

No.

NAVAJO COMMUNICATIONS COMPANY

GENERAL EXCHANGE TARIFF

ARIZONA

Issued: July 7, 1997
Advice No.:

F. Wayne Lafferty
Assistant Vice President
Citizens Communications
3 High Ridge Park
Stamford, CT 06905

Effective: July 11, 1997
Decision No. 59306

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PRELIMINARY STATEMENT

CUSTOMER PREMISES EQUIPMENT

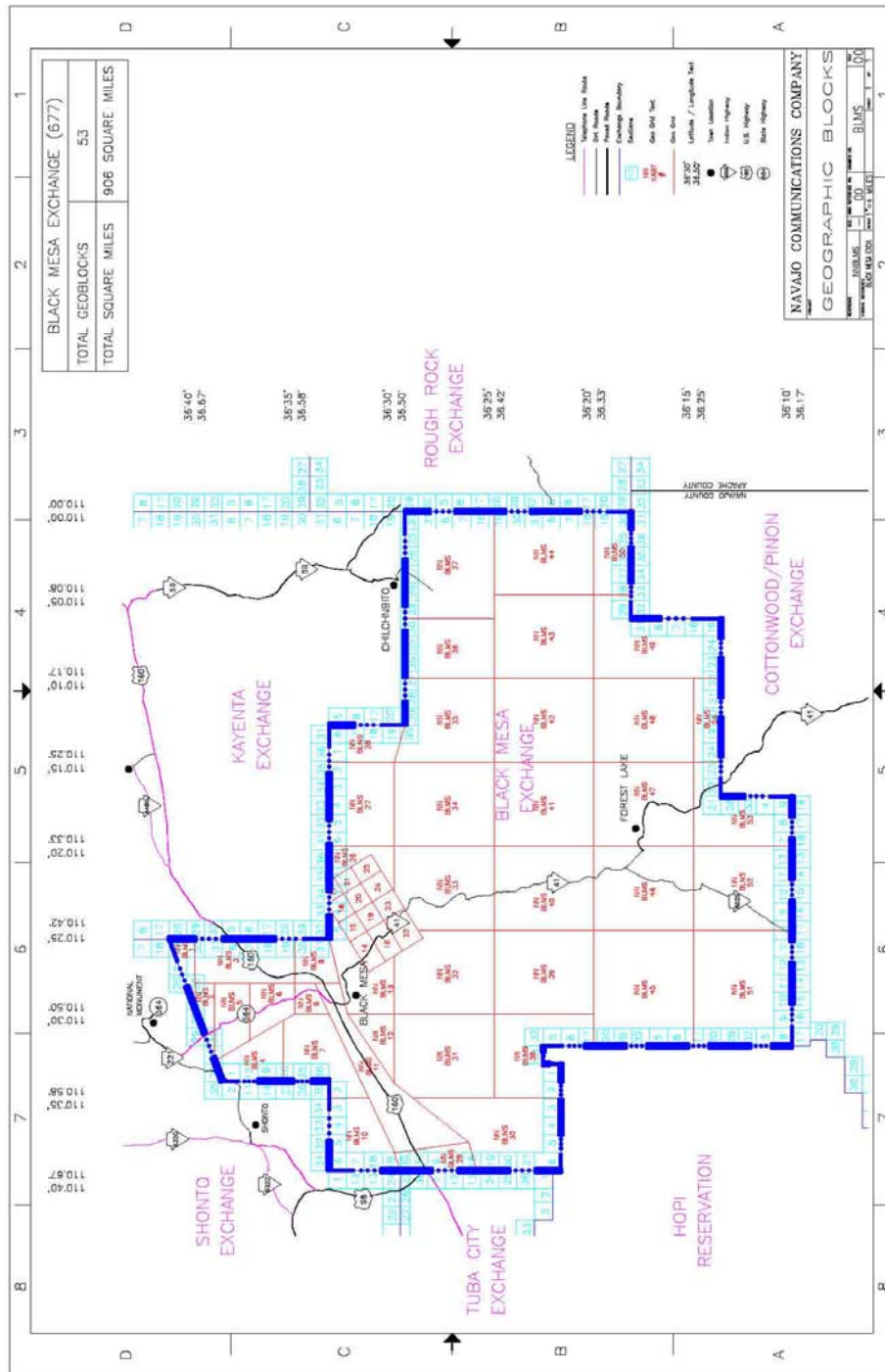
Effective January 1, 1988, in accordance with the FCC's Third Report and Order in cc Docket No. 81-893 Customer premises equipment (CPE) will be the sole responsibility of the customer.

SYMBOLS

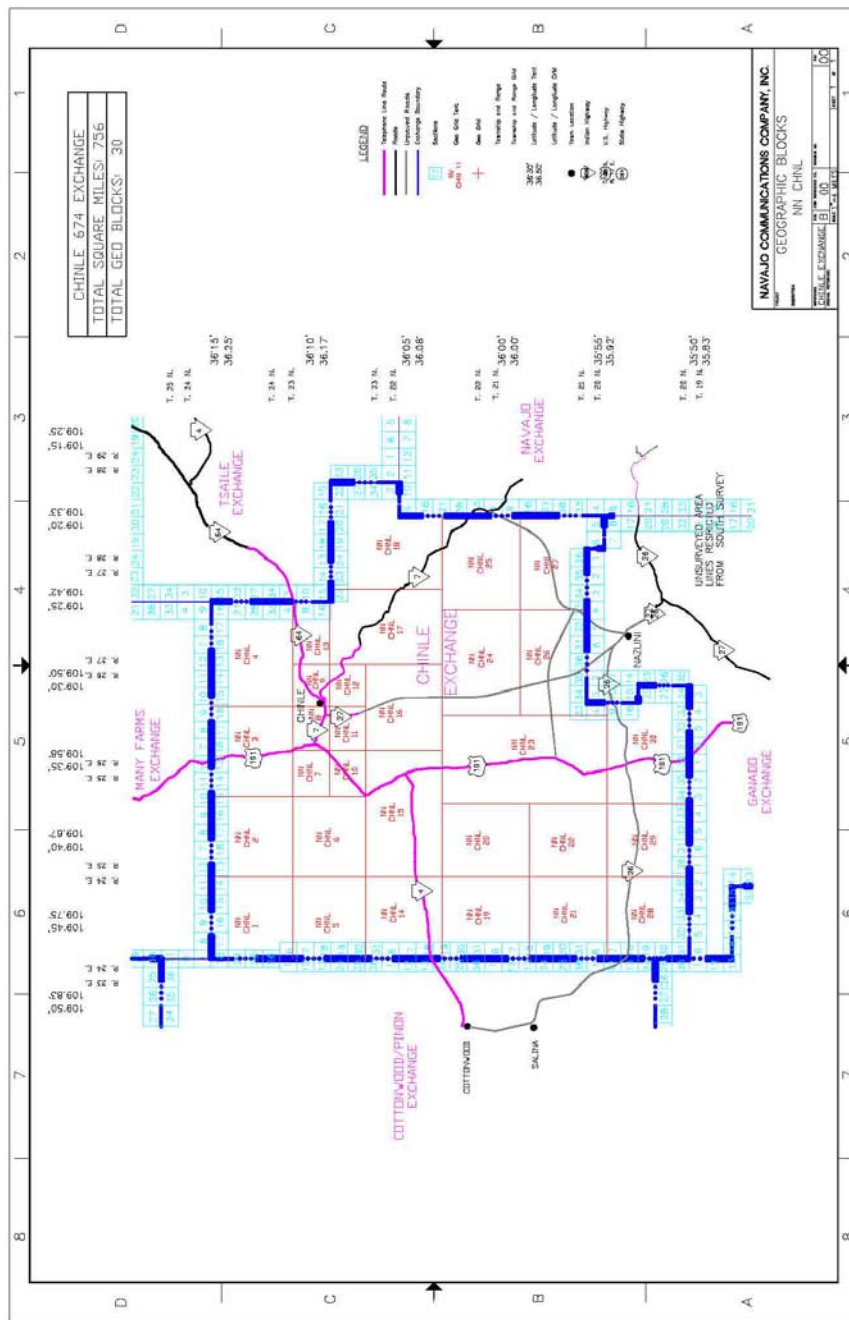
Whenever tariff Sheets are refiled, changes will be identified by the following symbols:

- (C) To signify changed listings, rule or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, rule or condition.
- (I) To signify increase.
- (L) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule or condition.
- (R) To signify reduction.
- (T) To signify change in wording of text but not change in rate, rule or condition.

