free directory assistance calls encompass any free DA offering that may be available.
11. Federal Subscriber Line charges, taxes, and surcharges will be billed separately, in addition to the Bundles offering.
12. Any applicable charges for call completion that would otherwise apply are not included in the Bundled service price.

C. Demonstration Period

1. General

The demonstration period gives the Telephone Company the option of waiving recurring, nonrecurring or both in order to promote the sale of the Bundle Services.

2. Regulations

The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the Bundles product at any time upon notice to the Commission.

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

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

MISCELLANEOUS SERVICES

22. FrontTIER Choices Bundles* (Cont'd)

D. Rates

Basic Bundle

Rate Group	Actual
Ranger	\$49.00
Fairmount	\$49.00

Additional Line Bundle

Rate Group	Actual
Ranger	\$71.75
Fairmount	\$71.75

23. FrontierWorks

A. General

FrontierWorks Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy Line, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

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, See D.
2. Voice Mail and Message Waiting Indication
3. Frontier dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

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, See D.
2. Voice Mail and Message Waiting Indication
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier DSL Max Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

MISCELLANEOUS SERVICES

23. FrontierWorks (Cont'd)

A. 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, See D.
2. Voice Mail and Message Waiting Indication
3. Frontier dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

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, See D.
2. Voice Mail and Message Waiting Indication
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier DSL Max Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

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, See d.
2. Voice Mail and Message Waiting Indication
3. 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier 512 Kbps Business DSL Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

MISCELLANEOUS SERVICES

23. FrontierWorks (Cont'd)

A. General (Cont'd)

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, See D.
2. Voice Mail and Message Waiting Indication
3. 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier 1 Mbps Business DSL Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

g. Bundle 7

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

h.. Optional Services

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

a. FrontierWorks Select5

Choice of five of the following:

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

MISCELLANEOUS SERVICES

23. FrontierWorks (Cont'd)

B. Regulations

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered only under one-year, two-year, and three-year term contracts.
 - a. If the rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 - c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
 - d. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
 1. The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the Rate Group 1 rate for a three-year term and the Rate Group 1 rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the Rate Group 1 term rate for the contract term and the month-to-month rates applicable to customers in Rate Group 1 for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.
 2. The calculations described in paragraph a. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.
 3. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

MISCELLANEOUS SERVICES

23. FrontierWorks (Cont'd)

B. Regulations (Cont'd)

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

C. Rates and Charges

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

5. Monthly Rates

a. Bundle (Local Service Portion)

Term		
One Year	Two Years	Three Years
\$52.65	\$49.56	\$46.47

Monthly
Rate

b. FrontierWorks Select5	\$9.95
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MISCELLANEOUS SERVICES

23. FrontierWorks (Cont'd)

D. Endnotes

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

24. FrontierWorks Business Connections

1. General

- a. FrontierWorks Business Connections are package offerings available to basic business customers and Centrex customers. The basic business offerings include one flat rate business access line and Caller ID with Name.

The Centrex offering includes two Centrex lines and several Centrex features. The included features are:

- Call Forward Variable
- Call Transfer
- Call ID Name and Number
- Hunting
- Three Way Conference Call
- Abbreviated Dialing (where available)

- b. Optional Feature Services

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

1. Business Connections Select5

Choice of five of the following:

- Call Forward or Call Forward Variable
- Call Waiting with Cancel Call Waiting
- Speed Calling 8 Code or Speed Calling 30 Code
- Three-Way Calling
- Busy Redial
- Call Return
- Hunting
- Selective Call Forwarding

MISCELLANEOUS SERVICES

24 FrontierWorks Business Connections (Cont'd)

1. General (Cont'd)

b. Optional Feature Services (Cont'd)

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

2. Centrex Connections 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 under one-year, two-year, and three-year term contracts

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

2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.

3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

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

5. The early termination liability charges shall be calculated as follows: A maximum termination liability that is equal to the nonrecoverable costs associated with the service will be determined and indicated in the customer's contract or at the time of sale. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

The ratio of the number of months remaining in the liability period multiplied by the Maximum Termination Liability.

MISCELLANEOUS SERVICES

24 FrontierWorks Business Connections (Cont'd)

2. Regulations (Cont'd)

6. The early termination liability charges described in the paragraph above does not apply within 90 days of activation.
7. Customer contract will automatically renew at the current rate for one year if no cancellation notification is received
8. The FrontierWorks Business Connections Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- c. The FrontierWorks Business Connections Select5 package is available only in association with FrontierWorks Business Connections Solutions bundle.
- d. The bundle rate will appear as a single line item on the customer's bill.
- e. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
- f. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- g. The business access line does not include Key lines or PBX trunks or other business lines that are separately listed with different rates from the regular Business One-Party access line.
- h. FrontierWorks Business Connections cannot be used in association with a key system or a PBX service.
- i. In the FrontierWorks Business Connections Select5 package, "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.
- j. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the Bundles at any time upon notice to the Commission.
- k. Individual promotional periods will not exceed 120 days.
- l. Appropriate notification of waived charges will be made to eligible customers.

3. Rates and Charges

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

MISCELLANEOUS SERVICES

24 FrontierWorks Business Connections (Cont'd)

3. Rates and Charges (Cont'd)

d. Monthly Rates

1. Basic Business Bundle

	Term		
	One Year	Two Years	Three Years
	\$53.55	\$50.40	\$47.25

2. Centrex Bundle

	Term		
	One Year	Two Years	Three Years
	\$107.10	\$100.80	\$94.50

3. FrontierWorks Business Connections

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

25 Frontier Digital Phone Service*

A. General

1. The Frontier Digital Phone Service is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy	Call ID Plus Name
Call Forward No Answer	Message Waiting Indicator
Local and Extended Area Toll Calls	

2. Digital Phone Enhanced Feature Pack

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

Busy Redial
Call Return
Conference Calls (3-Way)
Speed Calling 8 or 30
Call Forwarding

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

MISCELLANEOUS SERVICES

25 Frontier Digital Phone Service* (Cont'd)

B. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this product guide.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundles are offered on a month-to-month basis.
9. The bundle will appear as a single line item on the bill.
10. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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

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

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

MISCELLANEOUS SERVICES

25 Frontier Digital Phone Service* (Cont'd)

D. Rates

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Monthly	\$31.99
Digital Phone Enhanced Feature Pack	\$7.49

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

26 Frontier Business Unlimited Service

A. 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, Voice Mail, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line	Call Waiting, Cancel Call Waiting
Call Forwarding Fixed or Variable	Caller ID w/Name
Unlimited Extended Area Service	Speed Calling 30
Voice Mail – Frontier Deluxe Voice Mail	

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of this product guide
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. 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.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

MISCELLANEOUS SERVICES

26 Frontier Business Unlimited Service (Cont'd)

B. Regulations (Cont'd)

7. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
8. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
9. The bundle rate will appear as a single line item on the customer's bill.
10. 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.
11. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.
12. The bundle is offered only under a month-to-month commitment and requires a contract.

C. Rates And Charges

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

Monthly Rate
\$65.00

27. Frontier Digital Phone Bronze*+

A General

The Frontier Digital Phone Bronze is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line
Call ID Plus Name

Call Waiting/Cancel Call Waiting
Call Waiting ID

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in this product guide.

Automatic Redial
Call Return
3-way Calling

Speed Dialing 30 number list
Call Forwarding

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

+ This bundle was previously called Frontier Digital Phone Essentials.

MISCELLANEOUS SERVICES

27. Frontier Digital Phone Bronze*+

B. Regulations

1. The Frontier Digital Phone Bronze is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this product guide.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundles are offered on a month to month.
9. The bundle will appear as a single line item on the bill.
10. Voice Mail Bronze will be offered as an add on to this bundle.
11. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the CALC.

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

+ This bundle was previously called Frontier Digital Phone Essentials.

MISCELLANEOUS SERVICES

27. Frontier Digital Phone Bronze*+

C. (Cont'd).

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

D. Rates

Digital Phone Bronze	Monthly \$21.99
Voice Mail –add on	
Basic Voice Mail	\$4.49
Deluxe Voice Mail	\$9.49
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected	\$9.99

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

+ This bundle was previously called Frontier Digital Phone Essentials.

28. Frontier Business Essentials

A General

Frontier Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line:

Flat Rate Business Line	Call Forward (For VM)
Unlimited Local Measured Service	Touch Tone (WA)
Call ID Plus Name	Basic Voice Mail (WA)
Call Waiting	
Call Waiting ID (Where applicable)	

Optional Features Package

Busy Redial
Call Return
Three-way calling
Speed Call 8 or Speed Call 30
Call Forward Variable

B. Regulations

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered on a month to month basis.
3. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

MISCELLANEOUS SERVICES

28. Frontier Business Essentials (Cont'd)

B. Regulations (Cont'd)

4. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
5. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.
6. Deluxe Voice Mail will be offered as an add on to this bundle. The rate will be listed in the rate section.

C. Rates and Charges

Monthly Rate	\$39.99
Feature Bundle	\$4.49
Deluxe Voicemail	\$9.49

29. Frontier Digital Phone Plus Service*

A. General

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

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Caller ID Plus Name
Local and Extended Area Calls	Message Waiting Indicator

Digital Phone Enhanced Feature Pack

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

Automatic Busy Redial	Call Return
Speed Calling 8 or 30	Call Forwarding

B. Regulations

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

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

MISCELLANEOUS SERVICES

29. Frontier Digital Phone Plus Service* (Cont'd)

B. Regulations (Cont'd)

7. The bundle is offered on a one, two or three year term.
 - a. If the rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
 - b. If the customer cancels one or more bundles before the end of the term contract, an early termination charge of \$200.00 shall apply to each bundle cancelled
8. The bundle will appear as a single line item on the bill.
9. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer
10. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the CALC.
7. This service does not change any other terms and conditions of the product.