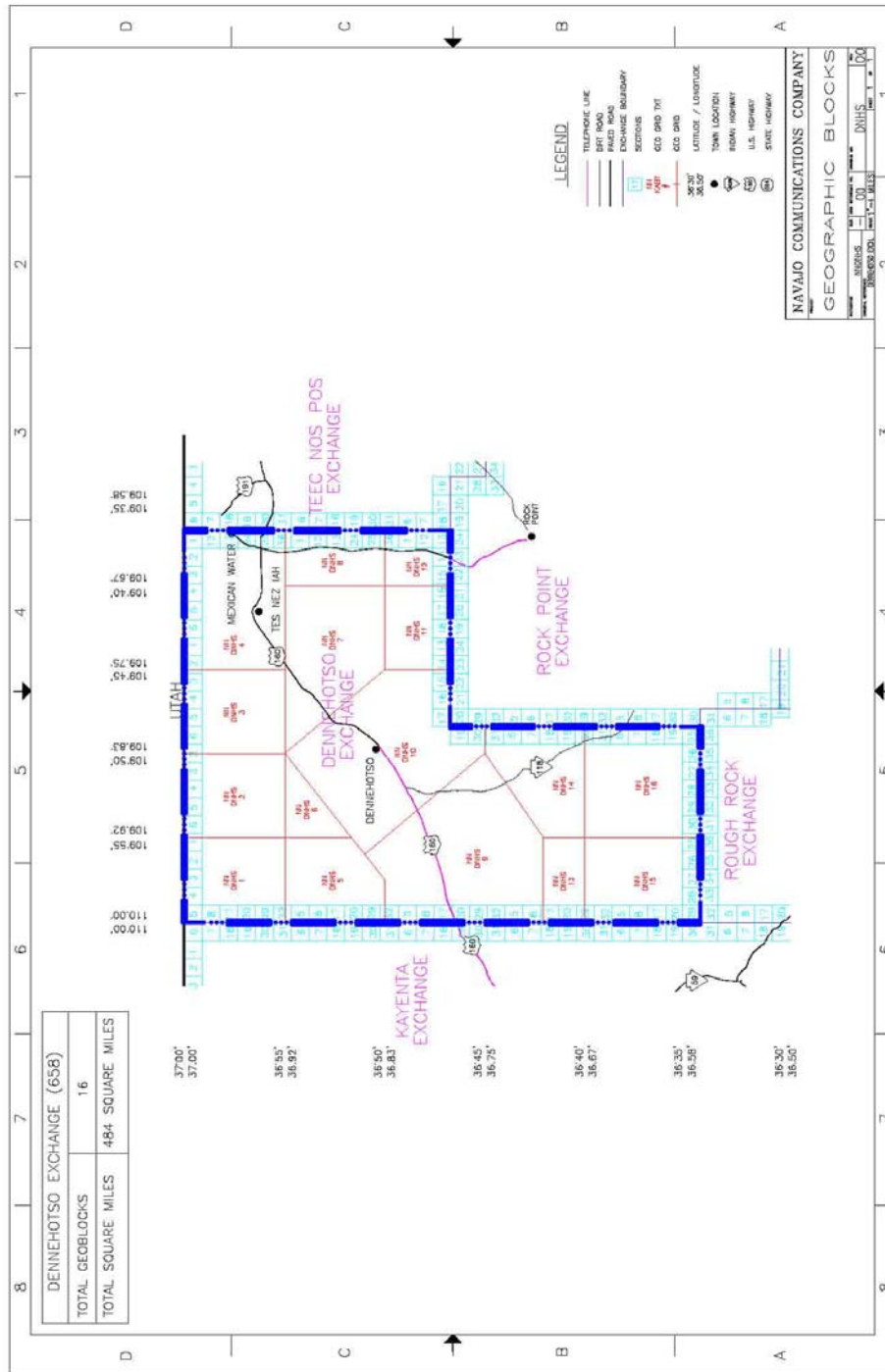
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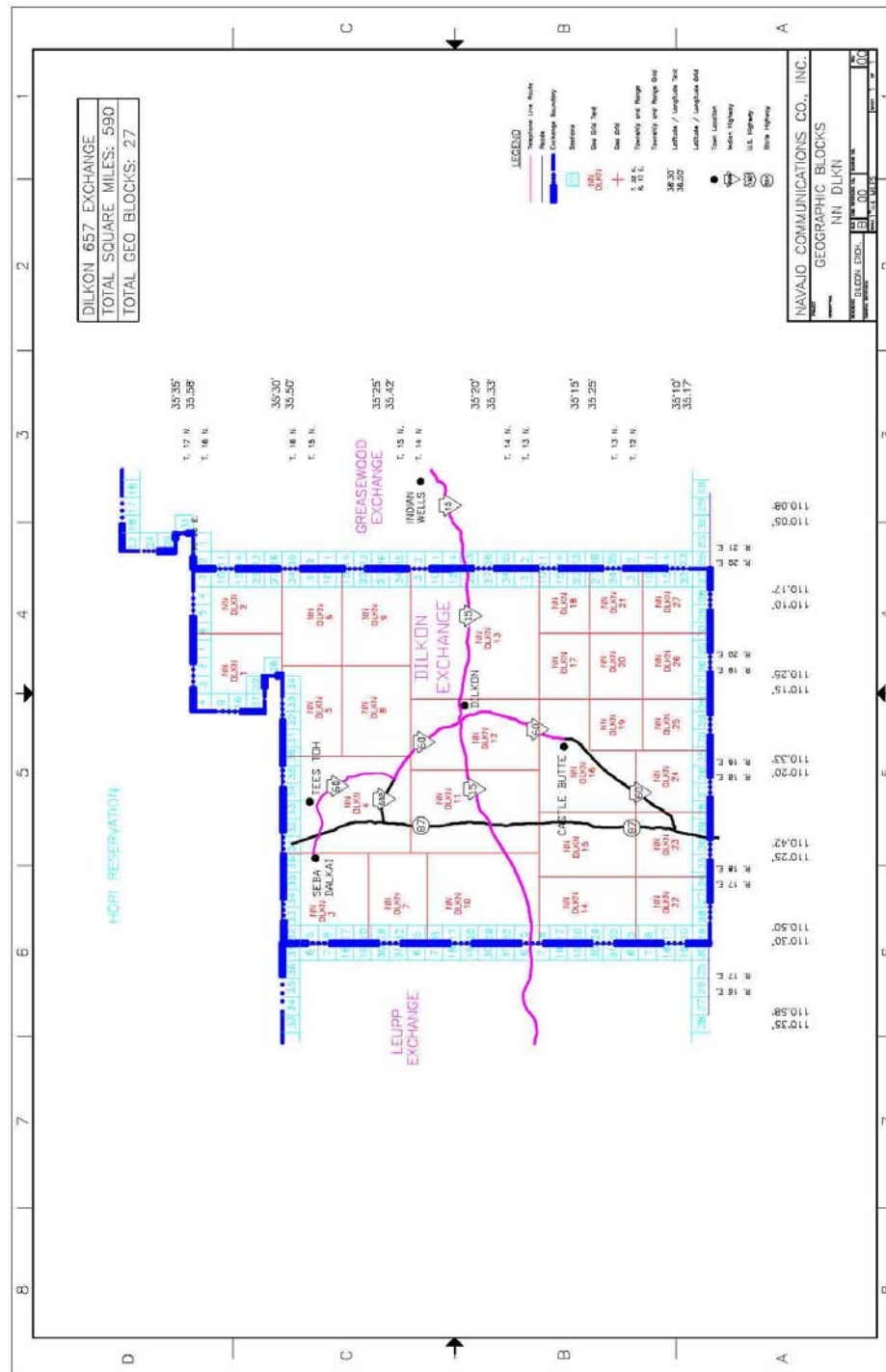
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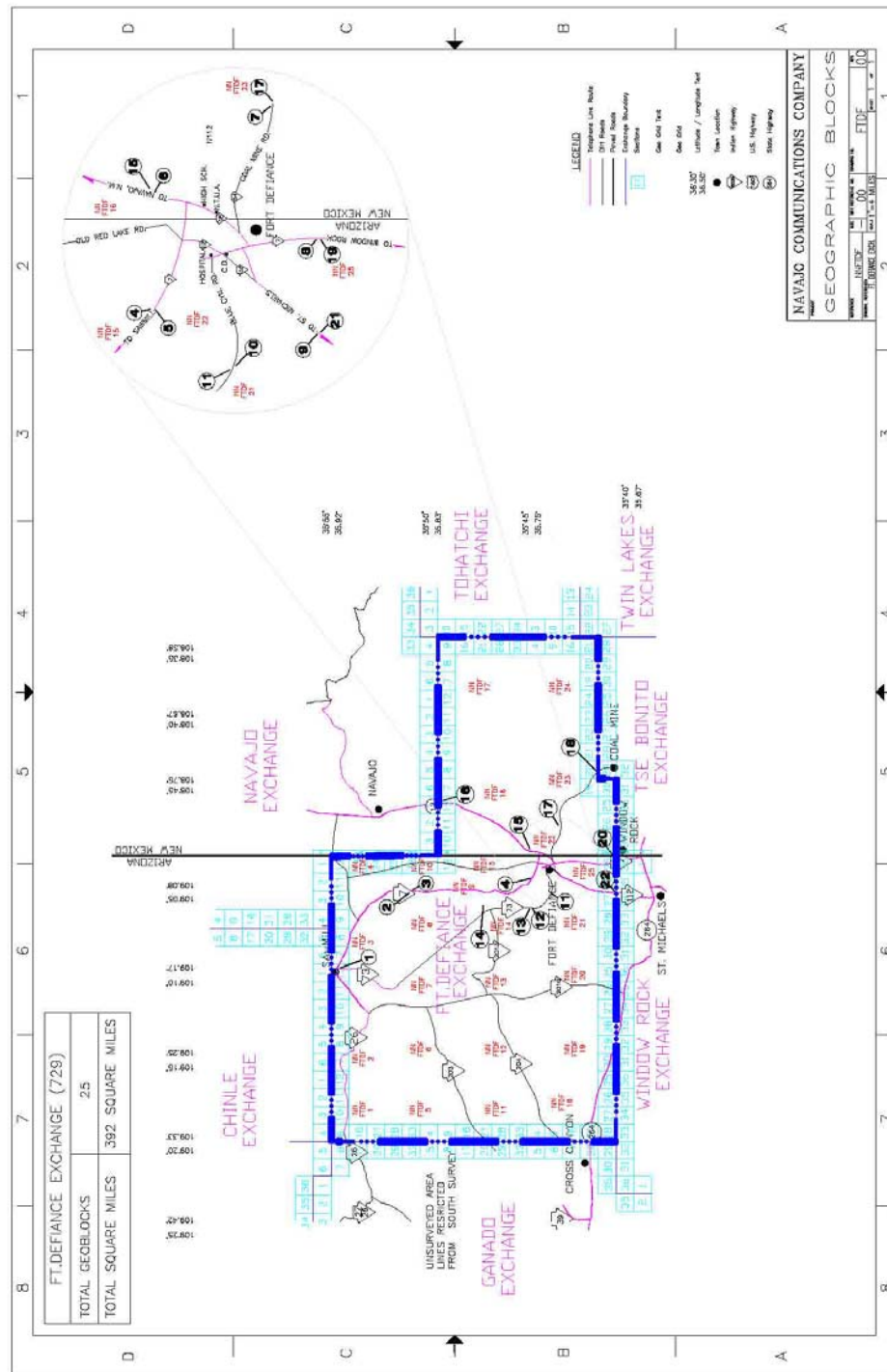
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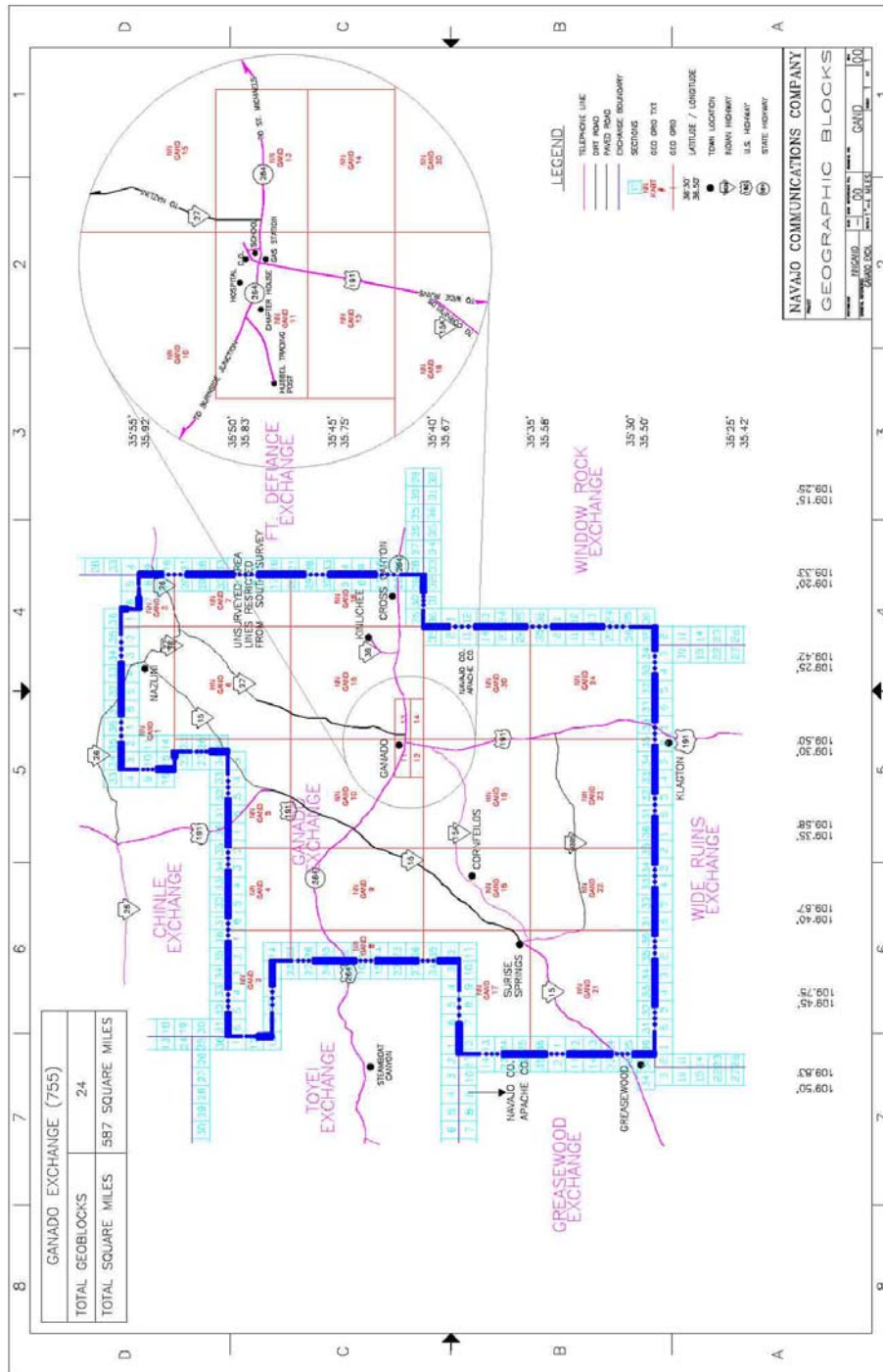
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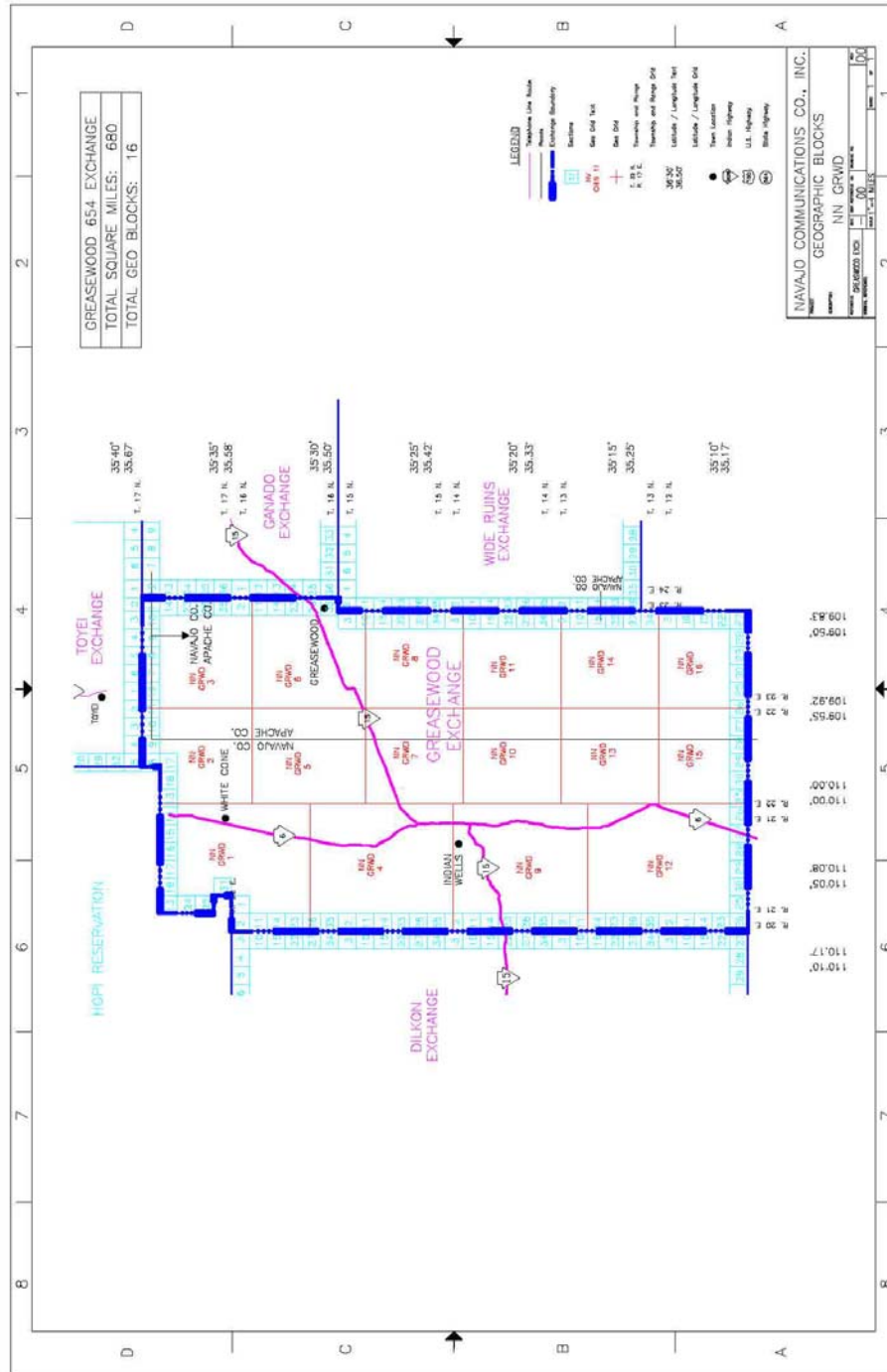
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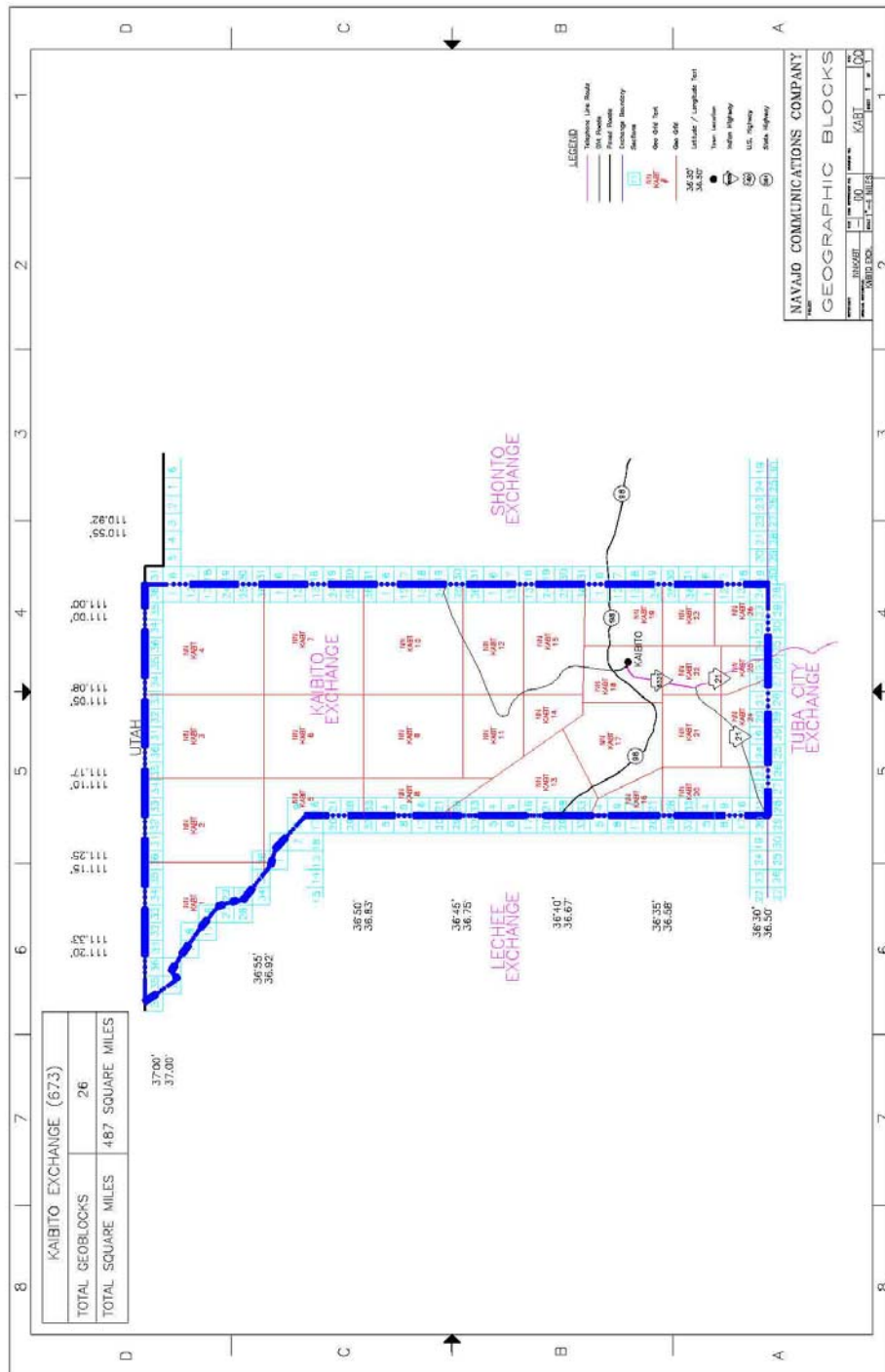
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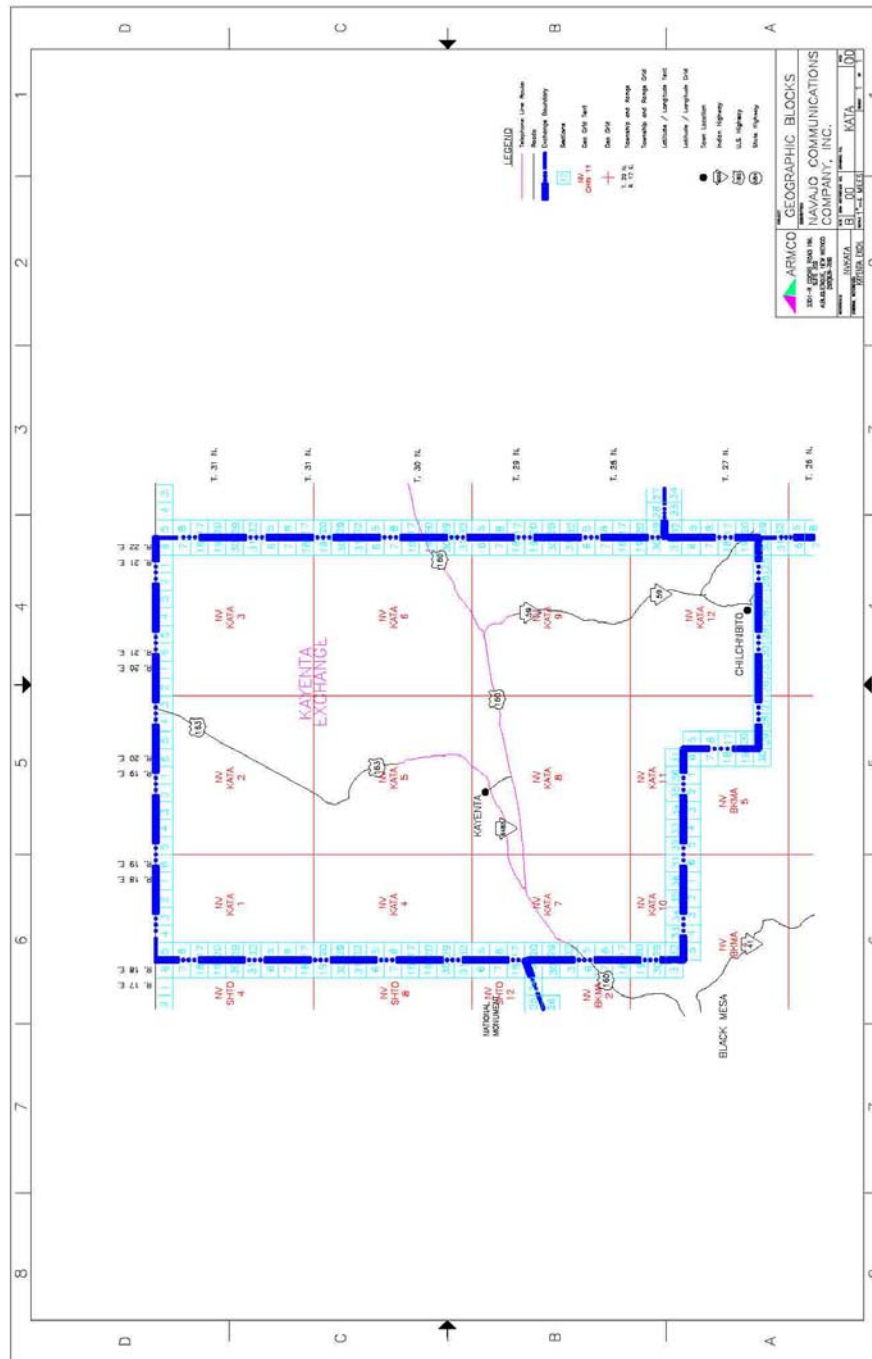
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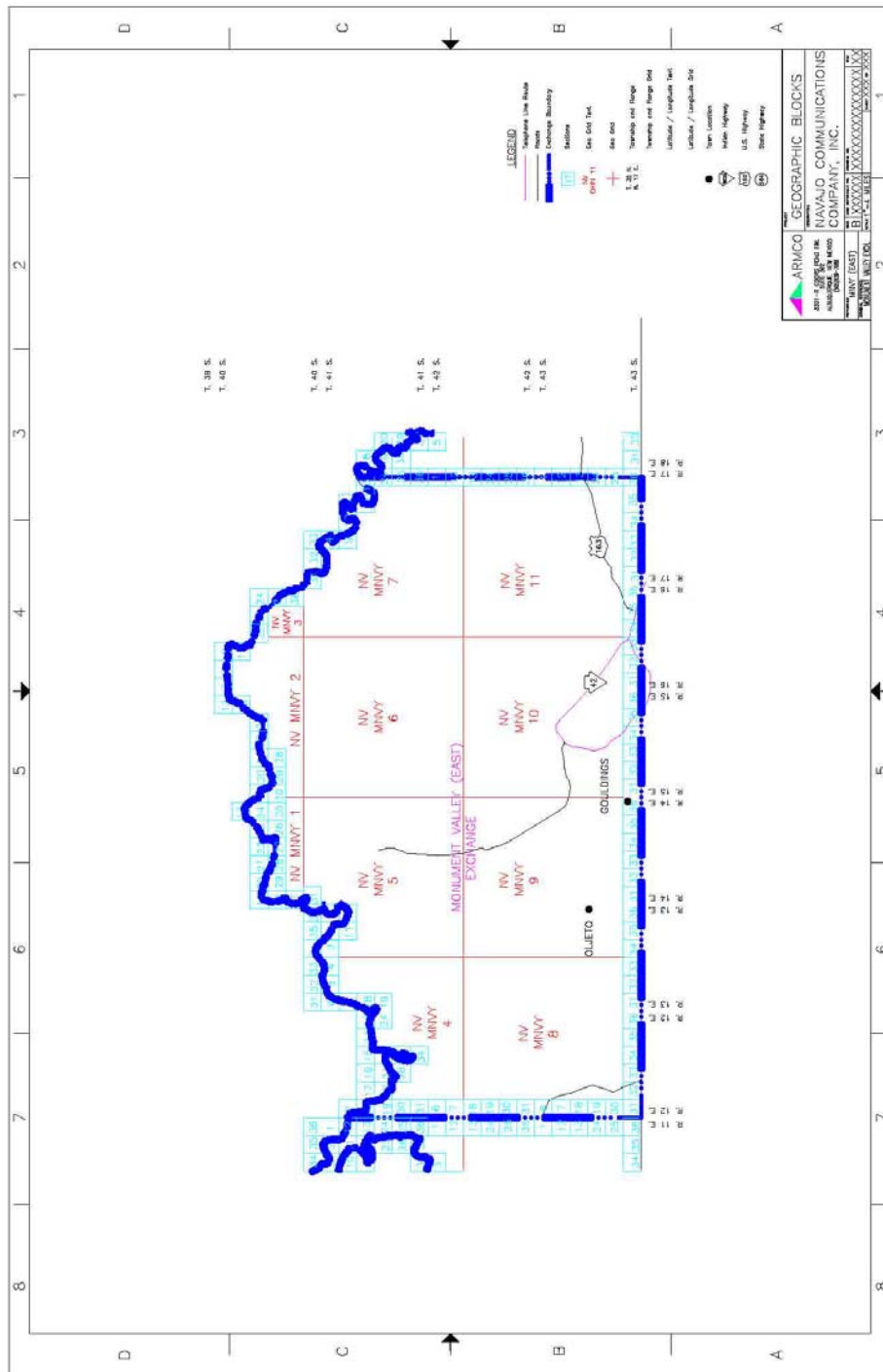
KAIBETO EXCHANGE



KAYENTA EXCHANGE



KAYENTA - MONUMENT VALLEY EAST EXCHANGE

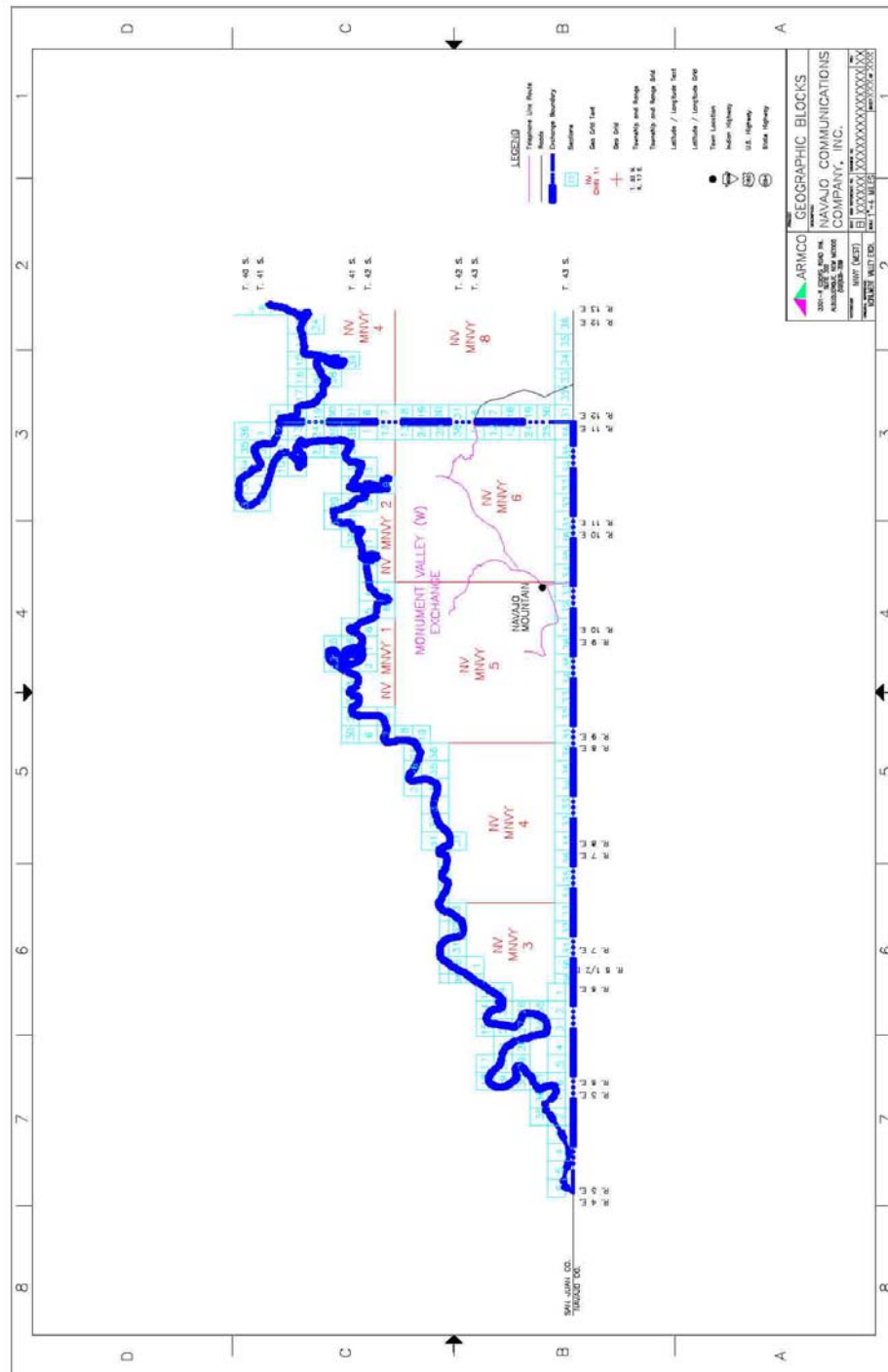


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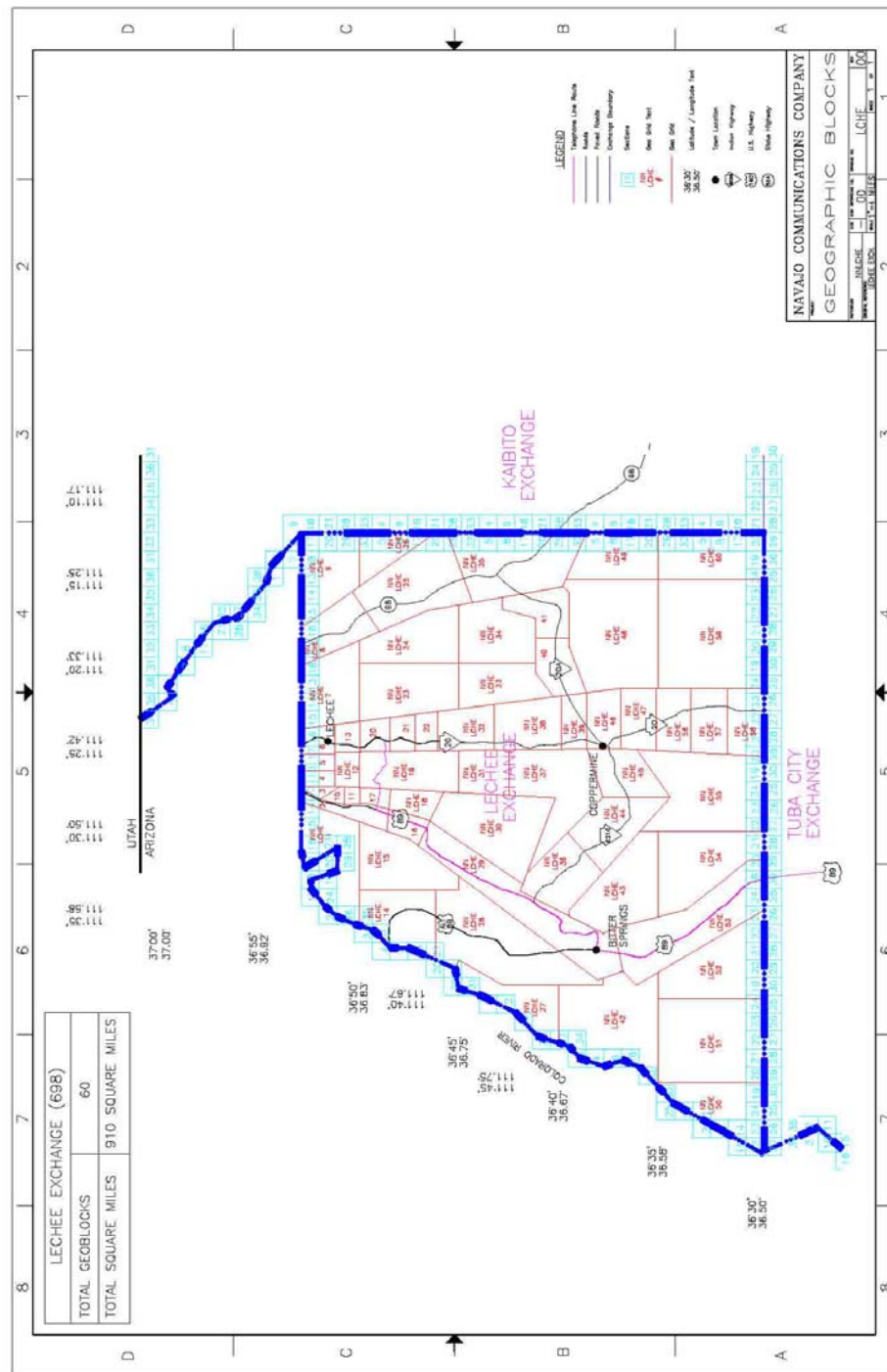
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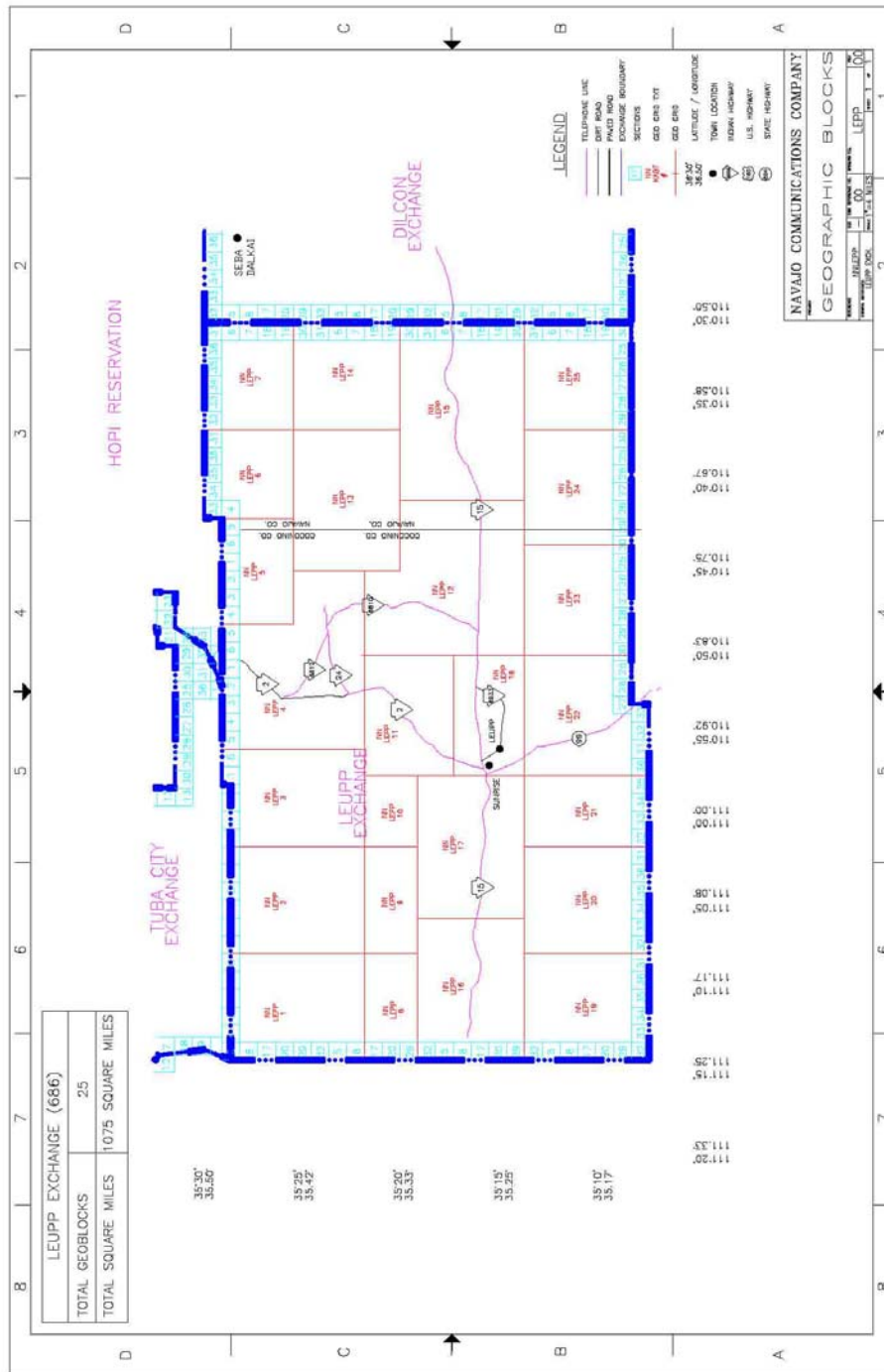
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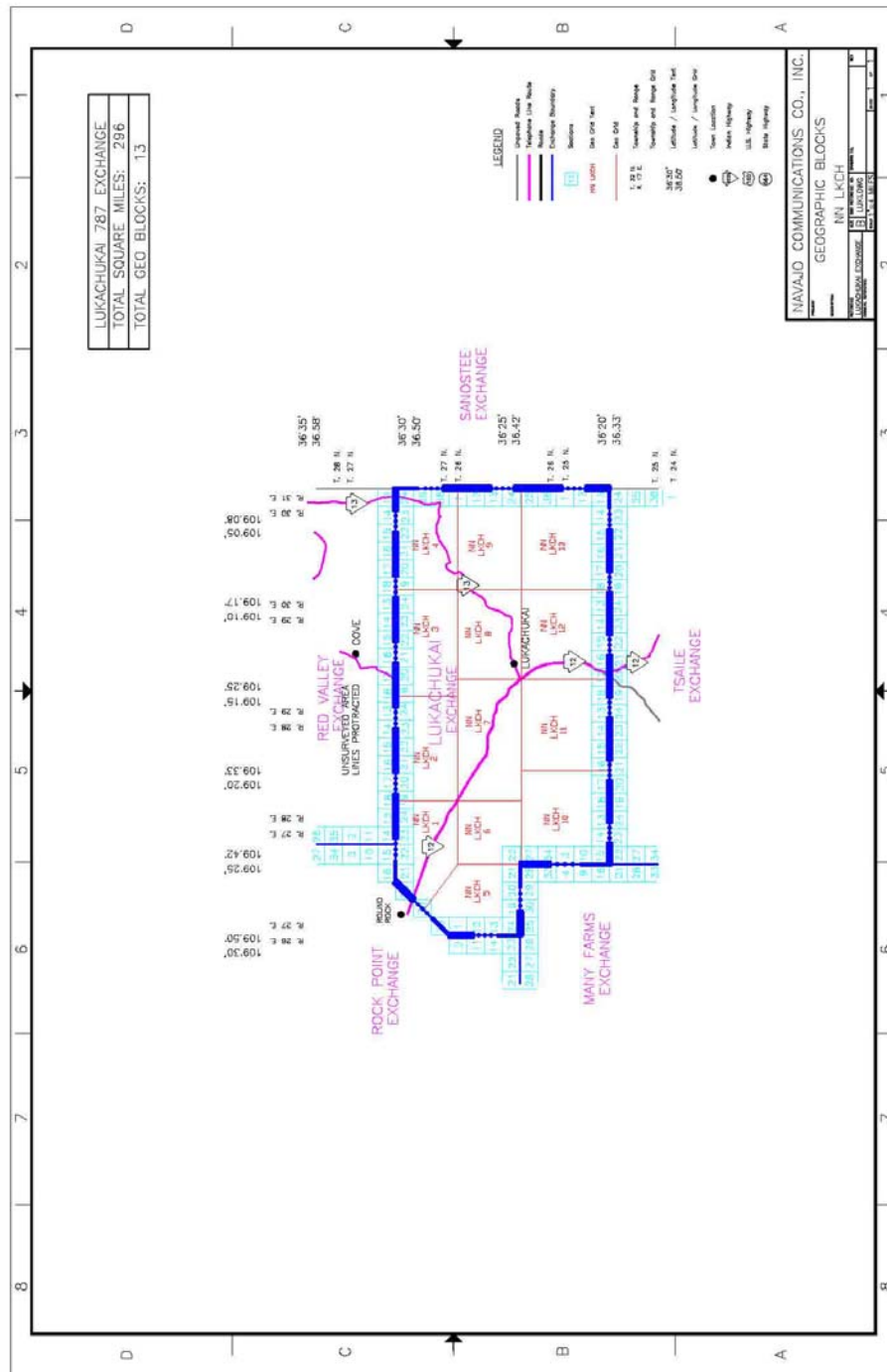
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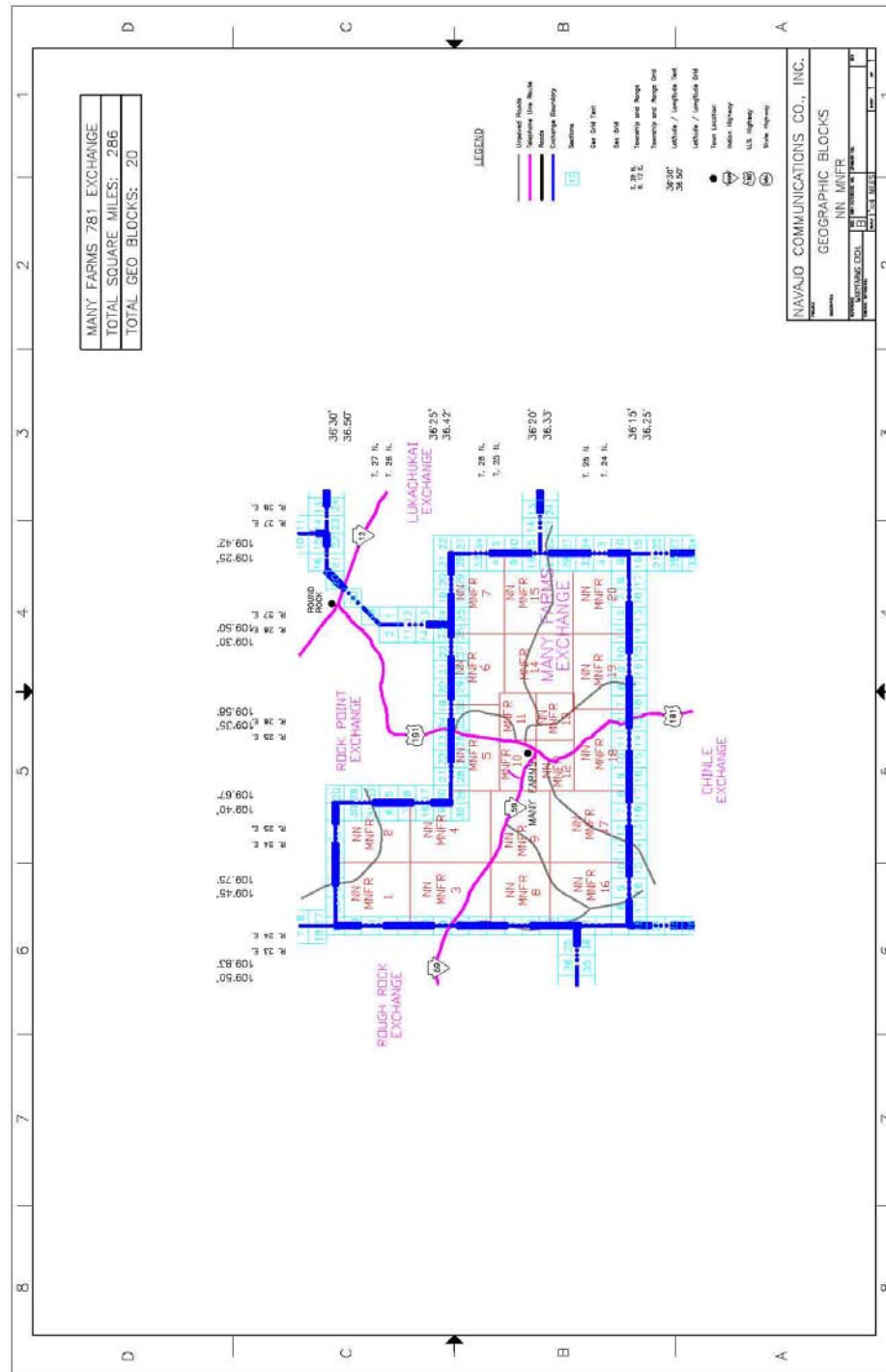
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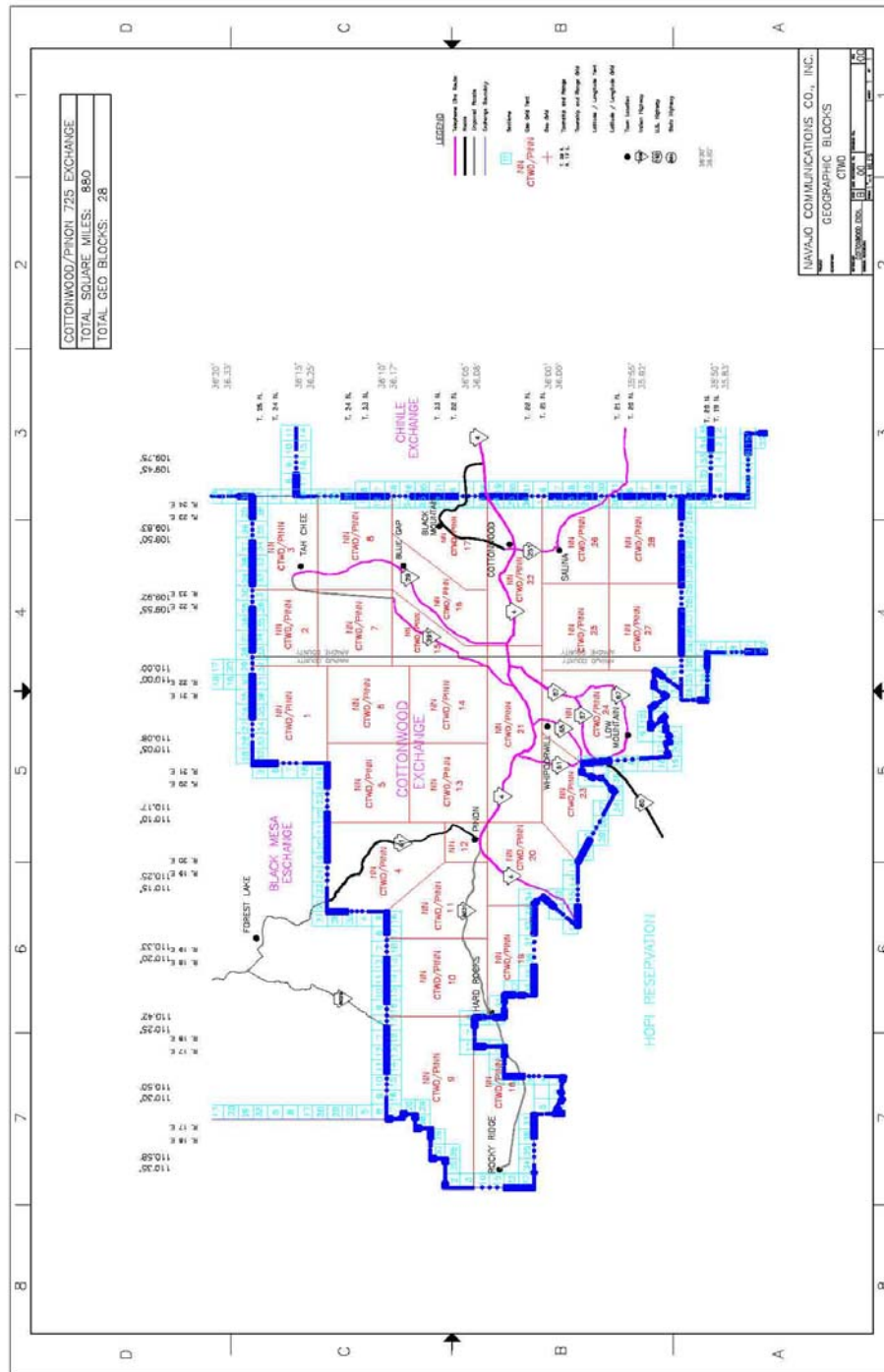
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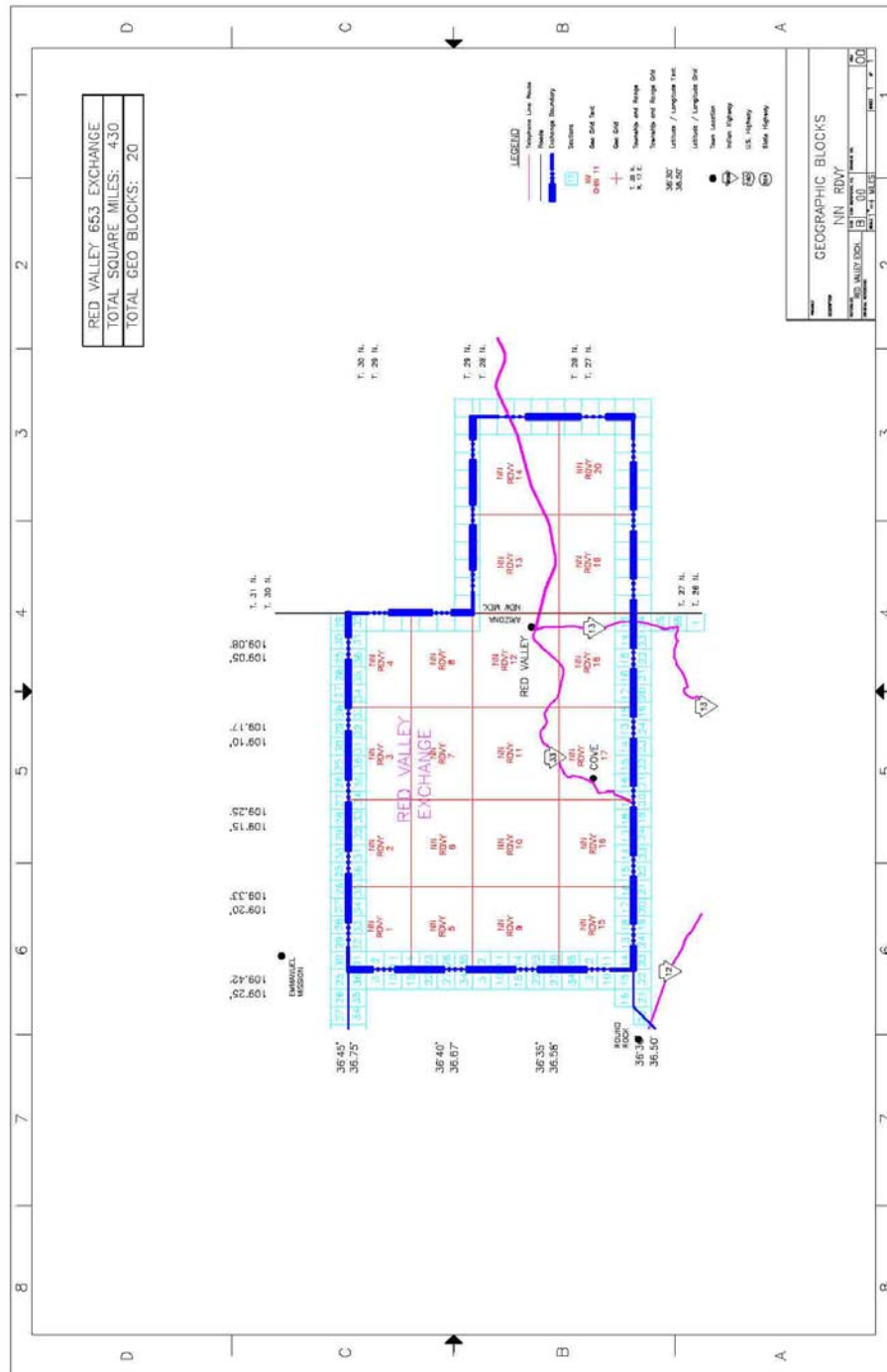
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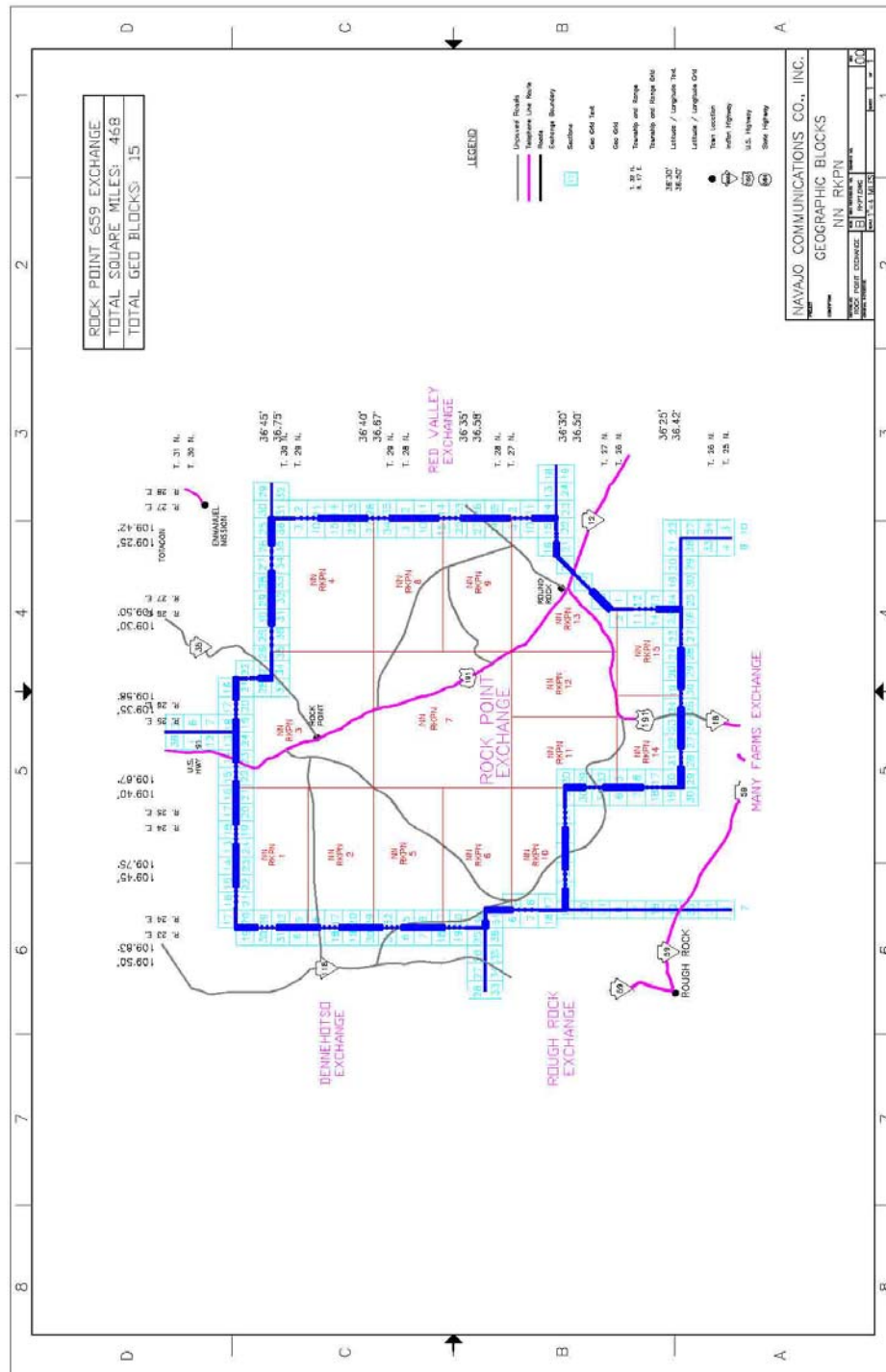
PINON/WHIPOORWILL EXCHANGE