D. Rates

Frontier Digital Phone Plus Service	\$31.99
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected	\$9.99

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

MISCELLANEOUS SERVICES

30. Frontier Digital Phone 100#*

A General

The Frontier Digital Phone 100# is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line
Extended Area Calling

Speed Call 8
Touch Tone

B. Regulations

1. The Frontier Digital Phone 100# is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this product guide.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing product guide rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. If a customer moves while subscribed to the bundle, a \$50 credit will be applied to the customers account when the customer establishes service in a Frontier territory and renews the bundle on their account.
8. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
9. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

The bundle was previously called Frontier Digital Phone Essentials.

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

MISCELLANEOUS SERVICES

30. Frontier Digital Phone 100#* (Cont'd)

B. Regulations (Cont'd)

10. Features will be available to the Digital Phone 100# at a special price. The following features are available:

Call Forward	Call Return
Call Forward Variable	Busy Redial
Call Forward Busy	3-way Calling
Call Forward Plus	Speed Call 30
Call Waiting/Cancel Call Waiting	Anonymous Call Rejection
Caller ID	Anonymous Call Acceptance
Caller ID with Name	6-Way Calling
Call Waiting ID	Call Trace

C.. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone 100# service while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the CALC.
7. This service does not change any other terms and conditions of the product.

D. Rates

Digital Phone 100#	Monthly \$20.99
One Feature	\$6.49
Two Features	\$7.99
Three Features	\$9.99
All listed features	\$12.99
Stay Connected	\$9.99

The bundle was previously called Frontier Digital Phone Essentials.

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

MISCELLANEOUS SERVICES

31 Frontier Unlimited State*

A General

The Frontier Digital State Unlimited is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line
Extended Area Calling

Call Waiting/Cancel Call Waiting
Touch Tone

B. Regulations

1. The Frontier Digital State Unlimited is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this product guide.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. If a customer moves while subscribed to the bundle, a \$50 credit will be applied to the customers account when the customer establishes service in a Frontier territory and renews the bundle on their account.
8. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
9. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
10. Features will be available to the Digital Phone State Unlimited bundle at a special price. The following features are available:

Call Forward	Call Return
Call Forward Variable	Busy Redial
Call Forward Busy	3-way Calling
Call Forward Plus	Speed Call 30
Call Waiting/Cancel Call Waiting	Anonymous Call Rejection
Caller ID	Anonymous Call Acceptance
Caller ID with Name	6-Way Calling
Call Waiting ID	Call Trace

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

MISCELLANEOUS SERVICES

31 Frontier Unlimited State* (Cont'd)

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

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of uspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the CALC.
7. This service does not change any other terms and conditions of the product.

.D	Rates	Monthly
		20.99
	Digital Phone State Unlimited	
	One Feature	\$6.49
	Two Features	\$7.99
	Three Features	\$9.99
	All listed features	\$12.99
	Stay Connected	\$9.99

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

MISCELLANEOUS SERVICES

32. Frontier Digital State Unlimited with Essentials 2 *

- A. The Frontier Digital State Unlimited with Essentials 2 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Tone
Caller ID plus Name	3-Way Calling
Call Forwarding	Automatic Redial
Call Return	
Call Waiting ID	

B. Regulations

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

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

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

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

* Effective July 14, 2012, this service is limited to existing customers at their existing location.

MISCELLANEOUS SERVICES

32. Frontier Digital State Unlimited with Essentials 2 * (Cont'd)

C. (Cont'd)

6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.

D Rates

	Monthly
Digital Phone State Unlimited with Essentials 2	\$28.99
One Feature	6.49
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected	9.99

33. Frontier Digital Phone Nationwide Unlimited with Essentials 2 2010 *

- A. The Frontier Digital Phone Nationwide Unlimited with Essentials 2 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)
 Caller ID - Name and Number
 Call Waiting/Cancel Call Waiting
 3-Way Calling
 Automatic Redial
 Speed Call 8
 Call Return
 Voice Mail with Message Waiting Indication (non-regulated)

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rates listed.

Speed Calling 30
 Call Forwarding Busy/No Answer (Fixed)
 Call Forwarding Busy Line (Fixed)
 Selective Call Acceptance
 Selective Call Rejection
 Remote Call Forwarding

* Effective July 14, 2012, this service is limited to existing customers at their existing location.

MISCELLANEOUS SERVICES

33. Frontier Digital Phone Nationwide Unlimited with Essentials 2 2010 * (Cont'd)

B. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in this guide.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month to month.
8. The bundle will appear as a single line item on the bill.

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

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.

D. Rates and Charges

Monthly Rate	\$31.99
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected	\$9.99

* Effective July 14, 2012, this service is limited to existing customers at their existing locations.

MISCELLANEOUS SERVICES

34. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 2010 *

- A. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)

Caller ID - Name and Number

Call Waiting/Cancel Call Waiting

3-Way Calling

Automatic Redial

Speed Call 8

Call Return

Voice Mail with Message Waiting Indication (non-regulated)

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rates listed.

Speed Calling 30

Call Forwarding Busy/No Answer (Fixed)

Call Forwarding Busy Line (Fixed)

Selective Call Acceptance

Selective Call Rejection

Remote Call Forwarding

B. Regulations

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

* Effective July 14, 2012, this service is limited to existing customers at their existing location

MISCELLANEOUS SERVICES

34. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 2010 * (Cont'd)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. Customer's line will be available for 911 calls only at the time of suspension.
 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 6. The cost of the service includes the Subscriber Line Charge.
 7. This service does not change any other terms and conditions of the product.
- D. Rates and Charges

Monthly Rate	\$31.99
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected	\$9.99

* Effective July 14, 2012, this service is limited to existing customers at their existing locations.

MISCELLANEOUS SERVICES

35. Frontier Digital Phone Unlimited*

A. General

The Frontier Digital Phone Unlimited Service is a package offering available to residential customers and includes one flat rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Flat Rate Residential One-Party Access Line
Unlimited Extended Area Service
Touch Tone

Call Waiting/Cancel Call Waiting
Caller ID
Call Waiting ID

Feature Package

Three-Way Calling
Speed Call 8 or 30
Distinctive Ring
Call Forwarding
Anonymous Call Rejection
Selective Call Forwarding

Selective Call Rejection
Priority Ringing
Call Forwarding Variable or Fixed
Selective Call Acceptance
Call Forwarding Busy
Busy Number Redial
Call Return

B. Regulations

1. The Frontier Digital Phone Unlimited Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this product guide.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Customers may add or delete any features offered within the bundle without incurring a service charge.
5. The bundles are offered on a month-to-month basis.
6. The bundle will appear as a single line item on the customer's bill.
7. Federal Subscriber Line Charge will be billed separately from the bundle offering. All other surcharges and taxes will apply.

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

MISCELLANEOUS SERVICES

35. Frontier Digital Phone Unlimited* (Cont'd)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Service while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
 2. A \$25.00 reactivation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. Customer's line will be available for 911 calls only at the time of suspension.
 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 6. The cost of the service includes the Subscriber Line Charge.
 7. This service does not change any other terms and conditions of the product.
 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D. Rates

	Monthly Rate
Frontier Digital Phone Unlimited	\$21.99
Feature Package	\$7.49
Stay Connected Seasonal Offering	\$9.99

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

MISCELLANEOUS SERVICES

36 Frontier Digital Phone Unlimited Plus*

A. General

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

Basic Bundle

Two Flat Rate Residential One-Party Access Lines
Unlimited Extended Area Service
Touch Tone

Call Waiting/Cancel Call Waiting
Caller ID
Call Waiting ID

Feature Package

Three-Way Calling
Speed Call 8 or 30
Distinctive Ring
Call Forwarding
Anonymous Call Rejection
Selective Call Forwarding

Selective Call Rejection
Priority Ringing
Call Forwarding Variable or Fixed
Selective Call Acceptance
Call Forwarding Busy
Busy Number Redial
Call Return

B. Regulations

1. The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Customers may add or delete any features offered within the bundle without incurring a service charge.
5. The bundles are offered on a month-to-month basis.
6. The bundle will appear as a single line item on the customer's bill.
7. Federal Subscriber Line Charge will be billed separately from the bundle offering. All other surcharges and taxes will apply.

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

MISCELLANEOUS SERVICES

36 Frontier Digital Phone Unlimited Plus* (Cont'd)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus Service while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
 2. A \$25.00 reactivation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. Customer's line will be available for 911 calls only at the time of suspension.
 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 6. The cost of the service includes the Subscriber Line Charge.
 7. This service does not change any other terms and conditions of the product.
 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D. Rates

	Monthly Rate
Frontier Digital Phone Unlimited Plus	\$21.99
Feature Package	\$7.49
Stay Connected Seasonal Offering	\$9.99

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

MISCELLANEOUS SERVICES

37 Frontier Simply Unlimited Service-Challenger

A. General

Frontier Simply Unlimited Service-Challenger is a package offering available to business customers who subscribe to a maximum of twelve One Party Business Access Lines per customer location. Frontier Simply Unlimited Service-Challenger includes the End User Common Line Charge and Access Recovery Charge from the federal tariff in addition to the features and services listed below.

Basic Bundle

Business One Party Access Line
Tel-Touch Calling Service
Caller ID
Call Forwarding Busy/No Answer
Unlimited Extended Area Service

Four features from the Frontier Business All In Feature Package listed below.