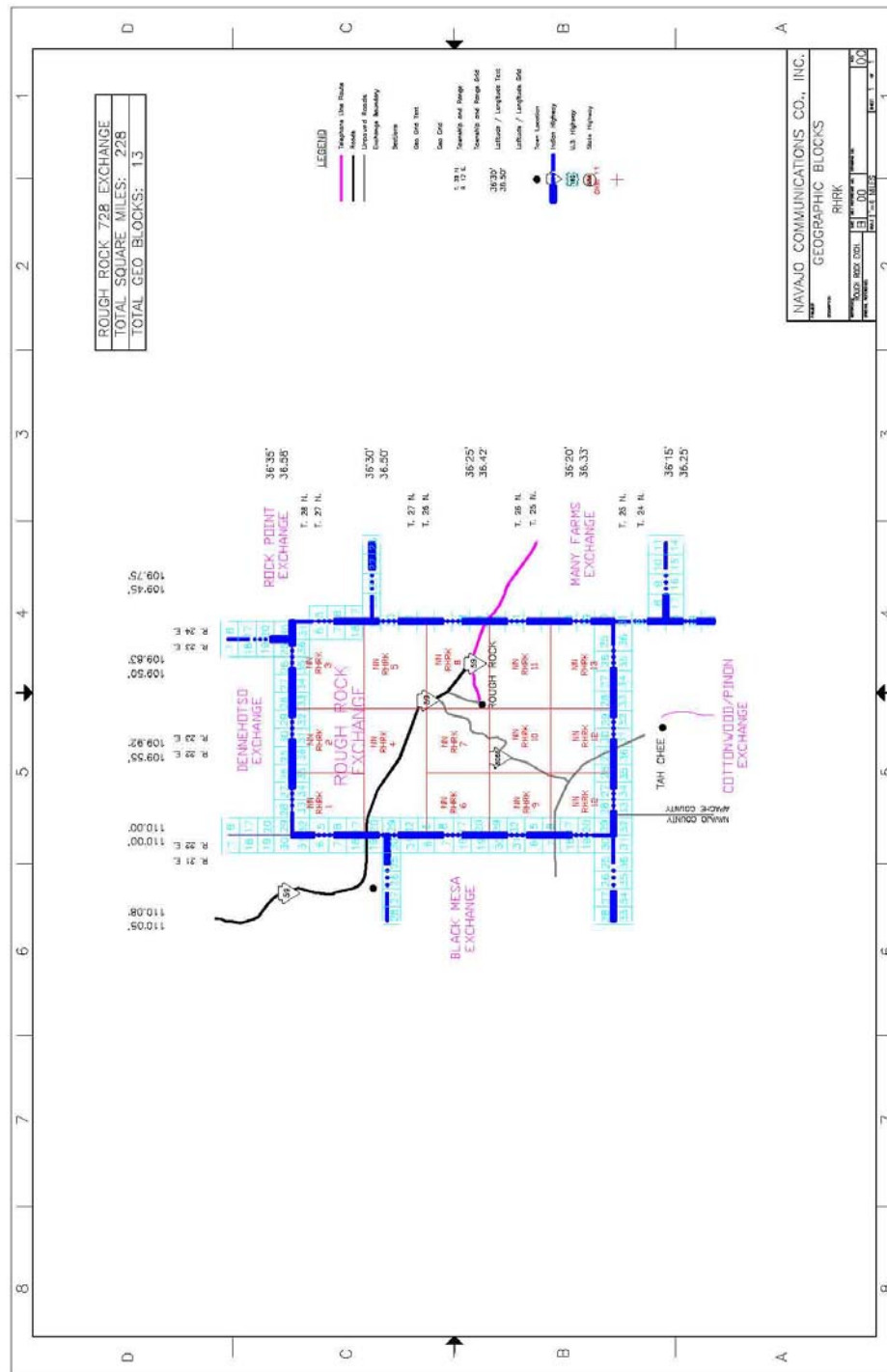
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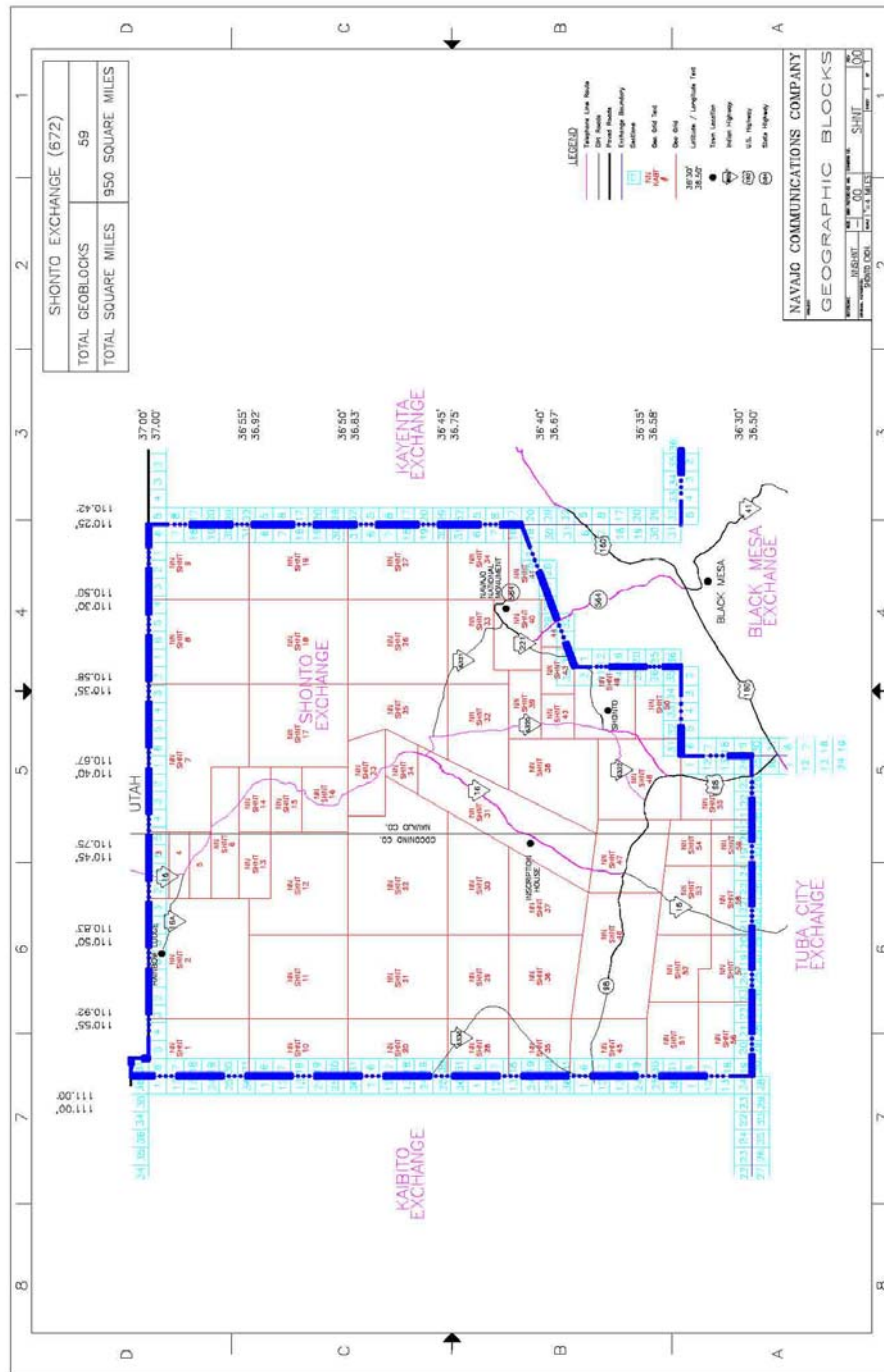
ROCK POINT EXCHANGE



ROUGH ROCK EXCHANGE



SHONTO EXCHANGE

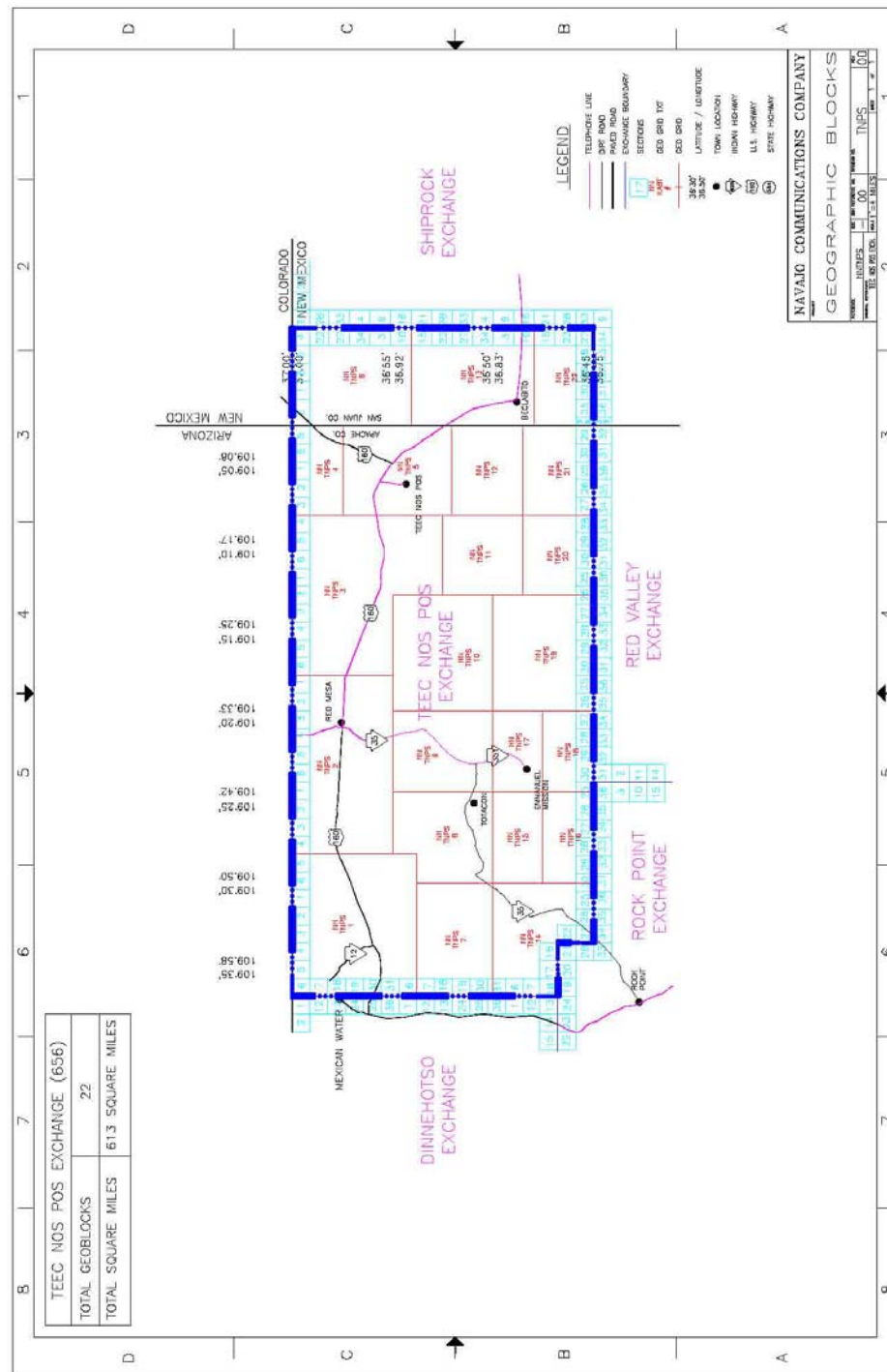


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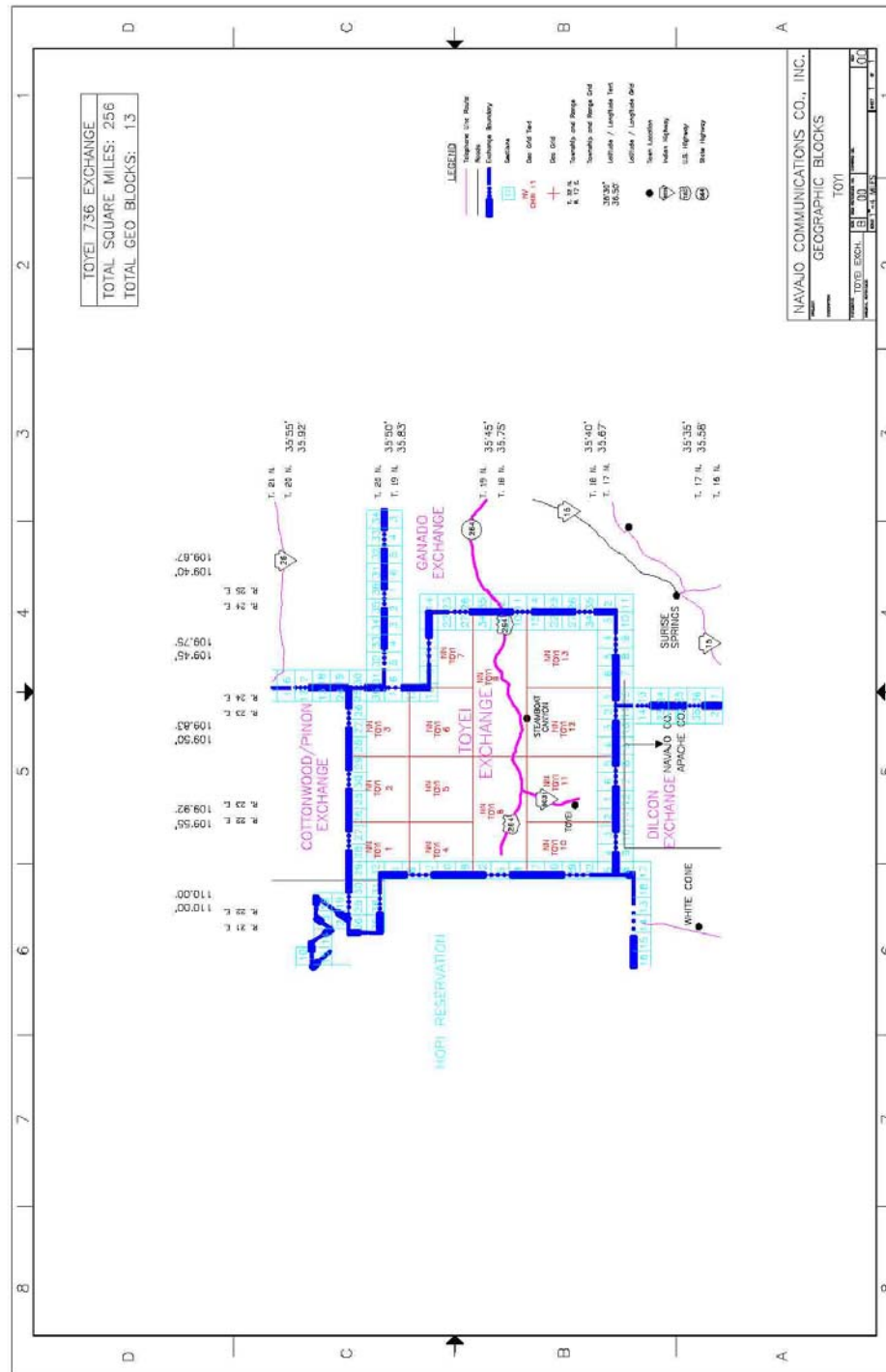
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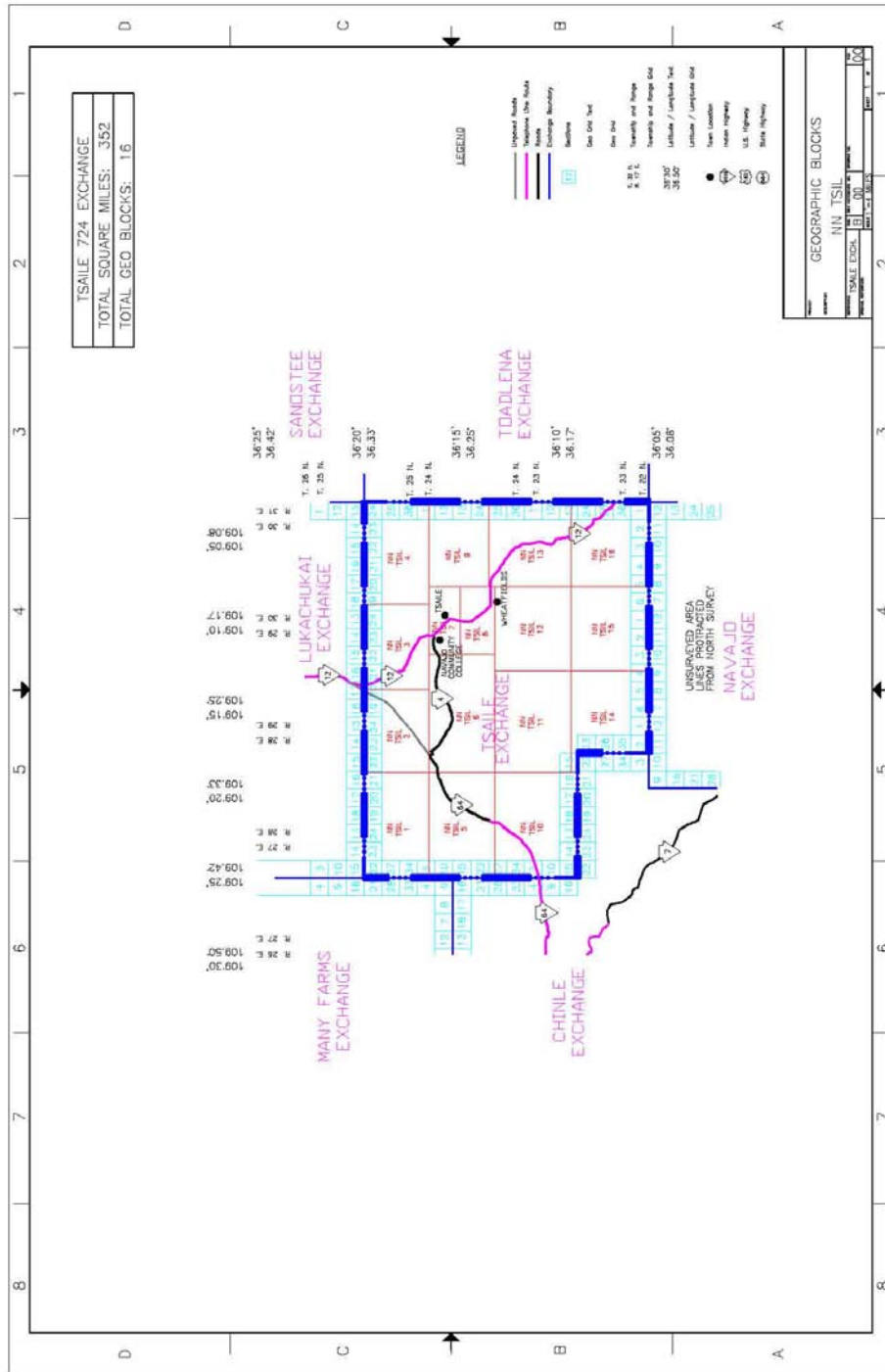
TEEC NOS POS EXCHANGE



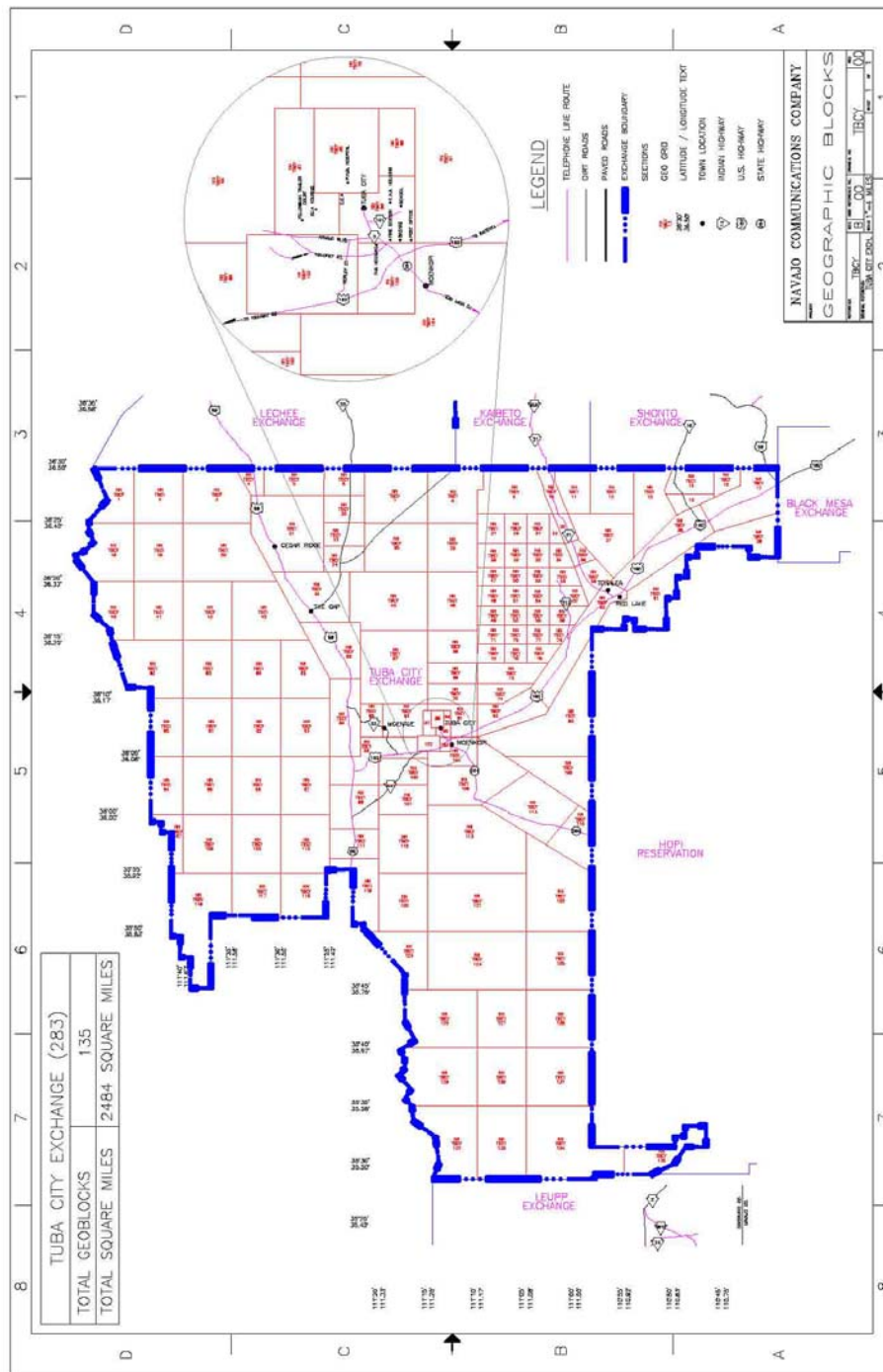
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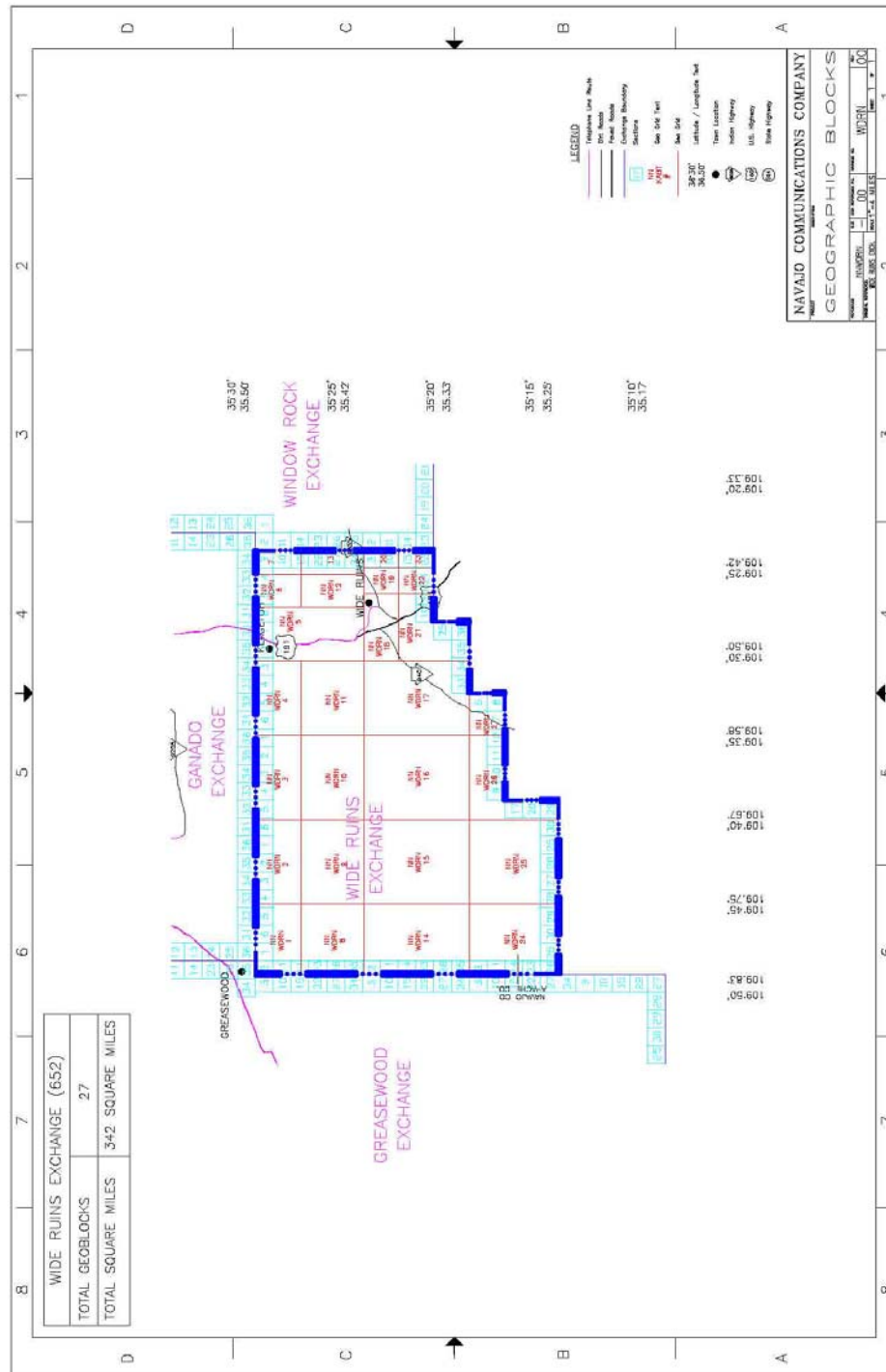
TSAILE EXCHANGE



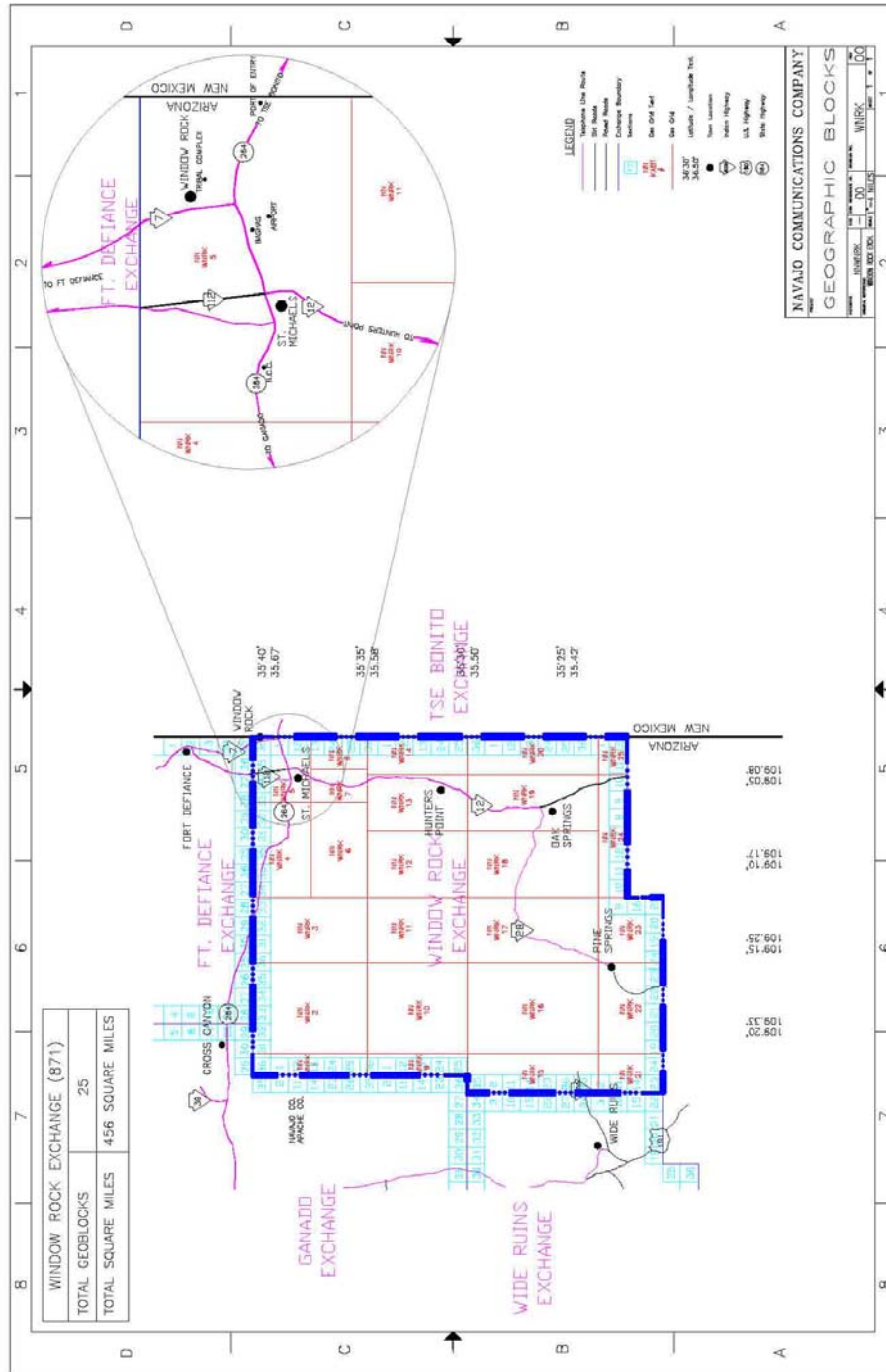
TUBA CITY EXCHANGE



WIDE RUINS EXCHANGE



WINDOW ROCK EXCHANGE



DEFINITION OF TERMS

Building: The term "same building" or "building" is to be interpreted to mean a structure under one roof or two or more structures which are connected by an enclosed passageway in which the wires or cables of the Telephone company may be placed without exposure to outside electrical circuits or the weather. In no case can conduit be considered as an enclosed passageway.

Centrex Service: A central office based Business service provided from the telephone companies suitably equipped digital central office facilities.

Central Office: A central office is an operating facility through which telephone communication is established between stations within a specified area.

Channel: A Channel is the electrical path provided by the Telephone Company between two or more terminating points for the transmission of information or intelligence.

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Connecting Company: A corporation, association, firm, or individual, owning and operating one or more central offices and with whom traffic is interchanged.

Construction Charge: A separate charge made for construction of pole lines, circuits, facilities, etc., to compensate the Company for unusual costs of providing service and not supported by existing rate schedules.

Customer: (See Subscriber)

Customer Owned Pay Telephone Service (COPTS): This service includes any coin, coinless, or credit card reader private pay telephone that is accessible by members of the general public, business patrons, employees, and/or visitors of the private pay telephone service customer, provided that the end user pays for local or toll calls from such instrument on a per call basis.

(D) Public Telephone Service has been deregulated.

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Advice No.:

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DEFINITION OF TERMS

Demarcation Point: The point of interconnection between the Utility's facilities and the wiring at a customer's premises.

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

Directory Listing: The publication in the Telephone Company's directory of information relative to the subscriber's telephone numbers, by which the telephone users determine the telephone number of a desired station.

Direct Inward Dialing (DID) Service: A central office service that provides in-dialing from the exchange and toll network directly to the station lines associated with customer premises without intervention from an attendant. Service is provided in combination with one-way PBX trunk access lines.

Enhanced Lifeline Service/Tribal Lands: Additional federal Lifeline and Linkup assistance for qualifying low-income individuals living on federally recognized tribal lands (American Indian and Alaska Native) to reduce the cost of basic telephone service and offset initial connection charges and line extension costs associated with the initiation of service for those individuals. (T)

Electronic Bill Presentment and Payment (EBPP): Electronic Bill Presentment Program (EBPP) is an optional service provided by the Utility that allows customers to view and or pay their telephone bill on-line.

Exchange Service: The general telephone service rendered in accordance with individual Local Exchange Tariff and General Exchange Tariff provisions. Exchange service is a general term describing as a whole, the facilities for local intercommunications, together with the right to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the Local or General Exchange Tariffs.

Extended Area Service: Exchange service between different contiguous exchange areas whereby the subscribers of one exchange may call and be called by the subscribers of the other exchange or exchanges without specific message toll charges but at a fixed monthly rate.

Extension Line: A circuit connecting an extension station with the telephone circuit to which the main station is connected.

Extension Line Mileage: (See Mileage)

Foreign Exchange Mileage: (See Mileage)

Foreign Exchange Service: Exchange service furnished by means of a circuit connecting a subscriber's facilities with a central office outside of the exchange are in which the service is located.

General Use Pole Line: The poles, wire, cable, etc., used to furnish facilities for telephone service to more than one subscriber.

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Docket No. T-02115A-16-

DEFINITION OF TERMS

Household: Immediate family or group of individuals living together and having its own cooking facilities and living quarters.

Individual Line Service: A classification of exchange service, which provides for a maximum of one subscriber per line.

Base Rate Area: That portion of the exchange area located within 3 miles of the serving central office.

Inside Wiring: Inside wiring is the materials on the customer's side of the Standard Network Interface Demarcation Point excluding intra-system wiring.

Installation Charge: An initial and nonrecurring charge made under certain conditions concerning the cost or portion of the cost of the work of connecting and furnishing telephone service. (See Construction Charge and Service Connection Charge).

Jacks: A fixed socket provided by the Company designated to permit the establishment of a connection between terminal equipment with cords ending in plugs and the local exchange facilities.

Joint User: The person, firm or corporation who shares a customer's service under a specific contract and in accordance with tariff provisions but who would not otherwise be entitled to such joint use.

Joint-User Service: The service furnished to a joint user.

Lifeline Telephone Service: Service which provides a credit on residence network access line service monthly rates. This credit is only available to the single line serving the principal residence of low income customers meeting eligibility requirements established by the Commission. This service also provides exceptions to the deposit rule and service charges.

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Listing: (See Directory Listing)

(L) Material relocated to Sheet No. 7.

(N)

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Advice No.:

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DEFINITION OF TERMS

Local Private Line: A line located wholly within an exchange, furnished for the customer's own use for communication or signaling between points on that line.

Local Message: (See Message)

Maintenance Service Charge: The charge applicable for each visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to customer-provided or maintained facilities.

Message: A communication between two communicating devices. Messages may be classified as follows:

- A. Local Message: A communication between facilities within the same local service area.
- B. Toll (Long Distance) Message: A communication between facilities in different exchange areas for which a toll charge is applied.

Mileage: The measurement which is the basis of rates charged for the use of circuits furnished by the Telephone Company. The various classes of mileage are as follows:

- A. Extension Line Mileage: The measurement applying to that portion of an extension line in excess of the length provided by the Telephone Company without additional charge.
- B. Foreign Exchange Mileage: The mileage applied in establishing the rate for a customer receiving Foreign Exchange Service.
- C. Tie Line Mileage: The mileage applied in establishing the rate for a tie line.

DEFINITION OF TERMS

Move: A change in the location on the same premises of the customer's equipment, which does not involve changes in the class or grade of service or the rate charged for service furnished.

Network Control Signaling: The transmission of signals used in the telephone company's exchange facilities which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

Party Line Service: A classification of exchange service which permits the connection of two or more subscribers on the same central office circuit.

Pole Line: The poles, wire, cable, etc., comprising facilities for the furnishing of telephone service.

Premises: All of the building or the adjoining portions of a building occupied and used by the subscriber, or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on a continuous plot of ground not intersected by a public highway.

Private Branch Exchange (PBX) Trunk Service: A service through which a company-owned trunk between a customer-provided PBX and the Utility central office provides access to the telephone network.

Private Line:

- A. For intraexchange private line - See Local Private Line.
- B. An interexchange private line consists of interexchange channels furnished to a customer for private use and may not be connected for exchange or toll usage.

Private Property Construction: Pole lines placed on private property to furnish facilities for the providing of telephone service.

Private Radio Broadcasting: The transmission of voice messages from a privately owned and operated radio transmitter site to select individuals or business firms.

Public Radio Broadcasting: Any type of radio programming prepared for transmission to the general public.

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DEFINITION OF TERMS

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Registered Terminal Equipment: Terminal equipment which is registered in accordance with Part 68 of the FCC Rules and Regulations.

Ringling: The term "ringling" refers to the method of signaling a customer's station and may be considered in three classes:

- A. Code Ringing: A method of signaling on party lines whereby bells at all stations are operated when any one station is signaled, the signals for the respective station being distinguished by a code made up of a combination of short and long rings.
- B. Selective Ringing: A system of signaling on party lines which permits each station to be signaled without operating bells at the other stations on the line.
- C. Semi-selective Ringing: A system of signaling on party lines whereby the bells of only a portion of the stations are operated when one station is signaled.

Rural Line Service: A type of party line service furnished the subscribers in certain sections outside the Base Rate Areas, the facilities being owned and maintained by the Telephone Company, except that in some cases the subscriber may be required to bear a part of the excessive construction cost of providing service.

Rural Radio Service One Party Service which is provided via radio transmission.

School-to-Home Service: An arrangement of equipment which provides communication facilities between home-bound students and school classrooms.

Selective Ringing: (See Ringling)

Service Connection Charge: A charge made to the subscriber for the purpose of reimbursing the Telephone Company for its expenses in connecting facilities at subscriber's premises.

Service Line: A subscriber line owned by the subscriber or group of subscribers and connecting to company-owned facilities at the Base Rate Area boundary.

Standard Network Interface (SNI): A registered interface device specified by the F.C.C. Registration Program, Part 68, for the purpose of connecting the Utility's facilities with those of the customer.

(D) Public Telephone Service has been deregulated.

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DEFINITION OF TERMS

Station Instrument: A telephone set used to enable a subscriber to establish a communications connection through the Utility's facilities.

Subscriber: A person who has contracted for and is receiving telephone service.

Supplemental Contract: A contract for service or facilities in addition to that provided for under the original contract.

Suspension of Service: A temporary discontinuance of service without terminating the contract or removing the telephone equipment from the subscriber's premises. Suspension of service may be divided into two general classifications as follows:

- A. At Subscriber's Request: Temporary suspension of service at subscriber's request.
- B. Initiated by Company: Temporary suspension for nonpayment of service charges either local and/or toll.