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Busy Number Redial
Three-Way Calling	Selective Call Rejection
Speed Calling 8 or 30	Caller ID Blocking
Distinctive Ring	Call Return
Call Forwarding	Special Call Acceptance
Anonymous Call Rejection	Call Forwarding Busy
Call Forward No Answer	Call Waiting ID
Selective Call Forwarding	Multiline Hunt Service
Call Transfer	Priority Ringing

B. Regulations

1. Frontier Simply Unlimited Service-Challenger is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this product guide.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.
4. Customers may add or delete any features offered within the bundle without incurring a service charge.
5. The bundles are offered on a month-to-month basis.
6. The bundle will appear as a single line item on the customer's bill.
7. The bundle cannot be used in association with a Residential Line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, or Foreign Exchange services.
8. Bundles four through twelve are given an additional discount.
9. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

MISCELLANEOUS SERVICES

37 Frontier Simply Unlimited Service-Challenger (Cont'd)

C. Rates

1. The Federal End User Common Line Charge and the Access Recovery Charge are included in the bundle offering. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. 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-Leader (Bundle 1-3)	\$38.99
Additional Line Bundle (Bundle 4-12)	\$23.99
Frontier Business All In Feature Package	\$4.99

38. Frontier OneVoice

A. General

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

Basic Bundle

Single Party Flat Rate Access Line
 Call Forwarding Busy/No Answer
 Unlimited Extended Area Service
 Call Waiting/Cancel Call Waiting
 Caller ID
 Anonymous Call Rejection
 Call Forward
 Multi-line Hunting
 3-Way Calling

Premium Feature Package

Call Return (*69)
 Call Transfer
 Distinctive Ring
 Busy Number Redial (*66)
 Priority Call
 Selective Call Forward
 Selective Call Acceptance
 Selective Call Rejection
 Speed Call 30

MISCELLANEOUS SERVICES

38. Frontier OneVoice (Cont'd)

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of this product guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Partial payment of the basic local service charge within the bundle may result in disconnection of the customer's basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex or Foreign Exchange Services.
9. The bundle is offered on a month-to-month, or one year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. Term plans will auto renew unless notification is received from the customer sixty days in advance.

C. Rates

1. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	Monthly Rate
Basic Bundle Month-to-Month	\$89.99
Basic Bundle 1 Year Term Commitment	\$74.99
Premium Feature Package	\$9.99

MISCELLANEOUS SERVICES

39. Frontier Commercial Voice Unlimited

A. General

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

Basic Bundle

Single Party Flat Rate Access Line

Tel-Touch

Unlimited Extended Area Service

Call Forward

Call Forwarding Busy

Call Forwarding No Answer

Call Waiting/Cancel Call Waiting

Caller ID

Call Waiting ID

Three-Way Calling

Multi-line Hunting

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of this product guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of the customer's basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

MISCELLANEOUS SERVICES

39. Frontier Commercial Voice Unlimited (Cont'd)

B. Regulations (Cont'd)

8. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service or Foreign Exchange Services.
9. The bundle is offered on a month-to-month or one year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. At the end of the one year term, customers will be moved to the month-to-month pricing.

C. Rates

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

	Monthly Rate
Basic Bundle Month-to-Month	\$33.00
Basic Bundle One Year Term	\$28.00

MISCELLANEOUS SERVICES

40. Frontier Residential Unlimited Voice Service

A General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touchtone

B Conditions

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

MISCELLANEOUS SERVICES

40. Frontier Residential Unlimited Voice Service

- k. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- l. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

C Rates and Charges

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

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

41. Frontier Unlimited Voice and Feature Bundle

A General

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

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

B Conditions

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of this product guide.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing rules.

MISCELLANEOUS SERVICES

41. Frontier Unlimited Voice and Feature Bundle (Cont'd)

B Conditions (Cont'd)

- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. The bundle is offered on a month-to-month basis.
- g. The bundle will appear as a single line item on the bill.
- h. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- i. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- j. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
- k. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
- l. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

C Rates and Charges

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

	<u>Monthly Rate</u>
Frontier Unlimited Voice and Feature Bundle	\$50.00

MISCELLANEOUS SERVICES

42. FRONTIER DIGITAL PHONE ESSENTIALS*

A. GENERAL

The Frontier Digital Phone Essentials is a package offering available to residential customers that includes one flat rate residential access line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

Basic Bundle

Flat Rate Access Line
Extended Area Service
Touch Calling

Call Waiting ID
Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Pack

Three Way Calling
*66 Busy Number Redial
*69 Call Return
Anonymous Call Block/Rejection
Basic Call Forward
Selective Call Forwarding
Selective Call Acceptance

Call Forward
Speed Call 30
Distinctive Ring
Call Waiting
Call Forward Busy
Selective Call Rejection
Priority Ring

B. CONDITIONS

- a. The Frontier Digital Phone Essentials is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of this product guide.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.
- d. Non-payment or partial payment of the bill may result in the removal of services that are included in the package in accordance with existing rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- h. The bundles are offered on a month to month basis.
- i. The bundle will appear as a single line item on the bill.
- j. Frontier Digital Phone Essentials is available to residential customers only.
- k. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

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

MISCELLANEOUS SERVICES

42. FRONTIER DIGITAL PHONE ESSENTIALS* (Cont'd)

C. RATES AND CHARGES

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$23.99
Digital Phone Enhanced Feature Package	\$7.49

43. Telecommunications Service Priority

A. General

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

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

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

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

MISCELLANEOUS SERVICES

43 Telecommunications Service Priority (Cont'd)

B. TSP Request Process

1. TSP Request Process - Restoration

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

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

2. TSP Request Process - Provisioning

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

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

MISCELLANEOUS SERVICES

43 Telecommunications Service Priority (Cont'd)

C. Responsibilities of the End-User

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

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

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

D. Responsibilities of the Company

The Company will perform the following:

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

MISCELLANEOUS SERVICES

43 Telecommunications Service Priority (Cont'd)

D. Responsibilities of the Company

The Company will perform the following:

5. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
6. Confirm completion of TSP service order activity to the OPT.
7. Participate in reconciliation of TSP information at the request of the OPT.
8. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor, when acting as the prime contractor.
9. Ensure that other carriers supplying underlying facilities are provided, upon request, information necessary to implement priority treatment of facilities that support NS/EP services.
10. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to the service.
11. Disclose content of the NS/EP TSP database only as may be required by law.
12. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

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

E. Preemption

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

Non-TSP Services

TSP services may be preempted to provision or restore NS/EP services with a higher priority level assignment. When this is necessary, NS/EP services will be selected in the inverse order of their TSP priority level assignment. When such preemption is necessary, the Company will make every reasonable effort to notify the preempted customer of the action to be taken. When such preemption is necessary, prior consent of the service user is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

MISCELLANEOUS SERVICES

43 Telecommunications Service Priority (Cont'd)

F. Rates and Charges

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

Initial Service Charge, per line	\$104.02
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Change in TSP Priority Code	Service Ordering Charge
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44. Telephone Numberes in Rotary (Trunk Hunting)

A. General

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

B. Rates

1. To subscribers with B-1 or R-1 service only: Each trunk hunting line used will be in addition to the charges in D.
2. To subscribers with Key System or PBX service, the use of Trunk Hunting Numbers is optional with the subscriber, and no additional charge applies to the use of such numbers.

	<u>Monthly Rate</u>
Fairmount	\$38.80
Ranger	\$38.80

MISCELLANEOUS SERVICES

45 Business Traffic Study Service

A. General

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

B. Regulations

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

B. Rates

Monthly

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

46. Duplicate Bill Charge

A. General

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

B. Rates

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

INTERCONNECTIONS WITH COMMUNICATION
EQUIPMENT PROVIDED BY CUSTOMER

I. General Regulations

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

Subscribers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Telephone Company, except upon the written consent of the Company.

Where telecommunications service is available under this product guide for use in connection with customer-provided communications equipment, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Telephone Company's service. Upon notice from the Telephone Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of Telephone Company charges, as specified elsewhere in this product guide, for visits by the Telephone Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or system.

The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications equipment. Telecommunications service is not represented as adapted to the use of customer-provided equipment or systems and where such are connected to the Company facilities the responsibility for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service: subject to their responsibility the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems.

The Company shall not be responsible to the customer or otherwise if changes in the criteria outlined herein or in any of the facilities operations, or procedures of the Company render any customer-provided equipment or communications system inoperable or otherwise affect its use or performance. Insofar as the Company has control of or notice of changes in the technical criteria, it will make a reasonable effort to notify a customer in advance.

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

Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of telecommunications service shall be performed by equipment furnished, installed and maintained by the Telephone Company.

INTERCONNECTIONS WITH COMMUNICATION
EQUIPMENT PROVIDED BY CUSTOMER

I. General Regulations (Cont'd)

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

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

The customer indemnifies and saves the Telephone Company harmless against claims for infringement of patents arising from combining such equipment or system with, or using it in connection with facilities of the Telephone Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company. No equipment, apparatus, circuit or device not furnished by the Telephone Company shall be attached to or connected with the facilities furnished by the Telephone Company, except as provided in this product guide. In case unauthorized attachments or connections are made, the Telephone Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachments or connections; or to terminate the service.

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

2 Customer-Provided Communications System

A. Applicants

Customer-provided equipment may be connected, at a service point of the customer, on voice grade basis with telecommunications service furnished by the Company.

B. Customer-Provided Terminal Equipment

Customer-provided registered terminal equipment or registered protective circuitry may be connected to the telecommunications network in accordance with provision of this product guide and/or the Federal Communications Commission's registration program adopted in FCC Docket No. 19528 (Part 68) as are now in effect or may be in effect.

3. Direct Electrical Connection

1. The point of connection (line of demarcation) between Company and customer-provided system and or terminal equipment shall be as set forth below:

a. Systems and/or terminal equipment not requiring Protective Connecting Arrangements will be at the Company provided jack.

INTERCONNECTIONS WITH COMMUNICATION
EQUIPMENT PROVIDED BY CUSTOMER

3. Direct Electrical Connection (Cont'd)

b. Systems and/or terminal equipment requiring Protective Connecting Arrangements:

1. Access lines will be at the Protective Connecting Arrangement.
2. Stations/terminal equipment will be at the Protective Connecting Arrangement.
2. The Company will not provide systems and/or terminal equipment or station wiring beyond the point of connection (line of demarcation) with customer-provided system and/or terminal equipment.
3. When customer-owned equipment no longer requires a Protective Connecting Arrangement in accordance with b above, the monthly charge for such arrangement will no longer apply. The Protective Connecting Arrangement will be removed at the option of the Company. The monthly charge for Protective Connecting Arrangements will be in accordance with approved P.S.C. rates as applied for by this Company at such time such a rate is needed.

C. Maintenance of Service Due to the Connection of Customer-Provided Equipment or other Facilities

The customer shall be responsible for the payment of the charges indicated below for visits by the Telephone Company to the customer's premise where a service difficulty or trouble report results from customer-provided equipment or facilities.

Per maintenance service call:

Exchange Service \$35.00

Private Line Service \$35.00

4 Connection with Certain Facilities and/or Equipment of Others

General

Customer-owned voice recording equipment for the recording of telephone conversations may be used in connection with the facilities of the Telephone Company subject to the following conditions.

Regulations

A. Connection with Telephone Company Facilities

1. Connection of customer-owned voice recording equipment with the facilities of the Telephone Company shall be made only through recorder connector equipment which contain a device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use, except that in the case of a private line service which has no connection with the exchange or toll system of the Telephone Company, recorder connector equipment which does not obtain the automatic tone device may be used at the option of the customer.

INTERCONNECTIONS WITH COMMUNICATION
EQUIPMENT PROVIDED BY CUSTOMER

4 Connection with Certain Facilities and/or Equipment of Others (Cont'd)

Regulations (Cont'd)

2. Permanent connection shall be made only through recorder connector equipment furnished, installed, and maintained by the Telephone Company.
3. Temporary connection for a period not to exceed thirty days may be made for trial or demonstration purposes through portable recorder connector equipment furnished by a recorder manufacturer or his agent, provided such equipment is obtained from and is maintained by the Telephone Company and is connected with the telephone line through jacks installed on the line by the Telephone Company for that purpose.
4. The customer-owned voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Telephone Company or switched on and off.

Responsibility of the Telephone Company

1. Telephone service furnished by the Telephone Company is not represented as adapted to the recording of telephone conversations by means of voice recording equipment. The use of customer-owned voice recording equipment in connection with the facilities of the Telephone Company is permitted only on the condition that the liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission, or failures or defects in the recorded connector equipment occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer or of the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which each mistake, omission, interruption, delay, or error or defect in transmission, or failures or defects in the recorder connector equipment occurs.

Obligation of the Customer

1. The operating characteristics of the customer-owned voice recording equipment shall be such as not to interfere with any of the service offered by the Telephone Company. Upon notice from the Telephone Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.
2. The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander or infringement or copyright arising from the improper use of material transmitted over its facilities and recorded; against claims for infringement of patents arising from combining with, or using in connection with facilities of the Telephone Company, apparatus or systems of the customer; and against all other claims arising out of any act of omission of the customer in connection with facilities provided by the Telephone Company.

MOBILE TELEPHONE SERVICE

1 General

This product guide contains the rules, regulations and rates applicable to Improved Mobile Telephone Service, herein referred to as IMTS, furnished by Frontier Communications of Fairmount, LLC within the service areas defined elsewhere in this guide. The rules are in addition to any other rules prescribed elsewhere in this product guide, by the Federal Communications Commission or the Georgia Public Service Commission. This service (IMTS) replaces in its entirety Mobile Telephone Service, as it was offered.

2 Conditions

- A. Definition - Improved Mobile Telephone Service (IMTS) is a communication service providing mobile radio telephone to communicate via a radio-land-line repeater with any telephone. This service is two way communications and signaling.
- B. Availability - IMTS is available to mobile stations equipped for this service when within the range and channel assignment of a land radio telephone base station through which this service is furnished.
- C. Liability of the Company - In view of the possibility of errors and difficulties occurring in the transmission of messages over the facilities furnished by the Telephone Company and of the other uses for which facilities may be furnished by the Telephone Company, and because of the unavoidableness of such errors and difficulties, the service and facilities furnished by the Telephone Company are subject to the terms, conditions and limitation herein specified.

The Telephone Company is not liable for damages for any accident or injury occasioned by the mobile station or by supplementary apparatus provided in connection therewith when such accident or injury is not due to the negligence of the Telephone Company.

When the lines of other telephone companies are used in establishing connection to points not reached by the Telephone Company's lines, the latter company is not liable for any act or omission of the other company or companies.

D. Obligations of the Customer

- 1. The customer's use of the radio transmitter on the mobile or fixed station shall at all times be subject to the control of the Telephone Company.
- 2. The customer is required to furnish, install and maintain the storage battery and charging equipment on the mobile station required for the proper operation of the service.
- 3. The customer is required to provide and maintain by ownership or rental adequate power supply at fixed stations for proper operation of the equipment.
- 4. The customer must have periodic measurements performed as required by the Federal Communications Commission when the radio/telephone equipment is owned by the customer, and furnish the company with a copy of these tests.

MOBILE TELEPHONE SERVICE

2 Conditions

- E. Limited Conversation - The Telephone Company reserves the right to limit the length of local conversation including the right to charge for minutes of use for either mobile originated or mobile terminated local calls.
- F. Payment for Service - The customer is responsible for payment of all charges for facilities and service furnished, including charges for service originated or charges accepted at such facilities.
- G. Advance Payments
1. Applicants for Service who have no account with the Telephone Company or whose financial responsibility is not a matter of general knowledge may be required to make an advance payment at the time the application is signed, equal to the installation charges and one month's charges for the service provided.
 2. The amount of the advance payment is credited to the customer's account on the first bill rendered under the contract.
- H. Deposits - The Telephone Company may, in order to safeguard its interest, require an applicant or customer to make a suitable deposit to be held by the Telephone Company as a guarantee of the payment of charges. The fact that a deposit has been made in no way relieves the Company's regulations as to advance presentation. At such time as the contract is terminated, the amount of the deposit is credited to the customer's account and any credit balance will be refunded or credited to the customer at any time prior to termination of the contract.
- I. Initial Contract Period and Termination of Service by Customer
1. Contract Periods - The initial contract period for service and facilities is one year.
 2. Termination by customer - Service or facilities may be terminated by the customer at any time, subject to payment of full charges for the period service is rendered except that, if termination occurs within the initial contract period, charges apply for the full initial contract period.
- J. Denial and Restoral of Service

In the event of the non-payment of any sum due, the use of foul or profane expressions, the impersonation of another with fraudulent intent, or of any other violation of the lawful regulations of the Telephone Company of the Communication Act of 1934, as amended, or of the rules and regulations of the Federal Communications Commission and state regulatory bodies the Telephone Company may either temporarily deny service, or terminate the contract.

When the service of a customer has been temporarily denied in accordance with the preceding paragraph, but the contract has not been terminated or the order to remove the service has not been issued and completed, such service will be restored upon the payment of all charges due plus a restoral charge specified in this product guide.

Upon the use of the service for the purpose of performing any service in competition with the service which the Telephone Company may now or hereafter furnish, the Telephone Company may, by notice in writing to the customer without incurring any liability, forthwith discontinue the furnishing of said service and terminate the contract.

MOBILE TELEPHONE SERVICE

2 Conditions (Cont'd)

- K. Foreign Attachments or Connections - The facilities or wiring of the Telephone Company at the mobile station or customer's premises shall not be attached to or used in connection with equipment, lines or wiring, excluding power outlets which are owned, furnished or installed by others than the Telephone Company unless specifically authorized in this product guide. In case any facilities, apparatus or device of any kind other than that furnished by the Telephone Company or expressly authorized in this product guide, is attached to or used in connection with any part of the Telephone Company's property, the Telephone Company has the right to remove such facilities, apparatus or devices or to deny service so long as such facilities, apparatus or devices are so attached or connected, or to terminate the service.
- L. Defacement of Premises or Property - The Telephone Company is not liable for any defacement or damage to the mobile vehicle or customer's premises resulting from the existence of the Telephone Company's facilities, apparatus and associated wiring thereon, or from the installation or removal thereon, when such defacement or damage is not the result of the negligence of the Telephone Company.
- M. Liability of Customer - The customer agrees to reimburse the Telephone Company for all expenses incurred in recovery and removal of its facilities from the customer's vehicle or premises. These expenses will include legal fees and charges, travel expenses and etc., whether they occur both intrastate and interstate.

3 Rates for Improved Mobile Telephone Service (Dial)

A. General Service

1. Limited local service is furnished between any wire telephone within the exchange of the land radiotelephone base station and a mobile unit and/or fixed station within range of the land radio/telephone base station serving that area, or between two such mobile units or fixed stations.
2. One directory listing is provided for each mobile unit or fixed station only upon specific request of the customer.
3. All message toll telephone service is subject to the filed toll tariffs for the exchange of the land radiotelephone base station.

B. Charges

For General Service:

		<u>Charge</u>	
		Installation	Monthly
1.	Mobile Telephone Access	\$50.00*	\$50.00

- * The forgoing installation charges apply when such equipment is changed or moved from one mobile unit to another, except that where complete cabling suitable for the desired service is in place in the mobile unit an installation charge of \$30.00 per set applies for general service.

MOBILE TELEPHONE SERVICE

4 Personal Paging

1 General

1. Personal signaling service is a one-way signaling arrangement which is activated from any telephone connected to the exchange network through a base station to a personal signaling receiver (pocket receiver).
2. Rates and charges as specified herein do not include provision of a personal signaling receiver.
3. Personal signaling service is available to properly equipped receivers only when within range of land radio/telephone stations and the service is subject to transmission, atmospheric and like limitations. Due to the inherent characteristics of radio transmission, the Company cannot warrant the range of coverage within the areas in which the service is offered since receivers may be temporarily located in receiving blind spots.
4. The Company undertakes only to transmit a paging signal for the purpose of actuating a receiver and accepts no responsibility for the transmission of further intelligence except in the case of tone plus voice, and display.
5. Personal signaling receivers will be actuated only when the telephone number associated with each receiver is dialed by the calling party. The name and receiver telephone number of a customer will not be made public by the Company.
6. Each pocket receiver will be assigned a discrete seven digit telephone number.
7. For display service, the calling party must have pushbutton or equivalent service.
8. For charge purposes, each signal call from a telephone to a personal signaling receiver is treated as a telephone call, either local or long distance.
9. The initial contract period for personal signaling service is one (1) month. If service is terminated prior to the completion of the initial one month period, charges will apply for the full initial contract period.
10. A customer may terminate service upon seven days notification to the Company or its authorized representative.
11. Tone only service - A receiver is programmed to recognize a paging signal and emit a tone.
12. Tone display service - A receiver is programmed to recognize a paging signal and emit a tone and to receive a ten digit display.
13. Tone and voice service - A receiver is programmed to recognize a paging signal and emit a tone and receive a 10 second voice message.
14. Additional address feature - With this option, a receiver is programmed to recognize a paging signal from calls dialed to a second telephone number associated with this receiver.