Telephone Number: A designation assigned to a subscriber's access line for convenience in operating. Telephone numbers may include the name of the central office.

Termination Charge: A charge made to a subscriber upon termination of a contract for service before the expiration of the contract period.

Tie Line: A circuit connecting two PBX systems for the purpose of interconnecting the stations of one with those of the other without the use of trunks to the Utility's central office.

Toll Service: Toll message telephone service is that of furnishing facilities for communication between telephone stations located in different local exchange areas not provided with Extended Area Service.

Touch Tone: Touch Tone calling service provides for the origination of telephone calls through the use of telephones equipped with tone generators.

Tribal Link Up: A discount program for Tribal Land low-income households A national, consumer education and outreach program designed to promote universal service to low-income households and to get those who do not have service onto the telephone network.

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(L) Material relocated from Sheet No. 3.

(N)

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GENERAL RULES AND REGULATIONS

I. INTRODUCTION

- A. The tariffs governing the furnishing of exchange service and facilities by the Telephone Company and their use by its customers are designed as General Exchange Tariffs and Local Exchange Tariffs.
- B. The General Exchange Tariff includes the rules, regulation, rates, and charges for intrastate telephone service applicable uniformly in all exchanges in which the Company operates in the State of Arizona. The Local Exchange Tariff includes the rates and charges for the service and facilities furnished in a particular exchange.
- C. The rules and regulations hereby established apply uniformly in all exchanges and are, therefore, made a part of the Company's General Exchange Tariff.

II. RESPONSIBILITY OF THE TELEPHONE COMPANY

The responsibility of the Company is limited to the furnishing and maintaining of the facilities for the transmission of information or intelligence. The Company undertakes to furnish and maintain in proper working order such facilities and it does not relay, interpret, or transmit the information or intelligence.

The Telephone Company's obligation to furnish service or to continue to furnish service is dependent upon its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnish and maintenance of that service.

III. LIABILITY OF THE TELEPHONE COMPANY

The Liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission occurring in the course of furnishing service or facilities and not caused by the negligence of the subscriber shall in no event exceed an amount equal to the proportionate charges to the subscriber for the period of service during which such mistake, omission, interruption, delay, error, or defect in the transmission occurs.

GENERAL RULES AND REGULATIONS

IV. CONTRACT FOR SERVICE

- A. Application for service shall be made on the standard form provided by the Telephone Company for such purposes. Acceptance of such application by authorized agents or employees of the Telephone Company or the establishing of service covered by such application shall constitute a contract between the customer and the Company.
- B. Requests by customers for additional service or facilities in connection with the original contract may be made verbally.
- C. Terms and conditions of such contracts are subject to the rules and regulations in this General Exchange Tariff and the Local Exchange Tariffs for the exchange or exchanges in which service is furnished.
- D. The Telephone Company's obligation to furnish service to an individual subscriber is dependent upon the Company's ability to secure and retain suitable rights for the construction and maintenance of the necessary facilities.
- E. Any general change in rates, rules or regulations shall act as a modification of the contract.
- F. Unless otherwise specified, the minimum term for which service will be furnished is one month.
 - 1. In those situations where it is necessary to construct facilities to an area where, in the best judgment of the Telephone Company, service will be retained for a temporary period, the Telephone Company may require the customer to execute a standard future or initial payment contract requiring that service shall be retained for a period longer than one month. The minimum term for which service will be furnished will be dependent on the amount of construction involved.
- G. Failure of the subscriber to comply with the Rules and Regulations as contained in the company's General and Local Exchange Tariffs, abandonment of the service or nonpayment of any charges due constitute termination of the contract, and the Company may discontinue service and remove its facilities.

GENERAL RULES AND REGULATIONS

V. OWNERSHIP AND MAINTENANCE OF COMPANY OWNED FACILITIES

- A. Facilities on the premises of the subscriber, furnished by the Telephone Company, are the property of the Telephone Company; and its agents and employees shall have the right of ingress and egress at any reasonable hour for the purpose of installing, inspecting, repairing, rearranging or upon termination of the contract, or removing such facilities.
- B. All installation, rearrangement, removal, maintenance and repair of facilities and services furnished by the Telephone Company's Tariffs, are the responsibility of the Telephone Company and shall be performed by its agents or employees. In case of damage, loss or destruction of any of the Company's facilities due to the negligence or willful act of the subscriber and not due to ordinary wear and tear or to fire or other causes beyond control of the subscriber, the subscriber shall be responsible for the cost of replacement or restoration to original condition.

VI. CUSTOMER PROVIDED EQUIPMENT

In accordance with FCC Docket 19528, Customer provided telephone equipment complying with the provisions of Part 68, of the Federal Communications Commission's Rules and Regulations, may be connected to the lines of the company as specified in such Rules and Regulations. The company is not responsible for the maintenance, repair or performance of customer provided equipment.

VII. DEFACEMENT OF PREMISES

The Telephone Company is not liable for any defacement of or damages to the premises of a subscriber, resulting from the attachment of the Telephone Company's facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Telephone Company.

GENERAL RULES AND REGULATIONS

VIII. USE OR SERVICE BY SUBSCRIBER

- A. The service is furnished only to the subscriber who has contracted for it, to members of his household or to his employees in the case of business service. Except as provided in this Company's Tariffs, the service or facilities furnished by the Telephone Company shall not be used for any purpose for which a payment or other compensation shall be received by the subscriber from any other person, firm or corporation for such use or in the collection, transmission or delivery of any communication for others. The contract or any rights acquired thereunder by the subscriber may not be assigned or in any manner transferred.
- B. Service and facilities will not be furnished, or if being furnished will be discontinued, if any law enforcement agency, acting in its jurisdiction, advises that such service is being or will be used in violation of the law.
- C. The local service furnished a customer shall be classified as business or residence, dependent upon the predominant use made of it.

1. Business

When the use of the service is primarily or substantially of a business, professional, institutional, fraternal, educational, or other occupational nature, it is classified as business service and business rates apply. This includes service in:

- (1) Offices, stores, factories and all other places of a strictly business nature.
- (2) Boarding houses and rooming houses with more than five rooms available for rent (except as noted under Paragraph 2 below) colleges, clubs, lodges, schools, libraries, hospitals, and private and public institutions.
- (3) Any location when the listing of "office" is provided in the White Page section of the Utility's directory, or when any title indicating a trade, occupation or profession is listed (except generally accepted professional designations used in a residence listing; such as Rev., MD, DD, RN) and at any location classified under Paragraph 2 below, regardless of the form of listing, when extension service is provided to a place not a part of a domestic establishment. (C)
(C)

Issued: March 27, 2007
Advice No.:

Aloa J. Stevens
Director
Citizens Communications
P.O. Box 708970
Sandy, UT 84070

Effective: May 8, 2007
Decision No.

GENERAL RULES AND REGULATIONS

VIII. USE OR SERVICE BY SUBSCRIBER (Continued)

C. (Continued)

1. Business (Continued)

- (4) A residence location when the subscriber has no regular business telephone service and the use of the service by himself, members of his household, or his guests, is primarily or substantially of a business rather than a residential nature.

(C)
(C)
(D)
(D)

2. Residence

When the business use, if any is incidental and the major use is of social or domestic nature, the service is classified as residence and residence rates apply. This includes service in:

- (1) Private residence or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of a domestic establishment.

3. Change from Residence to Business Service

If it is found that a subscriber primarily or substantially is using residence service for business purposes, the Company shall thereafter require the subscriber to take business service, except in cases where the subscriber thereafter uses the service for residence and domestic purposes only.

- D. Unless specifically identified as such, two and four wire circuits provided in this tariff are not intended to support high speed data applications.
- E. The use of foul or profane language or the interference with the telephone service of other subscribers constitutes cause for the termination of the contract by the Company and discontinuance of service.
- F. Separate households in the same buildings or in different buildings on the same premises, except for hotels or apartment houses with PBX service, are required to have main station service. A household is defined as the immediate family or a group of individuals living together having its own cooking facilities and living quarters.

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Aloa J. Stevens
Director
Citizens Communications
P.O. Box 708970
Sandy, UT 84070

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GENERAL RULES AND REGULATIONS

VIII. USE OF SERVICE BY SUBSCRIBER (Continued)

G. Party line service is provided with the understanding that each subscriber will so use the service as not to interfere with an equitable proportionate use of the service by the other subscribers on the same line. When the duration or number of local messages sent or received by a party line subscriber is so great as to prevent an equitable proportionate use of the line by other subscribers on the line, the Telephone Company shall have the right to require the subscriber to contract for a higher grade of service or to discontinue the service of the subscriber. The Telephone Company reserves the right to limit the continuous use of a party line for a local message to five minutes.

H. When the general telephone service to the public is impaired by a subscriber's use of the exchange telephone service, the Telephone Company shall have the right to require the subscriber to contract for additional services and facilities as are required to adequately serve the subscriber's requirements or the Telephone Company may, with proper notice, either suspend service or terminate service without suspension.

I. Termination or Re-origination of Calls Received Over a Data Service

The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature group A usage charges located in the Company's State and Federal Access Tariffs.

(N)

(N)

IX. TELEPHONE DIRECTORIES

A. Ordinarily one directory per subscriber, per issue, will be furnished.

B. Directories of other localities, if available, will be furnished at cost upon request of the subscriber.

C. No liability whatsoever shall be attached to or be assumed by the Company for any errors or omissions in the compiling, printing or distributing of its directories.

(L)

(L) Material relocated to Sheet No. 6.1.

(L)

GENERAL RULES AND REGULATIONS

X. TELEPHONE NUMBERS

The ownership of all telephone numbers is vested in the Telephone Company and the Company reserves the right to change the telephone number or numbers of the subscribers telephones, or in the central office name associated with such number or numbers, or both as the operation of the business may require.

XI. RESPONSIBILITY FOR CHARGES

The subscriber of any service furnished by the Telephone Company is responsible for the use made of such service and for any and all charges arising out of the use of such services and billed to the subscriber by the Company.

(L)

(L)

(L) Material relocated from Sheet No. 6.

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Aloa J. Stevens
Director
Citizens Communications
P.O. Box 708970
Sandy, UT 84070

Effective: March 1, 2007
Docket No. T-02115A-07-0044

GENERAL RULES AND REGULATIONS

XII. RESTRICTED SERVICE

Restricted service or service that is restricted to local messages only is not provided.

XIII. SERVICE INTERRUPTIONS

When a subscriber's service is nonoperative for a period of 48 consecutive hours or more after the Company discovers the outage or has received a report of it, the subscriber to the service will be refunded the pro rata part of that month's charges for the number of days during which the service was not operating. The refund will appear as a credit on a subsequent bill.

The credit will not apply to "out of service" conditions resulting from the willful neglect, misuse or abuse by the customer. The credit will not apply to "out of service" conditions where the outage is in the customer's inside wire or customer's premises equipment. This credit will not apply to "out of service" conditions resulting from natural disasters, fire, extreme weather conditions such as flooding, earthquake or circumstances beyond the Company's control. This credit also will not apply to "out of service" conditions where service has been temporarily or permanently discontinued for nonpayment of bills.

XIV. CONCURRENCE WITH US WEST COMMUNICATIONS TOLL TARIFFS

Navajo Communication Company assents to, adopts and concurs in the Long Distance Message Telecommunications Service Tariff, Wide Area Telephone Service Tariff, and Private Line Transport Tariff furnished by US West Communications in the state of Arizona.

XV. SPECIAL SERVICE

A. General

Customer requests for services not covered in the General Exchange Tariffs will be filled if practicable. Any installation construction, or monthly charges therefore will be based on costs and considered as special charges. Any such installation or construction charge is in addition to standard service connection, move or mileage charges which may be applicable. All facilities furnished under this paragraph are owned and maintained by the Telephone Company.

B. Promotional Offerings

The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering.

(C)
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(C)

GENERAL RULES AND REGULATIONS

XVI. ABUSE OR FRAUDULENT USE OF SERVICE

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- (1) The use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service.
- (2) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, message toll 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 payment, in whole or in part, of the regular charge for such service.
- (3) The use of service or facilities of the Telephone Company for call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another.
- (4) The use of profane or obscene language.
- (5) The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers.
- (6) Violation of Part 68 of the FCC Rules and Regulations on connection of FCC registered terminal equipment.

XVII. PAYMENT OF BILLS

The customer is responsible for payment of all exchange, toll, and other charges for service furnished an/or billable in accordance with the provisions of the filed tariffs, including charges for services originated, or charges accepted, at such facilities.

Payment of bills for telephone service shall be made at the office of the Utility or to a duly authorized collector of the Utility.

Removal bills, special bills, bills rendered on vacation of premises or bills rendered to persons discontinuing exchange service, will be payable upon presentation. Bills for restoration of service and deposits for the establishment or re-establishment of service must be paid before service will be installed or restored. See Sections 15 and 16 for the charges and conditions applicable to service which has been temporarily disconnected for failure to pay a bill for telephone service.

Issued: July 7, 1997
Advice No.:

F. Wayne Lafferty
Assistant Vice President
Citizens Communications
3 High Ridge Park
Stamford, CT 06905

Effective: July 11, 1997
Decision No. 59306

GENERAL RULES AND REGULATIONS

XVII. PAYMENT OF BILLS (Continued)

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, (front and back), mandated messages and bill inserts, summary of current charges and section or service total information. It will also include call detail and adds and changes in detail options. See Tariff Section 10 for rates and special conditions.

(N)
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(N)

XVIII. PARTIAL PAYMENTS

If the utility receives from a customer a partial payment for local and toll service, with no explanation of the manner in which the payment is to be applied, the utility shall apportion the payment in the ratio that the charge for local service bears to the charge for toll service. The only exception to this policy is with Lifeline Service, where partial payments are first applied to Local Service charges with the remainder applied to Toll Service charges.

XIX. RETURNED CHECKS

When payment on any bill or deposit is made by check, and the check is returned unpaid for any reason, a charge of \$10.00 will apply for each returned check.

XX. LATE PAYMENT CHARGE

A late payment charge of 1.5 percent applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 1.5 percent charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

GENERAL RULES AND REGULATIONS

XXI. RESIDENCE CUSTOMER INCENTIVE PROGRAM

(N)

A. General

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.

B. Regulations

1. This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
2. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
4. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

(N)

GENERAL RULES AND REGULATIONS

XXI. RESIDENCE CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

B. Regulations (Continued)

5. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C. following.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in C. following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (a) The sales channel through which the products are sold.
 - (b) A specific geographic area.
 - (c) Existing customers who request to have one or more products disconnected.
 - (d) Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under C. following.
 - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
8. The Company reserves the right to discontinue this offer.

(N)

GENERAL RULES AND REGULATIONS

XXI. RESIDENCE CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

C. Rates and Charges

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

(N)

GENERAL RULES AND REGULATIONS

XXII. BUSINESS CUSTOMER INCENTIVE PROGRAM

(N)

A. General

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.

B. Regulations

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

(N)

GENERAL RULES AND REGULATIONS

XXII. BUSINESS CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

B. Regulations (Continued)

5. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C. following.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in C. following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (a) The sales channel through which the products are sold.
 - (b) A specific geographic area.
 - (c) Existing customers who request to have one or more products disconnected.
 - (d) Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under C. following.
 - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
8. The Company reserves the right to discontinue this offer.

(N)

GENERAL RULES AND REGULATIONS

XXII. BUSINESS CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

C. Rates and Charges

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

(N)

ADVANCE PAYMENTS AND DEPOSITS

I. ADVANCE PAYMENTS

- A. Applicants for telephone service may be required to pay in advance, at the time of application, all charges for the first month of exchange service and the service connection charge applicable.
- B. No advance payment will be required of present customers applying for additional telephone service.
- C. The amount of advance payment is credited to the subscriber's account and applied against any indebtedness under the contract.

II. DEPOSITS

- A. If it is deemed necessary by the Telephone Company in safeguarding its interests, applicants for service or present customers may be required to make a suitable deposit of an amount not to exceed one month's exchange service charges plus two month's estimated toll usage, to be applied in payment of any charges for exchange or toll service which may remain unpaid at the time service is discontinued.
- B. Service may be discontinued for failure of the customer to furnish a suitable deposit, if requested by the Company, within five (5) days after the Company has served or mailed notice to the customer requesting such deposit.
- C. Simple interest at the rate of six per cent (6%) per annum is accrued on the deposit.
- D. Any balance of the deposit remaining after the termination of the contract and payment of outstanding charges will be returned to the customer with any interest that has accrued on the deposit.
- E. The deposit may be returned to the customer by the Company when it is deemed that the customer has established satisfactory credit with the Company.
- F. The fact that a deposit has been made in no way relieves the customer from complying with Telephone Company regulations as to payment of bill or temporary suspension or termination of contract for nonpayment of bills.
- G. Deposit requirements will be waived for Lifeline Telephone Service subscribers unless such subscriber has had a prior credit problem, or has an outstanding bill, with any local exchange carrier. Deposit requirements

for Lifeline customers will also be waived if the customer adds toll blocking functionality to their line.

EXCHANGE TELEPHONE SERVICE

RATES

Access Line Service

| | <u>Monthly Rate</u> | |
|--|---------------------|-------------------|
| Business | | |
| PBX Trunks | \$95.25 | |
| Key Lines | 76.20 | |
| One Party | 57.15 | |
| Two Party* | 47.55 | |
| Four Party | 41.95 | |
| Eight Party* | 41.95 | |
| Customer Owned Pay Telephone Service** | 57.15 | |
| Residence | | |
| One Party | \$15.90 | |
| Two Party* | 13.40 | |
| Four Party | 11.45 | |
| Eight Party* | 11.45 | |
| Federal Lifeline Credits for a One-Party Line (1)(2): | | |
| a. Federal Lifeline Support Credit – Broadband *** (includes Federal End User Common Line Credit of \$6.50 and remainder \$2.75 credit covers basic service) | \$9.25 | |
| b. Federal lifeline Support Credit – Voice Only *** | \$5.25 | (R) (D) (D) |

(1) See Conditions 8 and 9

(2) A federal Lifeline credit equal to the current Federal Subscriber Line Charge applied to Local Service Charges.

* Limited to existing customers in existing locations.

** Semi-Public Telephone Service has been deregulated.

*** Broadband: Service that includes qualifying broadband service. Voice Only: Voice with no qualifying broadband service as defined by 47 C.F.R. Sec 54.403(a)(2).

EXCHANGE TELEPHONE SERVICE

CONDITIONS

Access Line Service

1. Two and Eight Party Services were frozen as of March 1, 1984 and are limited to existing customers in existing locations.
2. Access Line Service is furnished with rotary service as the standard signaling arrangement. Rates for Touch Tone are shown in Section 20.
3. The rates for access line service do not include a telephone set with the line.
4. Service Connection Charges for Access Lines are located in Section 15.
5. The Company reserves the right to service a customer via Rural Radio transmission when physical cable is not feasible.
6. Rural Radio is one party service which is only available at the Company's option to new customers or existing customers whose facilities are in need of repair.
7. Rural Radio may be provided to customers located in an exchange other than the local exchange in which the customer resides, provided there is Extended Area Service between both the local and dial tone exchanges.
8. The utility shall provide Lifeline Telephone Service to any applicant that meets the qualifications in 47 CFR 54.409.

Subscriber certification will comply with 47 CFR 54.410(a)-(e) and (g).

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(C)
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(D)
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EXCHANGE TELEPHONE SERVICE

CONDITIONS (Continued)

Access Line Service (Continued)

8. (Continued)

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(D)

Lifeline Telephone Service will be subject to the following restrictions:

(D)
(D)

- Service will only be provided to the applicant's principal residence.
- Lifeline customers are charged the Residence access line rate plus the Federal Subscriber Line Charge, then receive the applicable federal and state Lifeline discounts on their Local bill.
- Optional toll blocking functionality is offered at no charge to Lifeline customers.
- Service charges will be waived for changing basic local exchange service to Lifeline service.

(D)

For additional conditions for application of this service see:

Deposits in Section 3.

Service Charges in Section 15.

Suspension of Service in Section 16.

EXCHANGE TELEPHONE SERVICE

CONDITIONS (Continued)

Access Line Service (Continued)

8. (Continued)

Recipients of Universal Lifeline Telephone Service must notify the Utility of a change in any condition, which occurs that would cause the household to no longer qualify for the service under Section 4, Lifeline Telephone Service, Senior Telephone Discount Program (STDP) or Enhanced Lifeline Service For Tribal Lands. Upon receipt of notification, the Utility will change the service to regular tariffed rates for the service furnished. Service Connection Charges will not apply to the change in service.

If the Utility discovers that conditions exist which cause the recipient not to qualify for Universal Lifeline Telephone Service, the customer will be notified that the service will be converted to regular tariffed rates.

The Utility will have the right to verify that applicants meet the eligibility requirements directly with the state agency administering the qualifying programs, via statistically valid sample or other means performed by the Utility on an annual basis.

Applicants that qualify under the 135% ¹ Federal Poverty Guideline criteria must sign (R)(T)
a document under penalty of perjury certifying their household income is at or
below 135% ¹ of the Federal Poverty Guidelines and provide supporting (R)(N)
documentation at the time of enrollment. The supporting documentation can include)
one of the following:

- a. Prior year's state, federal or tribal tax return;
- b. Current income statements from an employer or paycheck stub;
- c. Social Security statement of benefits;
- d. Veterans Administration state of benefits;
- e. Retirement / pension statement of benefits;
- f. Unemployment/Workers Compensation statement of benefits;
- g. Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance;
- h. Divorce Decree or Child Support Document

If the applicant chooses to submit anything other than the prior year's income tax return, applicant must present three consecutive months worth of the alternative

supporting documentation that is within the most recent twelve consecutive months.

¹ To be implemented effective 12/01/16.