 MOBILE TELEPHONE SERVICE

4 Personal Paging (Cont'd)

1 General (Cont'd)

15. Group alert feature - With this option, multiple receivers are programmed to recognize the paging signal from calls dialed to a single telephone number, which is the group alert number.
16. Due to the inconsistencies of high-frequency radio propagation, communications may be unobtainable in some areas, even though surrounded by strong signal locations. In no event shall the Company be liable for any damages of any kind or nature in connection with or arising out of the existence, furnishing, functioning, or customer's use of any item of equipment or services provided.

2 Rates and Charges

1. Basic Service

	<u>Monthly Rate</u>
Tone	\$10.00
Tone and Voice	\$15.00
Tone and Display	\$20.00

2. Optional Features:

	<u>Monthly Rate</u>
Additional Address Feature Each Unit	\$3.25
Group Alert Feature Each Unit	\$1.00

5 INTERCONNECTION OF MOBILE SERVICE PROVIDERS (MSPs)

1. General

- A. This product guide provides for the interconnection of local exchange services for MSPs.
- B. The services described herein are for use by MSPs to interconnect their wireless or radio network to that part of the Switched Network owned by Frontier Communications of Alabama, Inc.
- C. Except as noted, services provided in this section are subject to all general regulations applicable to the provision of service by the Company as stated in this product guide.
- D. These services are offered at the rates specified herein from central offices where necessary service options are available. The rates contained in this offering assumes the use of standard serving arrangements normally provided by the Company. Non-standard facility requirements, equipment or service options may be requested as a special assembly described in other sections of this product guide, and the rates for these arrangements will be applied in addition to those applicable in this product guide.
- E. The services provided may be either Type 1 or Type 2 interconnections as described in Bellcore Technical Reference TR-NPL-000145.
- F. These services may be arranged for one-way inward (to the MSP), one-way outward (from the MSP) and two-way signaling (Central Office (CO) trunk terminating equipment arranged for signaling to and/or from the MSP)

MOBILE TELEPHONE SERVICE

5 INTERCONNECTION OF MOBILE SERVICE PROVIDERS (MSPs) (Cont'd)

1. General (Cont'd)

G. MSP Line and Trunk Pricing

1. The price for a digital trunk termination used in providing DS1 service for twenty-four voice equivalent channel increments contemplates the termination of all twenty-four channels at the same Company switch and at the same physical location at the company switch. When the mixing of services on the same DS1 does not meet these requirements, the rates and charges for less than twenty-four voice equivalent channels are applicable.
2. The mixing of "line based" and "trunk based" services on the same DS1 is considered to be terminating service at two different physical locations at the Company. MSP lines, one-way outward MSP trunks and two-way MSP trunks are "line based" connections to the company switch. One-way inward MSP trunks, Type 1, Type 2A, Type 2B, and 800/DID Service Access trunks are considered "trunk based" connections to the company switch.
3. Service Type 1 and Type 2A connections terminate at different physical locations on a company switch, the mixing of these services on the same DS1 will be charged at the rates assigned for less than twenty-four voice equivalent channels.

- H. The mileage to be used to determine the monthly rate for facilities is calculated on the airline mileage between the two locations involved.
- I. The conditions and rates specified in other tariffs for services which may be associated with these service types are in addition to those specified herein.
- J. When Direct Inward Dialing (DID) is furnished in conjunction with these service types, it will be provided from COs where DID is offered and where adequate equipment is available. Rates specified herein will apply.
- K. Directory listings for MSPs are provided in accordance with regulations and rates found in this product guide.
- L. The services provided under this product guide shall be used by the MSP only for the handling of traffic originating or terminating on the MSP's network in conjunction with its authorized services.
- M. The services provided under this product guide may not be used, switched or otherwise connected together, except on an ancillary basis such as call forwarding, for the purpose of completing a call from one land line telephone to another land line telephone.
- N. Subscribers of the MSP shall report all cases of trouble to the MSP. The MSP shall handle such trouble reporting and advise the Company.

MOBILE TELEPHONE SERVICE

5 INTERCONNECTION OF MOBILE SERVICE PROVIDERS (MSPs) (Cont'd)

1. General (Cont'd)

- O. Service and installation charges are included in the nonrecurring rates specified for services offered under this product guide.
- P. Billing disputes must be communicated to the Company in writing within 30 days from the billing date. The Company will make every effort to investigate such disputes and reconcile any differences within 30 days from the receipt of such notification.
- Q. Usage Charges for Mobile Originating Traffic
 - 1. Charges apply to MSP subscriber originated calls terminating within the local calling area and intraLATA calls terminating within the serving area of the Company.
 - 2. Charges will not apply on calls to Company Business Offices, Directory Assistance, E911 Emergency Service, or operator assisted and other services for which a charge or surcharge already applies.
- R. Optional Land to Mobile (LTM) Calling Plan.
 - 1. An optional LTM calling plan is available to the MSPs. The LTM option allows intraLATA Toll calls and calls which terminate outside the Company's Local Calling AREA (LCA) but within a 40 mile radius from the originating caller's wire center and telephone numbers served by the Company, and terminating in the MSP network to be excluded from the originating customer's bill. The MSP will pay the usage charge per S9.3.21.2 in lieu of the charges which would have been applicable to the originating user.
 - 2. The LTM calling plan requires that an MSP dedicate an entire NXX for this option.
 - 3. Two options are available with the LTM calling plan. LTM - Option 1 provides whole minute upward rounding for each call and LTM - Option 2 provides for 1/10 minute upward rounding for each call. A MSP can have only one option for all accounts.
 - 4. Usage for LTM is billed by rounding each call according to the selected option totaling the time for all calls during the billing period, multiplying the total time by the appropriate rate per minute, and rounding the result to the nearest whole cent (eg. \$100.18 = \$100.20). For LTM Option 2, there is an initial period of 18 seconds for all calls and the additional period for all calls in 6 seconds.
- S. Usage Charges - Miscellaneous

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

MOBILE TELEPHONE SERVICE

5 INTERCONNECTION OF MOBILE SERVICE PROVIDERS (MSPs) (Cont'd)

1. General (Cont'd)

T. Miscellaneous Information - Types of Interconnection Service

1. The MSP shall provide a voice intercept announcement of distinctive tone signals to the calling party when a call is directed to a number that is not assigned by the carrier.
2. The MSP shall return answer supervision on all calls except that routed to certain recordings indicating network conditions.
3. These services are four wire circuits using only multifrequency address pulsing with wink start operation and E&M supervision.
4. Type 1 Interconnection
 - a. A Type 1 interconnection is a connection between a Company and office and a MSP's point of termination. Within a Type 1 interconnection the MSP can establish connection to the Company's other CO's and other carriers through the connecting CO.
 - b. The Trunk groups containing the Type 1 interconnection must be presubscribed to an interexchange carrier (IC) chosen by the MSP to complete interLATA calls. The MSP can access other IC's by using the 10XXX code.
 - c. Selective class of Call Screening or Call Restriction Services are optional services available with Type 1 service, subject to the availability of suitably equipped CO's.
5. Type 2A Interconnection
 - a. A Type 2A interconnection is a connection between a Company access tandem or local tandem office to a MSP's point of termination. The MSP's switch acts like an end office.
 - b. The Type 2A interconnection can be optioned so that the MSP switch appears either an equal access end office or a non-conforming end office.
 - c. If a Type 2A interconnection is optioned for 2 way inward (to the MSP), dedicated NXX to the MSP is required.
 - d. Type 2A interconnection cannot be used to access DA (Directory Assistance), Operator Services or 911 Service.
6. Type 2B Interconnection
 - a. This type of connection is a connection between the Company end office to the MSP's point of termination. This type of connection provides a high usage route to/from NXX codes located in the end office.

MOBILE TELEPHONE SERVICE

5 INTERCONNECTION OF MOBILE SERVICE PROVIDERS (MSPs) (Cont'd)

2. Rates & Charges

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

		Non Recurring Charge	Monthly Rate
1.	MSP Line	\$22.00	\$29.40
2.	MSP TRUNK	\$22.00	\$35.90
3.	Voice Grade Service		
a.	Local Loop*		
	(1) Local loop, 1st	\$335.00	\$45.00
	(2) Local loop, each add'l**	\$145.00	\$45.00
b.	Signaling		
	(1) E & M (per loop)	\$44.00	\$10.00
c.	CO Equipment Termination		
	(1) Trunk Termination (per loop)	\$24.60	\$37.55
d.	Interoffice Channels***		
	(1) 0 through 8 miles, fixed charge (per channel)	\$96.00	\$30.00
	(2) 0 through 8 miles, per airline mile or fraction thereof	\$ 2.05	
	(3) 9 through 25 miles, fixed charge (per channel)	\$96.00	\$30.00
	(4) 9 through 25 miles, per airline mile or fraction thereof	\$ 2.00	
	(5) Over 25 miles, fixed charge (per channel)	\$96.00	\$30.00
	(6) Over 25 miles, per airline mile or fraction thereof	\$ 1.95	

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

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

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

MOBILE TELEPHONE SERVICE

5 INTERCONNECTION OF MOBILE SERVICE PROVIDERS (MSPs) (Cont'd)

2. Rates & Charges (Cont'd)

4. DS1 Service****

a. Twenty Four Voice Equivalent channel increments

(1) Facilities

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

(2) Trunk Termination

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

b. Less than twenty four voice equivalent channel increments.