Issued: October 26, 2016
Advice No. T-02115A

Steve Crosby
Senior Vice President
Citizens Communications
9260 E. Stockton Blvd.
Elk Grove, CA 95624

Effective: December 1, 2016
Docket No. T-02115A-16-

EXCHANGE TELEPHONE SERVICE

CONDITIONS (Continued)

Access Line Service (Continued)

8. (Continued)

Limitation of Liability for Administering Link-Up America and Lifeline Assistance Programs¹⁾ (N)

The Utility shall use reasonable efforts to (1) safeguard personal information provided by a customer in a connection with an application for the Utility's Link-Up America and/or Lifeline Assistance programs; and (2) properly determine a customer's eligibility to participate in the Utility's Link-Up America and/or Lifeline Assistance programs. The Utility shall not be liable to a customer for any damages (actual, consequential or punitive) arising as a result of (a) the Utility's unintentional or accidental disclosure to a third party of a customer's personal information provided in connection with an application for the Utility's Link-Up America and/or Lifeline Assistance programs; or (b) the Utility's erroneous determination regarding a customer's eligibility or ineligibility to participate in the Utility's Link-Up America and/or Lifeline Assistance programs. In the event the Utility erroneously denies a customer's application to participate in the Utility's Lifeline Assistance program, the customer shall be entitled to a bill credit equal to the amount of the monthly discount applied from the date of the customer's application through the date of actual enrollment in the Lifeline Assistance program.

The Utility will maintain records of compliance in accordance with paragraphs 38 and 39 of the FCC's Lifeline Order and Decision No. 67941 issued by the Arizona Corporation Commission governing the Lifeline / Link-Up programs, to the extent the Utility rather than the Arizona Department of Economic Security administers these programs.

A customer is not eligible for Lifeline and / or Link-Up credits from the Utility if the customer is currently receiving Lifeline and / or Link-Up credits for service provided by another Eligible Telecommunications Carrier.

(N)

¹⁾ To be implemented effective 12/16/05.

EXCHANGE TELEPHONE SERVICE

CONDITIONS (Continued)

Access Line Service (Continued)

9. Reserved For Future Use

(T)

(D)

(D)

EXCHANGE TELEPHONE SERVICE

CONDITIONS (Continued)

Access Line Service (Continued)

10. Senior Discount Telephone Program (STDP) (otherwise known as Arizona Low Income Telephone Assistance Plan (ALITAP))*:

- A. The STDP/ALITAP provides for a credit against the recurring monthly rate for the provision of local residence service for certain low-income customers.
- B. The STDP/ALITAP credit is only available to low-income customers who meet eligibility requirements established by A.R.S. 46-701, 702, 703, 704. Applicants must be a head of household, be sixty-five (65) years of age or older, and have a household income at or below poverty level.

A tax credit for the telecommunications service provider was established under ARS 42-1322.02 for STDP/ALITAP.

- C. The monthly credit will be based on the sum of a 17% discount on the following local exchange residence service offerings:
 - a. Flat rate local exchange access line services.
 - b. Measured local exchange access service.
 - c. Frontier Wire Care service.

(T)

- D. The STDP/ALITAP credit will begin with the date when new service is established for a qualifying customer. Qualification is to be determined by the STDP/ALITAP administrator in Arizona, the Department of Economic Security (DES). The credit will be prorated on the basis of a 30-day month from the effective date of the customer's application.
- E. The regular service connection charges and regulations applicable to these service offerings will apply. The service connection charges to change existing customers, at the same address, to or from this program due to eligibility status will be waived.
- F. Customers of this service will receive a seventeen (17) percent reduction on service connection charges once during a calendar year. The credit is applicable only to the customer's principal residence access line.

*See Condition 9 in this Section

Issued: October 14, 2002
Advice No. T-02115A

Aloa J. Stevens
Director
Citizens Communications
4 Triad Center, Ste 200
Salt Lake City, UT 84180

Effective: November 20, 2002
Docket No. T-02115A-02-0783

EXCHANGE TELEPHONE SERVICE

CONDITIONS (Continued)

Access Line Service (Continued)

11. Enhanced Lifeline Service for Tribal Lands

A. Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in Section 4, Sheet 2, or in one of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those households meeting its income qualifying standard)
- Food Distribution Program on Indian Reservations (FDPIR)

B. If a resident of a federally recognized tribal land satisfies the state's Lifeline eligibility criteria as defined in Section 4, Sheet 2, the resident will receive the state support as well as the additional enhanced federal support.

C. The additional enhanced federal credit will be available to Lifeline customers who reside on tribal lands in the following exchanges:

Tribe/Reservation

Exchanges

Hopi Tribe of Arizona
Navajo

Tuba City
Black Mesa, Chinle, Dennehotso, Dilkon, Fort
Defiance, Ganado, Greasewood, Kaibeto,
Kayenta, Kayenta-Monument Valley, Lechee,
Leupp, Lukachuakai, Many Farms,
Pinon/Whipoorwill, Red Valley, Rock Point,
Rough Rock, Shonto, Teec Nos Pos, Toyei,
Tsaile, Tuba City, Wide Ruins, and Window
Rock

(N)

MILEAGE RATES

RATES

| | <u>Billing Code</u> | <u>Monthly Rate</u> |
|---|---------------------|---------------------|
| Off Premises Mileage | | |
| Extensions other than in the same building or residence location | | |
| Each 1/4 mile, or fraction thereof M9/M10 | | 1.35 |

CONDITIONS

1. The mileage rates for off-premises extensions are applicable to the airline distance measured between the terminals of the line involved. No mileage charge applies in those cases where the terminals are in the same building.

COMPANY-OWNED LINE EXTENSION SERVICE

I. DEFINITION

- A. Company-Owned Line Extensions are furnished to subscribers in certain sections outside the Base Rate Area but within the Exchange Area with the facilities being owned and maintained by the Telephone Company.

II. APPLICATION OF RATES

- A. In addition to any applicable line extension charges outlined below, the rates for Telephone Exchange Service set forth in Section 4 apply.

III. GENERAL PROVISIONS

- A. Monthly rates are applicable to metallic (two-wire) circuits or their equal in the opinion of the Telephone Company.
- B. Line extensions shall be limited to not more than four (4) parties per line.
- C. The Telephone Company will provide, at its expense, on public highways and public roads, one-half mile of new pole for each applicant.
- D. The Telephone Company will provide, at its expense, two miles of metallic (two-wire) circuit or its equal, on existing Company pole leads per applicant.
- E. Where joint use of poles (other wire-using companies, power companies, etc.) are involved or used, the following allowance will apply:
1. First circuit on joint-use poles, one-half mile allowance for each applicant.
 2. Additional circuits on joint-use poles, two miles for each applicant.
- F. The allowance provided under C., D., or E., 1 and 2 are not granted to the same applicant.
- G. Line extension charge based upon costs incurred will apply for construction in excess of allowance provided above.

COMPANY-OWNED LINE EXTENSION SERVICE

III. GENERAL PROVISIONS (Continued)

H. Poles and wire along public highways and roads, whether furnished at the expense of the Telephone Company or the Subscriber, or maintained by the Telephone Company and ownership therein is vested in the Telephone Company, except that ownership of poles may be vested in some other company with which the Telephone Company has a joint-use agreement.

I. The Telephone company reserves the right to connect business and residence stations on the same line. No keys for the purpose of cutting off all or a portion of the line from the central office are permitted except in the case of an extension station where a key may be used for disconnecting it from the main station.

J. Relocation of Company Facilities

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

(N)
|
(N)

BUNDLED SERVICES

FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of July 12, 2020 *

(C)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

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

III. GENERAL

A. Frontier Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Touch Tone, Unlimited Extended Area Service and Voice Mail. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Residential Basic
Call Waiting/Cancel Call Waiting
Caller ID Name & Number
Touch Tone

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The Feature package will be billed in accordance with the rate listed in Section 7.IV.C.

| | |
|-----------------------------------|---------------------------|
| *66 Busy Number Redial | Anonymous Call Rejection |
| *69 Call Return | Call Trace |
| 3 Way Calling | Selective Call Acceptance |
| Speed Call 8 ⁽¹⁾ or 30 | Selective Call Rejection |
| Call Forward (Variable or Fixed) | Caller ID |
| Priority Call | Call Waiting/Caller ID |

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of July 12, 2020 * (Continued)

(C)

IV. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection and Nonrecurring Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Service bundle is provided at the following rate:

| | Monthly Rate |
|---|--------------|
| Frontier Digital Phone Service | \$39.99 |
| Digital Phone Enhanced Feature Pack | 2.99 |
| Stay Connected Seasonal Offering See Special Condition (I) | 9.99 |

V. SPECIAL CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone service bundle 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. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of July 12, 2020 * (Continued)

(C)

V. SPECIAL CONDITIONS

- G. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- H. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- I. Stay Connected Seasonal Offering * allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 3. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Service will be temporarily deactivated.
 5. If the customer does not notify the Utility to reactive their Frontier Digital Phone Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
 6. This service does not change any other terms and conditions of the product.
 7. All applicable taxes and surcharges apply.
 8. The monthly rate includes the Federal End User Common Line Charge.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES (Continued)

(D)

(D)

BUNDLED SERVICES

FRONTIER FEATURE5 PACK PACKAGE – Grandfathered as of July 12, 2020 **

(C)

I. GENERAL

- A. Frontier Feature5 Pack Package includes Caller ID Name and Number and, Call Forward ⁽¹⁾ features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.
- B. In addition to Caller ID Name and Number, and Call Forward, customers' subscribing to this package will also be able to select three (3) features from the following list:
- Call Waiting
 - *66 Busy Redial
 - *69 Call Return
 - 3 Way Calling
 - Hunting
 - Speed Call 8 ⁽²⁾
- C. Optional Frontier Feature5 Pack Basic Voice Mail (where technically available in the serving wire center):
- Frontier Feature5 Pack Basic Voice Mail Package includes Caller ID Name and Number, and Call Forward, three additional features as listed above and Basic Voice Mail.
- D. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective service/features requested in the Frontier Feature5 Pack Package shall apply.
- E. A description of services and special conditions pertaining to the features as specified in I. GENERAL, A. B. and C., preceding are listed in Section 25 of this Tariff.

* May select only one Speed Call feature.

** This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

⁽¹⁾ Customers may select their Call Forward features from the following: Call Forward Variable, Call Forward Busy Fixed, Call Forward No Answer Fixed and Call Forward Fixed.

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

BUNDLED SERVICES

FRONTIER FEATURE5 PACK PACKAGE – Grandfathered as of July 12, 2020 ** (Continued) (C)

II. RATES AND CHARGES

- A. The Frontier Feature5 Pack Package and the Frontier Feature5 Pack Basic Voice Mail Packages are provided in conjunction with single- party business access line service. The applicable single party business access line charges apply.
- B. Service Connection Charges as specified in Section 15 of this tariff do not apply for customer requests involving only additions, deletions or changes to the service/features of an existing Frontier Feature5 Pack Package.
- C. Existing Frontier Feature5 Pack Package customers cannot take advantage of promotions for any of the service/features specified in I. GENERAL (A, B and C), preceding unless specifically allowed by the terms and conditions of the promotion.
- D. Frontier Feature5 Pack Package is provided at the following rates:

| | <u>Monthly Rate</u> |
|--|-------------------------|
| 1. Frontier Feature5 Pack Package and three additional features | |
| • Per individual business line - Includes two constants and 3 additional features as specified in I. GENERAL, A. and B., preceding. | \$11.95 |
| 2. Optional Frontier Feature5 Pack Basic Voice Mail | |
| • Per individual business line - Includes Frontier Feature5 Pack Package as specified in I. GENERAL A., B. and C., preceding. | \$14.95 |

** This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER CHOICES – Grandfathered as of July 12, 2020 *

(C)

I. GENERAL

A. Frontier Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to those plans may select any or all of the following services/features for a monthly flat rate charge.

B. Frontier Choices - Enhanced Line

- One – Single Party Residential Access line
- Touch Tone
- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID with Number ⁽¹⁾
- Caller ID with Name ⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 ⁽²⁾⁽³⁾
- Speed Call 30 ⁽²⁾
- 3 Way Calling
- Toll Restriction
- Priority Call
- *69 Call Return
- *66 Busy Number Redial
- 10 local Directory Assistance Calls

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of

(N)

July 12, 2020.

(N)

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Advice No. 37

Allison Ellis
Senior Vice President
Regulatory Affairs

Effective: July 12, 2020
Docket No. T-02115A-20-

BUNDLED SERVICES (Continued)

FRONTIER CHOICES - Grandfathered as of July 12, 2020 * (Continued)

(C)

I. GENERAL (Continued)

C. Frontier Choices - Enhanced Line with Second Line

- Two – Single Party Residential Access Lines
- Touch Tone
- Federal non-primary End User Common Line (“EULC”) charge
- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID with Number ⁽¹⁾
- Caller ID with Name ⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 ⁽²⁾ ⁽³⁾
- Speed Call 30 ⁽²⁾
- 3 Way Calling
- Toll Restriction
- Priority Call
- *69 Call Return
- *66 Busy Number Redial
- 10 local Directory Assistance Calls

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER CHOICES - Grandfathered as of July 12, 2020 * (Continued)

(C)

II. RATES AND CHARGES

- A. The non-primary EUCL charge is included in the Frontier Choices - Enhanced Line with Second Line offering. All other applicable surcharges, and taxes will be billed separately.
- B. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Frontier Choices bundle offerings.
- C. Extended Area Service (EAS) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS additive in addition to the package rate.
- D. Service Connection Charges as specified in Section 15 of this tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle.
- E. Touch-Tone Calling Service is included in the Frontier Choices bundles.
- F. When a Frontier Choices plan is ordered at the same time as the installation or move of Local Exchange Service, the customer will receive a \$10.00 credit per line for each line on which the plan is ordered.
- G. Frontier Choices bundles are provided at the following rates:

| | <u>Monthly Rate</u> |
|---|---------------------|
| Frontier Choices - Enhanced Line | \$35.00 |
| Frontier Choices - Enhanced Line with Second Line | \$70.00 |

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER CHOICES - Grandfathered as of July 12, 2020 * (Continued)

(C)

III. SPECIAL CONDITIONS

- A. The bundles are available only where facilities are available and technically feasible.
- B. The calling features are provided subject to their individual service regulations as specified in the applicable sections of the utility's tariff.
- C. Frontier Choices bundles includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charges within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- D. Customers may add or delete any features offered within the Frontier Choices bundles without a Service Order Charge.
- E. Customers may change the Frontier Choices bundles without incurring a Service Order Charge.
- F. The Frontier Choices bundles include an allowance for ten free Frontier local directory assistance calls (411 calls) per package offering, per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package – not per line. Unused free directory assistance calls may not be carried over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS

(N)

I. APPLICABILITY

Applicable to one-party business customers requesting FrontierWorkssm Small Business Solutions.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices capable of providing FrontierWorkssm Small Business Solutions as said exchanges are defined on the maps contained in this tariff.

III. DESCRIPTION

FrontierWorkssm 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.

IV. REGULATIONS

A. Bundle 1 – FrontierWorks – Enhanced Line with Voice Mail

1. One Business Access Line⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail
3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Please see Frontier Communications of America, Inc., AZ C.C. Tariff No. 1)

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

(N)

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS

IV. REGULATIONS (Continued)

- (D)
- (D)
- (T)
- B. Bundle 2 – Frontier Works – Enhanced Line with Second Line
1. Two Business Access Lines⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
 2. Voice Mail
 3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Please see Frontier Communications of America, Inc., AZ C.C. Tariff No. 1)
- (T)
- C. Bundle 3 - FrontierWorks – Enhanced Line without Voice Mail
1. One Business Access Line⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS

IV. REGULATIONS (Continued)

D. Optional Services

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

1. FrontierWorkssm Select5

Choice of five of the following:

- Caller ID Name and Number
- Touch Tone
- Basic Call Forward or Call Forward Variable⁽¹⁾ (T)
- Call Waiting
- Speed Call 8 ⁽³⁾ or Speed Call 30 (T)(C)
- 3 Way Calling
- *66 Busy Number Redial |
- *69 Call Return (T)
- Hunting⁽²⁾

2. FrontierWorkssm Select5 with Voice Mail

Voice Mail Service, plus choice of five of the following:

- Caller ID Name and Number (T)
- Basic Call Forward or Call Forward Variable⁽¹⁾ (T)
- Call Waiting
- Speed Call 8 ⁽³⁾ or Speed Call 30 (T)(C)
- 3 Way Calling |
- *66 Busy Number Redial (T)
- *69 Call Return
- Hunting⁽²⁾

⁽¹⁾ 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. (T)

⁽²⁾ In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing tariff. Call Forward Busy Line cannot be used with Hunting. (T)

(N)
(N)

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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Advice No. T-02115A

Steve Crosby
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9260 E. Stockton Blvd., Elk Grove, CA 95624

Effective: November 15, 2015
Docket No. T-02115A-15-

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS

V. RATES and CHARGES

- A. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundles.
- B. The applicable Service Connection Charges apply if the customer switches from a bundle to an unbundled service. (T)
- C. The applicable Service Connection Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value. (T)
- D. The applicable Service Connection Charges, listed in Section 5 of the utility's tariff, will not be applied to an existing customer's account that is subscribing to 2-4 Prima Citizens Digital Centrex access lines and requests to change their service to one of the FrontierWorkssm Small Business Solutions bundles. This offer does not apply to customers that are subscribing to Citizens Digital Centrex services under a contract. (N)
- E. The customer may add or delete the services or features of the FrontierWorkssm Select5 package without incurring a Service Connection Charge. (T)

F. Monthly Rates

| | -----Term----- | | | |
|--|-----------------|---------------------|--------------------|-------------------|
| | <u>One Year</u> | <u>Two Years</u> | <u>Three Years</u> | |
| Bundle 1 - FrontierWorks – Enhanced Line with Voice Mail | \$90.00 | \$88.00 | \$84.00 | (T) |
| Bundle 2 - Frontier Works – Enhanced Line with Second Line | \$154.00 | \$152.00 | \$150.00 | (D) (D) (T) |
| Bundle 3 - FrontierWorks – Enhanced Line without Voice Mail | \$60.97 | \$60.75 | \$60.53 | (T) |
| | | <u>Monthly Rate</u> | | |
| FrontierWorks sm Select5 | | \$ 9.95 | | |
| FrontierWorks sm Select5 with Voice Mail | | \$ 12.95 | | |

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS

(N)

V. CONDITIONS

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

(N)

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS

VI. CONDITIONS (Continued)

- B. The bundles are offered only under one-year, two-year, and three-year term contracts. (Continued)
 - 4. Early Termination Liability (Continued)
 - b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- C. The FrontierWorkssm Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- D. The FrontierWorkssm Select5 package is available only in association with a FrontierWorkssm Small Business Solutions bundle.
- E. The bundle rate will appear as a single line item on the customer's bill.
- F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and are in addition to the bundle rate.
- G. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- H. Touch Tone rates are not included in the bundled rates and will be billed separately and are in addition to the bundle rate. (T)

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS

(N)

I. APPLICABILITY

Applicable to business customers requesting FrontierWorkssm Business Connections.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices capable of providing FrontierWorkssm Business Connections as said exchanges are defined on the maps contained in this tariff.

III. REGULATIONS

FrontierWorkssm Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID – Name & Number and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority. The prices listed herein are those for the regulated local and general exchange service portion of the bundles.

A. Bundle 1

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID – Name & Number
2. Voice Mail
3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

7/11

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

III. REGULATIONS (Continued)

B. Bundle 2

1. Two Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID – Name & Number
2. Voice Mail
3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

C. Bundle 3

1. Two Centrex lines, including the following features.

2. The included features are:

| | |
|---------------------------------------|-----|
| Basic Call Forward | (T) |
| Call Transfer | (T) |
| Caller ID Name & Number | (T) |
| Hunting | (T) |
| 3 Way Calling | (T) |
| Abbreviated Dialing (Where Available) | (T) |

3. Voice Mail
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

III. REGULATIONS (Continued)

D. Optional Services

1. The following services may be added to Bundles 1 and 2 described above:

a. FrontierWorks Optional Business Feature Package.

Choice of five of the following:

Call Waiting/Cancel Call Waiting

Speed Call 8 or Speed Call 30

3 Way Calling

*69 Call Return

*66 Busy Number Redial

Hunting

Basic Call Forward

(T)
|
(C)
|
(T)
|
(T)

b. Voice Mail:

Additional Voice Mail Box

More than 8 Voice Mail Boxes

2. The following features may be added to Bundle 3. (Centrex Bundle):

a. Optional Centrex Features

Choice of any or all of the following:

Call Waiting/Cancel Call Waiting

Speed Call 8 ⁽¹⁾ or Speed Call 30

*69 Call Return

*66 Busy Number Redial

Basic Call Forward

(T)
|
(C)
|
(T)

b. Voice Mail:

Additional Voice Mail Box

More than 8 Voice Mail Boxes

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

(N)

IV. RATES and CHARGES

- A. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundles.
- B. Service Connection Charges apply if the customer switches from a bundle to an unbundled service.
- C. Service Connection Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.
- D. The customer may add or delete the services or features of the FrontierWorks Optional Business Feature Package without incurring a Service Connection Charge.
- E. Monthly Rates
 - 1. Bundles

| | -----Term----- | | |
|----------|----------------|----------|------------|
| | One Year | Two Year | Three Year |
| Bundle 1 | \$53.55 | \$50.40 | \$47.25 |
| Bundle 2 | \$53.55 | \$50.40 | \$47.25 |
| Bundle 3 | \$53.55 | \$50.40 | \$47.25 |
| Bundle 4 | \$107.10 | \$100.80 | \$94.50 |

(N)

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

(N)

IV. RATES and CHARGES (Continued)

E. Monthly Rates (Continued)

| 2. | Optional Features | Monthly Rate |
|----|--|-----------------|
| a. | FrontierWorks Optional Business Feature Package line | \$9.99 |
| b. | Optional Centrex Feature Package, per line Centrex Optional Features, per Feature | \$1.99 |
| c. | Voice Mail: | |
| | Additional Voice Mail Box | \$6.99 |
| | More than 8 Voice Mail Boxes, per Mail Box | \$3.99 |

V. CONDITIONS

- A. The bundles are available only to business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.
1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

(N)

V. CONDITIONS (Continued)

- B. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract. (Continued)
 - 4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
 - a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability that will be no greater than \$250 for a one year term, \$500 for a two year term and \$750 for a three year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
 - 1. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
 - 2. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- C. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
- D. The FrontierWorks Optional Business Feature Packages 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.