(1) Facilities

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

(2) Channelization

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

(3) Voice grade trunk terminations

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

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

MOBILE TELEPHONE SERVICE

5 INTERCONNECTION OF MOBILE SERVICE PROVIDERS (MSPs) (Cont'd)

2. Rates & Charges (Cont'd)

	Nonrecurring Monthly	
	<u>Charge</u>	<u>Rate</u>
(1) MSP Trunks		
(a) Direct Inward		
Dialing Termination	\$50.00	\$24.00
(2) Type 1, 2A or 2B circuits		
(a) Per voice equivalent		
channel activated	\$24.60	\$37.55

5. Usage Rates

- a. The following usage rates apply to mobile originated calls* as defined in the product guide

Rate per
Min. of use
\$0.02353

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

	Rate per <u>Min. of use</u>
(1) LTM - Option 1 (upward rounding to the next whole min.)	\$0.07977
(2) LTM - Option 2 (upward rounding to the next 1/10 min.)	\$0.08979

6. NXX Establishment Charge

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

	Non recurring <u>Charge</u>	Monthly <u>Rate</u>
(1) Per NXX established	\$4,300.00	N/A

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

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

1 Concurrence

Frontier Communications of Fairmount, LLC. concurs in the standard toll rates, rules and regulations governing such communications as filed by the Southern Bell Telephone and Telegraph Company and other Interlata Long Distance Carriers, together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or canceled by either party. Frontier Communications of Fairmount, LLC hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of Frontier Communications of Fairmount, LLC subject to the jurisdiction of the Georgia Public Service Commission as it applies.

2 Directory Assistance Concurrence

Frontier Communications of Fairmont, LLC concurs in the Standard Long Distance Message Telecommunications Service Directory Assistance Service Rates, Rules and regulations governing such services as filed by the Southern Bell Telephone and Telegraph Company, together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or canceled by either party. Frontier Communications of Fairmont, LLC hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of Frontier Communications of Fairmont, LLC. subject to the jurisdiction of the Georgia Public Service Commission as it applies.

WIDE AREA TELEPHONE SERVICE

1 Concurrency

Frontier Communications of Fairmount, LLC hereinafter called the concurring utility, except as specifically stated herein, assents to, adopts and concurs in the Wide Area Telephone Service Tariff, filed with the Georgia Public Service Commission by the Southern Bell Telephone Company and other interlata Long Distance Carriers, hereinafter called the issuing utility, as such Tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issues, for Wide Area Telephone Service furnished by the issuing utility, and the concurring utility (including such services as are also participated in by one or more other utilities), and hereby makes itself a party thereto, and obligates itself to observe each and every provision thereof.

INTRASTATE ACCESS SERVICE

1 Intrastate Access Services Concurrence

Frontier Communications of Fairmount, LLC adopts the Frontier Telephone of Rochester, Inc.'s Interstate Access Charge Tariff rules and regulations for intrastate use effective as of October 16, 1997, and any successive issues thereto, as approved by the FCC. This tariff was filed with the FCC by Frontier Telephone of Rochester, Inc. on behalf of the corporation's subsidiary companies. This tariff includes all the rules, regulations, rates and charges under which interstate access services will be offered. Exceptions to this adoption of the tariff schedules are noted in this product guide.

2 Rates and Charges

a) Carrier Common Line

Terminating - Premium, per access minute	\$0.01758
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Terminating - Non-Premium, per access minute	\$0.00791
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Originating - Premium, per access minute	\$0.01
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Originating - Non-Premium, per access minute	\$0.0045
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b) Tandem Transport Facility - Premium per access minute, per mile	\$0.00004
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c) Tandem Transport Termination - Premium per access minute	\$0.00214
--	-----------

d) Tandem Switching - Premium per access minute	\$0.001533
--	------------

e) Network Blocking Per Blocked Call Applies to FGD only	\$0.029700
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f) Residual Interconnection Charge Premium, per access minute	\$0.00214
Non-Premium, per access minute	\$0.00099

g) Switched Access

Local Switching (LS2) - Premium per access minute	\$0.03206
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Local Switching (LS1) - Premium per access minute	\$0.03206
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Local Switching - Non-Premium per access minute	\$0.01443
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Information Surcharge - Premium per access minute	\$0.00038
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Information Surcharge - Non-Premium per access minute	\$0.00017
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INTRASTATE ACCESS SERVICE

2 Rates and Charges (Cont'd)

h) Switched Access Service for 800 Database Portability

1. Nonrecurring Charges

Local Transport - Installation per Line or Trunk	\$324.00
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Directory Access Installation charge per Trunk	\$324.00
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Interim NXX Translation Per Order per Lata or Market Area	\$104.00
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Signaling Network Access Link

	<u>Rate</u>
- Signaling Mileage Facility per mile	\$5.83
- Signaling Mileage Termination per termination	\$58.52

	<u>Non-Recurring Charge</u>	<u>Rate</u>
- Signaling Entrance Facility per Facility	\$176.00	\$75.64

STP Port

- Per Port	\$886.00
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3. 800 Data Base Access Service Queries

Per Query

Basic	0.0080
Vertical Feature	0.0084

3 Feature Group A and B Access

In compliance with the Public Service Commission order, Docket number 3430-U, dated September 16, 1985, Feature Group A and B service will be assessed at the premium (Feature Group C and D) access rate. All access charges relating to Feature Group A service will be assessed to the IC, not the end user.

4 Billing and Collection

Billing and Collection Services are offered on a contractual basis.

PRIVATE LINE SERVICE

I General

1. Private line telephone service is the provision of requisite facilities, including channels and facilities having no connection with a central office, to enable a customer to communicate orally between specified locations. All facilities required for this service are furnished by the Telephone Company on a full-period service basis only.
2. The services and channels provided under this section are not furnished for the commercial transmission of communications between exchanges nor for the use in competition with any form of service rendered by the Telephone Company.
3. The rates specified herein are applicable where facilities are available and when standard transmission can be obtained without the use of special equipment. If, for operating reasons, special equipment is required to render satisfactory service, such special equipment shall be charged for in addition to the applicable charges for standard equipment.
4. Where there is customer owned and maintained equipment, special service charges will apply when trouble, other than telephone company trouble, requires telephone personnel to be present at the customer's site or the central office, or any other part of the facility.
5. Where special or unusual configurations are required for this service - one that has limited requirements by other customers of the company - either an installation charge or termination charge may be required at the option of the company. Such charge shall be at least equal to the total non-recovered in-plant cost plus taxes, overhead, and profit.

2 Rates

1. For the initial 1/2 mile of circuit or fraction thereof, circuit measurement, per month.....\$6.00
2. For each additional 1/4 mile of circuit or fraction thereof, circuit measurement, per month.....\$1.00
3. For each additional demarcation strip or data point.....\$1.75
4. Nonrecurring installation charge in addition to service connection charges, if any.....See Above

3 Radio Loops and Special Circuits

- 1 Channels for services not specifically named elsewhere in this product guide, and for purposes other than telephonic communications, will be furnished where facilities are available and where in the judgment of the telephone company the use to be made of such Channels is not contrary to regulations.
- 2 Channels for program transmission in connection with radio broadcasting and rates:
 1. Appropriate service connection charges for local channel will apply as provided elsewhere in this product guide.

PRIVATE LINE SERVICE

3 Radio Loops and Special Circuits (Cont'd)

2. Mileage charge per channel:

Per Month	One Week or Less
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(a) First 1/4 airline mile
where both terminals of
the channel are within
the operating territory

of the telephone company..	\$3.50	\$1.75
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(b) Each additional 1/4
airline mile.....

1.26	0.625
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Note: If the use to which these channels are to be put requires that they be equalized or balanced, the initial equalization or balancing and future adjustments shall be done by the subscriber, or if done by the telephone company, the cost thereof will be billed to the subscriber.

3. The telephone company does not hold itself out to furnish channels with a transmission level of a better grade than circuits used for normal telephonic communication and will do so only if physically and economically practicable from the company's standpoint.

4. The subscriber must agree that the volume of electrical input on such channels will be maintained at a level sufficiently low so as not to cause interference with other services of the telephone company.

4 Temporary Broadcast Facilities

1 General

1. This is a service to nonsubscribers of the Telephone Company requiring a short period connecting arrangement for use in special broadcast assignments.

2. Subscribers of the company requiring facilities for program transmission in connection with radio broadcasting may be furnished service under another section of this product guide.

3. Due to the nature of this service offering, the company must limit its use to a maximum period of seven days.

4. Service connection charges found elsewhere in this product guide will apply.

2 Rate

Installation Charge	Monthly Rate
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Station.....	N/C	B-1
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Access Point or Connector.....	\$10.00	\$5.00
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PRIVATE LINE SERVICE

5 Leasing Cable Pairs

1 General

1. While the telephone company installs cable for its own use, based on the study of telephone development in specific locations, it occasionally becomes expedient to lease such cable pairs when idle for various purposes. At no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service.
2. It is clearly understood by parties leasing cable pairs, including common carriers, that the telephone company may with minimum notice terminate said lease for such periods as may be required to provide telephone service when it would require these leased facilities to provide same.
3. For the purpose of this product guide, a leased cable pair is one which begins at a given point and terminates at another location, not necessarily in the central office. Telephone company central office main frame shall be considered as a single pair. No facility rearrangements will be made to accommodate leased cable pairs.

2 Monthly Rate:

1. Each pair within base rate area of each exchange.....\$25.65
2. Each pair 1/4 mile or fraction thereof beyond base rate area additional.....\$ 1.75
3. Loading, balancing, and/or equalizing.....\$ 3.00

3 Installation Charge:

Each pair.....\$12.50

Loading, balancing, and/or
equalizing.....\$25.00

CUSTOMER PREMISE INSIDE WIRE

1 General Regulations

- 1 Customer premises inside wire and standard jacks associated with residence and business individual and party line basic local exchange services, as defined elsewhere in this product guide, may be provided by either the Company or the customer.
- 2 Customer premises inside wire is defined as that wire, including connectors, blocks and jacks, within a customer's premises that extends between the termination of the Network Access Line and those standard jack locations within the customer premises to which terminal equipment can be connected for access to the Network Access Line.
- 3 Customer premises inside wire provided by the customer must be installed in accordance with the technical standards and installation guidelines furnished to the Commission by the Company and must comply with the National Electric Safety Code and applicable local codes.
- 4 Customer premises inside wire provided by the customer may be connected to residence and business individual and party line basic local exchange service furnished by the company either at the standard network interface or at any company-provided miniature modular standard jack located elsewhere on the premises.
- 5 The Standard Network Interface for the connection of customer premises inside wire consists of a miniature modular standard jack and is provided a part of the network access line. The Standard Network Interface will be installed inside or outside the customer's premises at a location determined by the Company but accessible to the customer. The normal location of the Standard Network Interface will be in close proximity to the protector or equivalent where the company facilities enter the customer's premises, whenever practicable.
- 6 Where additional customer premises inside wire and miniature modular standard jacks are installed by the Company on a customer's premises for the connection of customer-provided inside wire, the applicable nonrecurring service charges specified elsewhere in this product guide apply.
- 7 Maintenance of customer owned premises inside wire may be performed by either the Company or the customer.
- 8 Access must be provided by the customer to a multi-ground neutral.

2 Standard Network Interface

- 1 The Standard Network Interface is a standard registration program jack or equivalent provided by the Company as a part of the Network access, WATS, or Private Line Services.
- 2 The Standard Network Interface will be located inside or outside the customer's premises.
- 3 All premises service will connect to the telecommunications network through the Standard Network Interface.

Note: For existing installations, the protector or point where facilities enter a customer's premises is to be established as the end of such service. Going forward, a company-provided standard registration jack is to be used as the point of connection to the telecommunications network. All newly constructed customer premises will be provided with a Standard Network Interface.

CUSTOMER PREMISE INSIDE WIRE

3 Responsibility of the Customer

- 1 Where the customer elects to provide the inside wire and standard jacks, the installation must be in accordance with the technical standards furnished to the Commission and the subscriber by the Company.
- 2 In the event the customer maintains or attempts to maintain inside wire, the customer assumes the risk of loss or service, damage to property, or death to or injury of the customer or the customer's agent. The customer will save the Company harmless from any and all liability, claims, or damage suites arising out of the customer's wire maintenance activity.
3. In those instances where the Company makes a repair visit to the customer's premises and the service difficulty or trouble results from customer-provided inside wire that is not installed in accordance with the technical standard for such wire, the customer is responsible for the payment of the Maintenance of Service Charge specified elsewhere in this product guide. If the customer elects to have the Company replace such inside wire after determining that the trouble is located therein, the customer will be subject to the appropriate nonrecurring service charges specified in this product guide, as well as any charges incurred by the Company for materials, etc.

4 Responsibility of the Company

- 1 The Company will make the technical standards installation guidelines for customer provision of inside wire available to customers at the Business Office or other designated locations.
- 2 When notified by the customer, the Company will maintain all customer-provided inside wire and standard jacks that have been properly installed in accordance with the technical standards and installation guidelines for such wire. Such maintenance will be provided on a cost basis.

5 Violation of Regulations

- 1 Where customer-provided inside wire is in violation, the Company will promptly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.
- 2 The customer shall discontinue use of the customer-provided inside wire or correct the violation and notify the Company in writing that the violation has been corrected within 10 days after receipt of such notice.
- 3 Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provision of this product guide.

CUSTOMER PREMISE INSIDE WIRE

6 Technical Standards for Inside Wiring

In the event the Customer maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or of the customer's agent. The customer will save the Company harmless from any and all liability, claims, or damage suites arising out of the customer's wire maintenance activity.

This document sets forth minimum technical, material, and workmanship standards applicable to the provision of same premises inside wiring for connection to basic telephone exchange service. For individual line basic telephone exchange service, such wiring must be used only with FCC registered or grandfathered non-button and/or single button telephone sets and associated ancillary devices.

The standard set forth in this document are subject to change as technology and installation and maintenance methods evolve. The Telephone Company reserves the right to submit revised standards when a need arises.

All building and electrical codes applicable in the jurisdictions served by Branteley Telephone Company, Inc. shall be complied with. Article 800, entitled Communication Circuits, of the National Electrical Code, and other relevant sections of that Code are hereby incorporated by reference and must be complied with.

7 Means of Connection to the Network

The physical and electric demarcation between customer premises inside wiring and telecommunications network is a telephone company provided Network Interface Module as specified in this product guide.

For those premises which only have hardwired connecting blocks or non-modular jacks, the customer must first obtain and install a modular converter to be used for the connection of customer owned terminal equipment.

Wiring may only be used to conduct the operating signals, voltage and current normally found on basic telephone exchange service lines. Premises inside wire must be capable of being exposed to, and conducting without damage, possible induced lightning surges and 60Hz power line disturbances. This standard requires that such wire and its associated hardware be designed, installed, and maintained so as to operate safely when conducting these signals, surges and disturbances.

CAUTION: Telephone connections may have varying amounts of electric current in the bare wires and terminal screws. Therefore, customers premises wiring not be installed or maintained without first disconnecting inside wiring from the Network Interface Module, or other Telephone Company provided standard registration program jack, and also from any other power source.

8 Limitations

In the event any customer premises inside wiring fails to comply with the standards or conditions set forth herein, Frontier Communications of Fairmount, LLC. shall not be required to connect to such inside wiring until the customer achieves compliance.

CUSTOMER PREMISE INSIDE WIRE

9 Material Standards - Wire

- 1 Two pair wire shall be twisted in a four conductor spiral or as two twisted pair. Three pair wire shall have the conductors twisted together to form pairs and then grouped together to form the cable core.
- 2 The wire pairs shall be covered with a jacket of polyvinylchloride or a functionally equivalent compound which has a 1500 V RMS minimum breakdown rating.
- 3 Each conductor shall be solid annealed copper individually insulated with distinctly colored high density polyethylene or functionally equivalent compound.
- 4 Wire runs must be limited to 250 feet for 22 gauge wire, and 200 feet for 24 gauge wire.
- 5 Pairs within cables cannot be split, Table A sets forth typical wire types and appropriate pair color code matches used to insure pair integrity.

IO Section of Wire (Table A)

Type of Wire	Pair No.	Pair Color Matches	
2-Pair Wire	1	Green	Red
	2	Black	Yellow
3-Pair Wire	1	White/ Blue	Blue/ White
	2	White/ Orange	Orange/ White
	3	White/ Green	Green/ White

11 Jacks

- 1 All jacks used in conjunction with customer premises inside wire must comply with Subpart F of Part 68 of the Federal Communications Commission's Rules (i.e., the Registration Program).

12 Wire Connection, Routing and Separation Standards

1 Wire Connections (Table B)

The continuity of the wire color code must be maintained through all connections (e.g.; red wire to connected to red). Typical connections and wire coding for one line service are shown below:

2 Inside Wire/One Line

<u>Type of Service</u>		<u>Connecting Block Terminations</u>	
	<u>W/o Dial Light</u>	<u>W/Dial Light</u>	
Tip	Tip	Green	White/blue
Ring	Ring	Red	Blue/white
Not Used	Transformer	Black	White/orange
Ground*	Transformer	Yellow	Orange/white

* For all party-line installations.

CUSTOMER PREMISE INSIDE WIRE

12 Wire Connection, Routing and Separation Standards (Cont'd)

- 3 Customer premises inside wire must be securely fastened by the appropriate means, to any surface encountered, without abrading or puncturing the insulating jacket. Typical fasteners and spacing intervals are shown in Table C.

13 Typical Fasteners and Spacing Intervals (Table C)

<u>Fasteners</u>	<u>Spacing</u>		
	<u>Horizontal</u> <u>Feet Inches</u>	<u>Vertical</u> <u>Feet Inches</u>	<u>From Corner</u> <u>Inches</u>
Wire Clamp	16	16	2
Staples(wire)	7-1/2	7-1/2	2
Bridle Rings**	4		2-1/2*
Drive Rings**	4	8	2-1/2*

* When changing direction of wire runs the fasteners should be spaced to hold the wire at approximately a 45-degree angle.

** To avoid possible injury do not use drive rings below a 6-foot clearance level, use bridge rings.

- 1 Removal of wiring jacket or individual conductor insulation for connections or splices shall be accomplished by removing the minimum amount of insulation necessary to make the connection or splice. Insulation equivalent to that provided on the individual wire conductors and the jacket shall be suitably restored by placement of the splices in an appropriate enclosure or by using adequately insulated splicing means. If any point where the jacket or insulation has been removed is concealed, it must be accessible without disturbing permanent building finishes (e.g., by removing a cover).

14 Wire Routing

- 1 Wire shall be installed so as to assure that there is adequate insulation of telephone wiring from commercial power wiring and grounded surfaces.

Wiring is required to be sheathed in an insulating jacket in addition to the insulation enclosing individual conductors.

It shall be assured that this physical and electrical protection afforded by the insulating jacket and insulation enclosing individual conductors shall not be damaged or abraded during installation.

- 2 Telephone wire shall not be placed in the same conduit or raceways with wires that conduct electricity.
- 3 Judgment should be used in selecting the locations for placement of inside wire.

The following are examples of locations which should be avoided:

1. Damp locations.
2. Wire runs which provide support for any objects.
3. Excessively hot locations, steam pipes, heating ducts, hot water pipes, etc.
4. Locations where wires will be subjected to abrasion or corrosion.
5. Between two structural studdings when electrical wiring is present.
6. Areas above suspended ceilings used for return air plenums.

CUSTOMER PREMISE INSIDE WIRE

15 Wire Connection, Routing and Separation Standards (Cont'd)

- 4 Place wiring where it will be least likely to become broken or detached. Provide protection if necessary. Wiring shall always be suitably supported by means which do not affect the integrity or the wiring insulation.
- 5 Wiring should follow joists; however, if it becomes necessary to span joists, run no more than three (3) inches from a wall to avoid possible damage to the wire.
- 6 Whenever wire conduit is available or is required by applicable codes, it should be used. However, be sure conduit does not contain electrical wires that are not associated with telephone equipment. If it does, do not use the conduit.

16. Wire Separations

- 1 Minimum separations are required in or on buildings, between telephone wiring and other conductors or metallic objects.

The wiring separations specified in Table D are required for crossing and parallel runs. For wire crossings, alternatives to the minimum separations are also shown on Table D.
- 2 Separations of less than six (6) feet between inside wiring and lightning wire on grounds are permissible under the following conditions:
 1. Where telephone, power, and lightning rod ground connections are all made to a metallic cold water pipe that is properly grounded.
 2. Where separately driven ground rods are used for telephone power, and lightning rod installations, and the ground rods are bonded together.
 3. An explanation of the terms used in Table D is provided in this product guide.

17 Wiring Operational Tests

1. Upon completing an installation or change in the inside wiring, the customer should perform an operational test.

This test should consist of lifting the handset of a functioning telephone which has been connected to the newly placed wire, listening for dial tone, dialing a digit to eliminate dial tone and hanging up.
- 2 If any excessive noise occurs during testing, or if dial tone cannot be heard or eliminated, or if trouble develops subsequent to installation changes in the wiring, unplug the module jack Telephone Company provided Network Interface Module and plug a working telephone directly into that jack. If the telephone works, the trouble condition is in the inside wire.
If the telephone does not operate, contact the Telephone Company.

CUSTOMER PREMISE INSIDE WIRE

18 Separation and Physical Protection for Premises Inside Wiring (Table D)

1 This table applies only to telephone wiring from the Network Interface Module. Minimum separations between telephone wiring whether located inside or attached to the outside of buildings, and other types of wiring involved, as follows. Separations apply to crossings and to parallel runs (minimum separations).

2	Type of Wire <u>Involved</u>	Minimum <u>Separations</u>	<u>Wiring Crossing Alternatives</u>	
	1. Electrical Supply	Bare light or power wire of any voltage Open Wiring not over 300 volts	5 ft.	No Alternative
			2 in.	See Note 1
		Wires in Conduit, or in armored or non-metallic sheath cable, or power ground wires	None	N/A
	2. Radio & Television	Antenna lead-in ground wires	4 in.	See Note 1
	3. Signal or Control Wires	Open wiring or wires in conduit or cable	None	N/A
	4. Communica- tion Wire	Community television wires systems coaxial cables with grounded sheaths	None	N/A
	5. Telephone Drop Wire	Using fused protectors Using fuseless protector of where no pro- tector wiring from transformer	2 in.	See Note 1
			None	N/A
	6. Sign	Neon Signs associated wiring from transformer	6 in.	No Alternative
	7. Lightning Systems	Lightning rods and wires	6 ft.	See Wiring Separations

Note 1: If minimum separations cannot be obtained, additional protection of a plastic tube, wire guard, or two layers of vinyl tape extending two inches beyond each side of object being crossed must be provided.

CUSTOMER PREMISE INSIDE WIRE

19 Glossary of Terms

1. Ancillary Equipment - Equipment which provides supplementary features, such as answering sets, speakerphones and dialers.
2. Armored or NonMetallic - An assembly of two or more insulated conductors having an outer sheath or moisture resistant, flame retardant, nonmetallic material.
3. Bare Wire - An electrical conductor having no covering or insulation whatsoever.
4. Bridle Ring - A device used to loosely hold telephone wiring where appearance is not a factor. The bridle ring screws into the supporting surface. It is usually used where the wire is run below six feet and contains no sharp hazardous edges. The telephone wire is inserted after the ring is in place.
5. Cleats - Porcelain fasteners which are used to fasten electric wires that are insulated but do not have an outer protective jack.
6. Coaxial Cable - A two conductor cable for transmitting electrical signals that consists of a tub of conducting material surrounding a second centrally located conductor which is held in place by insulators.
7. Conduit - A plastic or metal pipe or tube to carry telephone or electrical wiring.
8. Connecting Block - A device used for terminating premises telephone wiring and a means of connecting telephone sets to such wiring.
9. Dial Light - A small light bulb powered by low voltage and used to illuminate a telephone set dial in dark locations.
10. Drive Rings - A device used to loosely hold telephone wiring in place where appearance is not a factor. The nail in a drive ring is driven into the supporting surface and the ring is open to permit placing of the wires. A drive ring must be used at least six (6) feet from the floor so that its nail will not present a hazard.
11. Drop Wire - Wire used to transmit telephone service into a customer's premises. It may be aerial or buried.
12. Ground - Earth Ground. Part of an electrical path or connection.
13. Ground Connections - Metal paths (wires, metal water pipes, rods and clamps) which connect electric circuits to earth ground, usually for protective reasons.
14. Ground Rods - A solid metal rod or pipe which is driven into the earth in order to provide an earth ground for electric circuits.
15. Hardwired - The term "Hardwired" as applied to a telephone set means the connection of the telephone set line (mounting) cord to a connecting block with screw terminations. Under the FCC's Registration Program for terminal equipment only those telephone sets which were connected to the telecommunications network in a "Hardwire" manner prior to July 1, 1979, may remain connected or be reconnected in such a fashion.
16. Inside Wire - Wire designed to carry a telephone circuit(s) around a customer's premises. Typically it consists of four insulated conductors encased in an insulated jacket.

CUSTOMER PREMISE INSIDE WIRE

19 Glossary of Terms (Cont'd)

17. Interface - The point of interconnection between terminal equipment or premises inside wire and the telecommunications network. The Network Interface Module or other modular jack which serves as the interface must be provided by the Company.
18. Knobs - Porcelain fasteners used to affix electric power wires which are insulated but do not have an outer protective jacket to a surface.
19. Modular - The term "Modular" as used herein applies to the connection of a telephone set mounting cord to the telecommunications network via plugs located on the end of such cords and jacks used to terminate premises inside wire.
20. Non-Modular - The term "Non-Modular" as used herein applies to the connection of a telephone set mounting cord to the telecommunications network via a four (4) pin plug and matching jack or via hardwiring.
21. Open Wiring - A wiring method using cleats, knobs, tubes, or flexible tubing for the protection and support of insulated conductors run in or on buildings and not concealed by the building structure.
22. Premises - Definition as stated in Brantley Telephone Company's Section A, General Subscriber Services Tariff.
23. Party Line - A basic telephone exchange access line whose use is shared by two or more subscribers.
24. Protector - A device used as protection from hazardous voltages. It may be mounted either inside or outside the premises. If mounted outside it will be covered with a plastic or metal housing.
25. Raceways - A metal or plastic channel used for loosely holding electrical and telephone wires in buildings. A raceway is usually located in the floor and is usually encased on three or four sides by concrete.
26. Registered Terminal Equipment - Terminal equipment which is registered for connection to the telecommunications network in accordance with Subpart C of part 68 of the FCC's Rules. If a terminal device has been properly registered it will have an identification number permanently affixed to it.
27. Ring - As used herein, "ring" refers to that side of a two wire telephone circuit which is connected to the negative side of a battery located at the telephone company central office. It is like the "hot" side of a residential lighting circuit.
28. Telecommunications Network - The public switched telephone network.
29. Tip - As used herein, "tip" refers to that side of a two wire telephone circuit which is connected to the positive side of a battery located at the telephone company central office. It is like the material side of a residential lighting circuit.
30. Transformer - As used herein, a transformer is an electrical device which reduces the voltage in electrical house wiring to a low voltage in order to operate a dial light. It plugs into an electrical outlet and has externally located low voltage connections which are extended by inside wiring to the telephone set dial light.
31. Wire Clamp - A device used to secure telephone wires to a surface. One end is U-Shaped for placement over the wire. The other end contains a tab which is affixed to the mounting surface with a nail or a screw.
32. Wire Guard - A length of plastic (round or U-shaped) used to protect telephone wiring from abrasion or foreign voltages.

EMERGENCY REPORTING SERVICES
UNIVERSAL EMERGENCY NUMBER SERVICE-911

1 Concurrence

Frontier Communications of Fairmount, LLC concurs in the standard monthly rates, rules and regulations governing such service as filed by the Southern Bell Telephone and Telegraph Company, together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or cancelled by either party (including such services as are also participated in by one or more other utilities, e.g., where more than one local exchange carrier operating under a joint venture agreement provides this service to a particular customer or customers). This concurrence does not include the tariff sections covering Public Service Answering Points (PSAPs). All non-recurring charges will be priced on a special assembly basis.

Frontier Communication of Fairmount, LLC hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of Frontier Communications of Fairmount, LLC subject to the jurisdiction of the Georgia Public Service Commission as it applies.

OBSOLETE SERVICE OFFERINGS

1 Combination Main Station Service (Bridged Lines)

1 General

Combination service is offered only in connection with business or residence individual lines and will be provided only where facilities are available and satisfactory transmission and signaling arrangements can be furnished.

Such service may be employed where one station is at a business location and the other at a residence or where both stations are at either business or residence locations. However, it is permitted only in connection with services contracted for and used by the same customer.

2 Equipment Arrangements

Where semi-selective or nonselective code ringing is used, the lines are bridged so that the bell at each station will ring when either station is called the particular station desired being identified by the code used in ringing.

Where full selective ringing is used, extension bells of distinctive tone to identify the line being called are provided at any location and arranged so as to ring when another station is being signaled.

3 Application of Rates

Each main access line is charged for at the established individual access line business or residence rate, depending on the character of use at each location.

In applying exchange line mileage charges, each main access line service is considered separately and the mileage charges applicable for individual access line service are not charged for each main access line.

Mileage charges do not apply between a main access line location and the auxiliary access position associated with such main access line at the other location, but will apply for the circuit expressly provided for the associated auxiliary access position.

4 IntraLATA Presubscription Cost Recovery

Cost recovery as ordered under Georgia Public Service Commission Docket No. 5319-U of the implementation of IntraLATA presubscription will be based on total intrastate toll minutes of use and recovered over a five year period. Presubscription is the process by which end user customers may select and designate to the Telephone Company which carrier they wish to use for intraLATA toll calls without having to dial an access code or additional digits.

IntraLATA Presubscription per
intraLATA access minute

\$0.000444