(N)

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

(N)

V. CONDITIONS (Continued)

- E. The FrontierWorks Optional Business Feature Package is available only in association with a FrontierWorkssm Business Connections bundle.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. 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.
- H. 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.
- I. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
- J. The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.
- K. FrontierWorkssm Business Connections cannot be used in association with a key system or a PBX service.
- L. In the FrontierWorks Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer.
- M. Touch Tone Calling rates are not included in the bundled rates and will be billed separately and are in addition to the bundle rate.

(N)

BUNDLED SERVICES

FRONTIER DIGITAL PHONE 100 – Grandfathered as of July 12, 2020 *

(C)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone 100 bundle as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. The Frontier Digital Phone 100 is a bundled offering available to residential customers that subscribe to flat rate service.

B. Basic Bundle

One Flat Rate Access Line
Touch Tone
Speed Call 8 ⁽¹⁾
Extended Area Service Calling

C. The following enhanced features may be added to the bundle at the rates listed in the rate section of this tariff:

| | |
|--------------------------|----------------------------------|
| *66 Busy Number Redial | Call Forward Busy |
| *69 Call Return | CallerID with Name |
| 3 Way Conference Calling | Call Waiting/Caller ID |
| Speed Call 30 | Call Waiting/Cancel Call Waiting |
| Basic Call Forward | Call Trace |

IV. RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection and Nonrecurring Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE 100 – Grandfathered as of July 12, 2020 * (Continued)

IV. RATES AND CHARGES (Continued)

C. Frontier Digital Phone 100 bundle is provided at the following rate:

| | Monthly Rate |
|----------------------------------|---------------------|
| Frontier Digital Phone 100 | \$18.99 |
| One Feature | 5.99 |
| Two Features | 7.99 |
| Three Features | 9.99 |
| All Listed Features | 12.99 |
| Stay Connected Seasonal Offering | 9.99 |

V. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- D. The bundle is offered on a month-to-month basis.
- E. The bundle rate includes Extended Area Service (EAS) charges.
- F. The bundle will appear as a single line item on the bill.
- G. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- H. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE 100 – Grandfathered as of July 12, 2020 * (Continued)

V. SPECIAL CONDITIONS (Continued)

- I. The bundle will appear as a single line item on the bill.
- J. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone 100 Service for a minimum period of one month and up to nine months during a 12-month period.
 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given than the reconnection charges do not apply.
 2. The applicable Service Connections and Nonrecurring Charges listed in Section 15 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611. All other services and features of the bundle will be temporarily deactivated.
 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone 100 features and services will be reactivated and billed at the applicable rates.
 5. All applicable taxes and surcharges apply.
 6. The Federal End User Common Line Charge is included in the monthly Rate.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES

FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of July 12, 2020 * (C)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Plus bundle as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. The Frontier Digital Phone Plus Service is a bundled offering available to Residential customers. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features, Voice Mail, Unlimited Extended Area Service. Customers may select any or all of the following features for a monthly rate charge.

B. Basic Bundle

Two Single Party Flat Rate Access Lines
Touch Tone
Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Residential Basic
Call Waiting/Cancel Call Waiting
Caller ID Name & Number

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 7, item IV.C.

| | |
|--|---------------------------|
| *66 Busy Number Redial | Anonymous Call Rejection |
| *69 Call Return | Call Trace |
| 3 Way Calling | Selective Call Acceptance |
| Speed Call 8 ⁽¹⁾ or Speed Call 30 | Selective Call Rejection |
| Call Forward (Variable or Fixed) | Caller ID |
| Priority Call | Call Waiting/Caller ID |

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of July 12, 2020 * (C)
(Continued)

IV. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection charges as specified in Tariff Section 15 apply to the installation of the bundle.
- C. Frontier Digital Phone Plus Service is provided at the following rates:

| | Monthly Rate |
|---|--------------|
| Frontier Digital Phone Service | \$39.99 |
| Digital Phone Enhanced Feature Pack | 2.99 |
| Stay Connected Seasonal Offering See Special Condition (L) | 9.99 |

V. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone Plus 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. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of July 12, 2020 * (C)
(Continued)

V. SPECIAL CONDITIONS (Continued)

- G. The bundle is offered on a one, two or three year term.
 - 1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
 - 2. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. 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.
- K. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of July 12, 2020 * (C)
(Continued)

V. SPECIAL CONDITIONS (Continued)

- L. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Plus Service for a minimum period of one month and up to nine months during a 12-month period.
 - 1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
 - 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 - 3. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Plus Service will be temporarily deactivated.
 - 5. If the customer does not notify the Utility to reactive their Frontier Digital Phone Plus Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone Plus features and services will be reactivated and billed at the applicable rates.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.
 - 8. The monthly rate includes the Federal End User Common Line Charge.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER BUSINESS UNLIMITED SERVICE

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. TERRITORY

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

III. DESCRIPTION

A. 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, Touch Tone, Custom Calling features and Voice Mail. Customers may select any or all of the following services and features for a monthly rate charge. (T)

B. Basic Bundle

Single Party Flat Rate Access Line

Touch Tone

Basic Call Forward or Variable (T)

Voice Mail – Frontier Deluxe Voice Mail (T)

Call Waiting/Cancel Call Waiting

Caller ID with Name (T)

Speed Call 30 (T)

BUNDLED SERVICES (Continued)

FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

(N)

IV. RATES AND CHARGES

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection and Nonrecurring Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Business Unlimited Service is provided at the following rate:

**Monthly Rate for a
One Year or Two Year Term**

\$35.00

V. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Customer must designate Frontier Communications of America, Inc., as their primary interexchange carrier for both their Intra and InterLATA long distance services and select Frontier's Business Unlimited long-distance plan for each bundle ordered.
- D. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

(N)

BUNDLED SERVICES (Continued)

FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

V. CONDITIONS (Continued)

- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- G. The bundle rate will appear as a single line item on the customer's bill.
- H. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forward (RCF) and Foreign Exchange Services. (T)

BUNDLED SERVICES (Continued)

FRONTIER ONEVOICE

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. TERRITORY

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

III. GENERAL

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

Basic Bundle

| | | |
|------------------------------------|--------------------------|-----|
| Single Party Flat Rate Access Line | Anonymous Call Rejection | |
| Touch Tone | Basic Call Forward | (T) |
| Call Forward Busy/No Answer | Multi-line Hunting | |
| Unlimited Extended Area Service | 3 Way Calling | (T) |
| Voice Mail - Basic | Caller ID | |
| Call Waiting/Cancel Call Waiting | | |

Premium Feature Package

| | | |
|------------------------|---------------------------|-----|
| *69 Call Return | Selective Call Forward | (T) |
| Call Transfer | Selective Call Acceptance | |
| Distinctive Ring | Selective Call Rejection | |
| *66 Busy Number Redial | Speed Call 30 | (T) |
| Priority Call | Voice Mail - Enhanced | (T) |

BUNDLED SERVICES (Continued)

FRONTIER ONEVOICE (Continued)

IV. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, Remote Call Forward (RCF), ISDN Service, Centrex, and Foreign Exchange Services. (T)
- I. The bundle is offered on a month-to-month, one, two or three year term basis.
- J. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- K. Term plans will auto renew unless notification is received from the customer sixty days in advance.

BUNDLED SERVICES (Continued)

FRONTIER ONEVOICE (Continued)

(N)

V. RATES AND CHARGES

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

| | <u>Monthly Rate</u> |
|---|---------------------|
| Basic Bundle | \$44.99 |
| Term Price with a 1, 2 or 3 year commitment | \$29.99 |
| Premium Feature Package | \$9.99 |

(N)

BUNDLED SERVICES (Continued)

FRONTIER COMMERCIAL VOICE UNLIMITED¹ – Grandfathered as of January 20, 2018

(C)

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. 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, Touch-Tone and Unlimited Extended Area Service. The bundle also included 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
Touch-Tone
Basic Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
Call Waiting/Caller ID
3 Way Calling
Hunting

III. SPECIAL CONDITIONS

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

¹ This service offering is limited to existing subscribers.

(N)

BUNDLED SERVICES (Continued)

FRONTIER COMMERCIAL VOICE UNLIMITED ¹ – Grandfathered as of January 20, 2018
(Continued)

(C)

III. SPECIAL CONDITIONS (Continued)

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

IV. RATES AND CHARGES

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

| <u>Basic Bundle</u> | <u>Monthly Rate</u> |
|---------------------|---------------------|
| Month to Month | \$33.00 |
| One Year Term | \$28.00 |
| Two Year Term | \$28.00 |

¹ This service offering is limited to existing subscribers.

(N)

BUNDLED SERVICES (Continued)

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Section 28, Discontinued Services.

BUNDLED SERVICES (Continued)

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Section 28, Discontinued Services.

BUNDLED SERVICES (Continued)

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Section 28, Discontinued Services.

BUNDLED SERVICES (Continued)

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Section 28, Discontinued Services.

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE ESSENTIALS

I. GENERAL

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

Basic Bundle

| | | |
|---------------------------------|----------------------------------|-----|
| Basic Flat Rate Access Line | Call Waiting/Caller ID | |
| Unlimited Extended Area Service | Caller ID Name & Number | (T) |
| Touch Tone | Call Waiting/Cancel Call Waiting | |

Feature Package

| | | |
|-----------------------------------|-----------------------------------|-----|
| 3 Way Calling | Basic Call Forward | (T) |
| *66 Busy Number Redial | Speed Call 8 ⁽¹⁾ or 30 | (C) |
| *69 Call Return | Call Waiting | (T) |
| Anonymous Call Rejection | Selective Call Rejection | |
| Call Forward or Variable or Fixed | Priority Call | (T) |
| Selective Call Acceptance | | |

II. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE ESSENTIALS

II. SPECIAL CONDITIONS (Continued)

- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- L. Stay Connected Seasonal Offering * allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate. (C)
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE ESSENTIALS

II. SPECIAL CONDITIONS (Continued)

- L. Stay Connected Seasonal Offering * (Continued) (C)
5. The cost of the service includes the Subscriber Line Charge.
 6. This service does not change any other terms and conditions of the product.
 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 8. The Federal Subscriber Line Charge is included in the monthly rate.
 9. All applicable taxes and surcharges apply.

III. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Essentials bundle is provided at the following rates:

| | <u>Monthly Rate</u> | |
|------------------------------------|---------------------|-----|
| Frontier Digital Phone Essentials | \$21.99 | |
| Feature Package | \$2.99 | |
| Stay Connected Seasonal Offering * | \$9.99 | (C) |

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED

I. GENERAL

The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Touch Tone Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

| | | |
|---------------------------------|----------------------------------|--------|
| Basic Flat Rate Access Line | Call Waiting/Caller ID | |
| Unlimited Extended Area Service | Speed Call 8 ⁽¹⁾ | (T)(C) |
| Automatic Busy Redial | *69 Call Return | |
| Caller ID Name & Number | Call Waiting/Cancel Call Waiting | (T) |
| Touch Tone | | |

Feature Package

| | | |
|--------------------|---------------------------|-----|
| Call Waiting | 3 Way Calling | (T) |
| Basic Call Forward | Speed Call 30 | (T) |
| Distinctive Ring | Anonymous Call Rejection | |
| Priority Call | Selective Call Rejection | (T) |
| Call Forward Busy | Selective Call Acceptance | (T) |

II. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- 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 tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)
 (N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED (Continued)

II. SPECIAL CONDITIONS (Continued)

- 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.
- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- K. Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate. (C)
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED (Continued)

II. SPECIAL CONDITIONS (Continued)

- K. Stay Connected Seasonal Offering * (Continued) (C)
- G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- H. The Federal Subscriber Line Charge is included in the monthly rate.
- I. All applicable taxes and surcharges apply.

III. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

| | <u>Monthly Rate</u> | |
|------------------------------------|---------------------|-----|
| Frontier Digital Phone Unlimited | \$31.99 | |
| Feature Package | \$2.99 | |
| Stay Connected Seasonal Offering * | \$9.99 | (C) |

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED PLUS

I. GENERAL

The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service, Touch Tone Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

| | | |
|---------------------------------|----------------------------------|--------|
| Two Flat Rate Access Lines | Call Waiting/Cancel Call Waiting | |
| Unlimited Extended Area Service | Call Waiting/Caller ID | |
| *66 Busy Number Redial | Speed Call 8 ⁽¹⁾ | (T)(C) |
| Caller ID Name & Number | *69 Call Return | (T) |
| Touch Tone | | |

Feature Package

| | | |
|---------------------------|--------------------------------|-----|
| Call Waiting | 3 Way Calling | (T) |
| Basic Call Forward | Priority Call | |
| Anonymous Call Rejection | Call Forward Variable or Fixed | |
| Call Forward Busy | Selective Call Rejection | (T) |
| Selective Call Acceptance | | |

II. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

II. SPECIAL CONDITIONS (Continued)

- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- L. Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited Plus Leader while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

II. SPECIAL CONDITIONS (Continued)

- L. Stay Connected Seasonal Offering * (Continued) (C)
- 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 8. The Federal Subscriber Line Charge is included in the monthly rate.
 - 9. All applicable taxes and surcharges apply.

III. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus service do not apply.
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

| | <u>Monthly Rate</u> | |
|---------------------------------------|---------------------|-----|
| Frontier Digital Phone Unlimited Plus | \$31.99 | |
| Feature Package | \$2.99 | |
| Stay Connected Seasonal Offering * | \$9.99 | (C) |

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)

(N)

I. GENERAL

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

Basic Bundle

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

Feature Package

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

II. 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 Tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.

(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

(N)

II. CONDITIONS (Continued)

- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- H. The bundle is offered on a month-to-month basis.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- K. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- L. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

II. CONDITIONS (Continued)

- M. Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 5. The cost of the service includes the Subscriber Line Charge.
 6. This service does not change any other terms and conditions of the product.
 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 8. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 9. All other applicable taxes and surcharges apply.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

III. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Challenger) service do not apply.
- C. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.
- D. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

| | <u>Monthly Rate</u> | |
|---|---------------------|-----|
| Frontier Digital Phone Unlimited (Challenger) | \$21.99 | |
| Feature Package | \$4.99 | |
| Stay Connected Seasonal Offering * | \$9.99 | (C) |

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)

(N)

I. GENERAL

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

Basic Bundle

Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Package

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

II. CONDITIONS

- A. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the Tariff.
- 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 Tariff rules.

(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

II. CONDITIONS (Continued)

- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.
- H. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.
- L. Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

II. CONDITIONS (Continued)

- L. Stay Connected Seasonal Offering * (Continued) (C)
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.
 7. All other applicable taxes and surcharges apply.

III. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus (Challenger) service do not apply.
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

| | <u>Monthly Rate</u> | |
|--|---------------------|-----|
| Frontier Digital Phone Unlimited Plus (Challenger) | \$21.99 | |
| Feature Package | \$4.99 | |
| Stay Connected Seasonal Offering * | \$9.99 | (C) |

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

(N)

I. 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 |

II. 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 Tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.

(N)

BUNDLED SERVICES (Continued)

FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Continued)

(N)

II. CONDITIONS (Continued)

- I. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

III. RATES AND CHARGES

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

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

(N)

BUNDLED SERVICES (Continued)

FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

(N)

I. 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.

| <u>Basic Bundle</u> | |
|------------------------------------|---------------------------|
| 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 |

II. 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 Tariff.
- 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 Tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.

(N)

BUNDLED SERVICES (Continued)

FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Continued)

(N)

II. CONDITIONS (Continued)

- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling, 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 or small business. 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.

III. 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 |

(N)

ARIZONA UNIVERSAL SERVICE FUND

I. APPLICABILITY

The surcharges set forth below relate to funding the Arizona Universal Service Fund (AUSF) and are in addition to the rates and charges for access service, toll service and local service set forth in the applicable tariffs. If the Company determines it has collected its annually assessed amount prior to the end of the calendar year, it will suspend collection of these surcharges for the remainder of that year, subject to any subsequent adjustment necessitated by Arizona Corporation Commission Order.

II. ELEMENTS AND RATES

A. Toll Portion Element - AUSF Surcharge for intraLATA Toll

The surcharge amounts are per A.A.C. R14-2-1201 through R14-2-1217. As the Arizona Corporation Commission issues orders, which increase or decrease the requirement for AUSF funding, this surcharge amount(s) will be adjusted accordingly.

B. Local Portion Element - AUSF surcharge applied to each access line and trunk line on a monthly basis.

The surcharge amounts are per A.A.C. R14-2-1201 through R14-2-1217. As the Arizona Corporation Commission issues orders, which increase or decrease the requirement for AUSF funding, this surcharge amount(s) will be adjusted accordingly.

(T)

(T)

CITIZENS DIGITAL CENTREX (CDC)

I. GENERAL RULES AND REGULATIONS

Citizens Digital Centrex (CDC) service is furnished subject to the availability of facilities, software features and central office equipment in locations as determined by the company. In addition to the Citizens Digital Centrex charges, the Centrex Access Line (CAL) rate as specified in Section 9.4.A. of this tariff shall apply.

- A. The service is available to business customers with Centrex Access Lines.
- B. The minimum charge for services provided under this tariff shall be one month. Except as hereinafter provided, the initial (or minimum) contract period for all CDC services is one month at the same location. Service for longer periods will be available on a 36 month term, 48 month term, and 60 month term contract basis. Rates for term options are not subject to a Telephone Company-initiated rate change during the contract term.
- C. Individual CDC Stations may be grouped in communications groups of two or more lines. A communications group provides the path through which CDC features will travel.
- D. If a customer requests CDC features terminating in PBX trunk equipment, or Key Line equipment, the associate rate specified in Section 4 of this tariff shall apply.
- E. Installation and Move or Change Charges are applicable as set forth in Section 15 of this tariff.
- F. FP-1 Basic Single Line or FP-2 Business Line Features or FP-3 Attendant Line Features Package as listed in Section 9.3, following, is required per CAL. Additional feature packages and/or features may be subscribed to where available upon request.
- G. Touch-Tone Calling Service is required in order to have CDC features. Rates and charges for Touch-Tone Calling Service, as specified in Section 20 of this tariff, do not apply for the provision of Touch-Tone to Centrex Service.
- H. Directory listings will be furnished in accordance with the regulations set forth in Section 14 of this tariff.
- I. CDC lines and extensions may be terminated at one premises, different premises - same central office, different premises - remote central office. The appropriate private line charges as stated in the Private Line Tariff shall apply to CDC.

CITIZENS DIGITAL CENTREX (CDC)

I. GENERAL RULES AND REGULATIONS (Continued)

- J. The applicable mileage charge as specified in Section 5 of the tariff shall apply to Citizens Digital Centrex service terminating outside the Base Rate Area.
- K. Centrex Access Lines provide access to local exchange and long distance networks and will be at the rates and charges as specified in Section 9.4.A. of this tariff.
- L. The Telephone Company is allowed the option to provide Citizens Digital Centrex service under a Contract Service Arrangement for systems exceeding thirty (30) Centrex Access Lines, according to the rules and regulations of Section 2 of this tariff, in either of the following circumstances.
1. In the Telephone Company's judgment, the cost of providing that service is significantly less than the cost developed to support the rates in the tariff section, or
 2. The customer willingness to pay for an individual service, due to competitive alternatives, is above our cost to provide the customers service but below the tariff price.
 3. In no event shall rates be set below incremental cost.
- M. The following features are inherent with Feature Packages 1, 2, and 3: Automatic Route Selection; Barge-In/Executive Override; Class of Service Restrictions; Code Restriction; Data Call Protection; Direct Inward Dial (DID); Direct Outward Dial (DOD); Distinctive Ringing(1); Hunting; Music-On-Hold(2); Night Service; Paging Access; and Uniform Call Distribution (UCD).

(1) Distinctive Ringing is available only when the full Line Concentrator Module is dedicated to Distinctive Ringing.

(2) Music-On-Hold is provided through Call Park and Permanent Hold features.

CITIZENS DIGITAL CENTREX (CDC)

II. FEATURE PACKAGES

A. Feature Package 1 - Basic Single Line (3)

The basic feature package will include, but not be limited to the following features:

Automatic Call Back (Ring Again)
Blind Transfer Roll
Call Back Queuing
Basic Call Forward (T)
Call Waiting
Consultation Hold
End-To-End Signaling
*66 Busy Number Redial (T)
Off-Hook Queuing
Permanent Hold/Call Hold
Speed Call 8⁽¹⁾ (T)(C)
Station to Station Dialing
3 Way Conference/Transfer (T)
Message Wait Indicator (Stutter Dial Tone)

B. Feature Package 2 - Business Line Features (3)

The business set feature package will include, but not be limited to the following features:

Auto Answer Back
Auto Dial
Automatic Line
Busy Override
Call Back Queuing
Call Forward
Call Forward Reason Display
Call Forward/Auto Dial Display
Call Park
Call Pickup
Call Waiting
Display Called Number
Display Calling Number
End-To-End Signaling
Feature Code Access
Feature Display
Group Intercom
Held Calls
Individual (POTS) Business Line
Intercom

(1) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Issued: October 14, 2015
Advice No. T-02115A

Steve Crosby
Senior Vice President
Citizens Communications
9260 E. Stockton Blvd., Elk Grove, CA 95624

Effective: November 15, 2015
Docket No. T-02115A-15-

CITIZENS DIGITAL CENTREX (CDC)

II FEATURE PACKAGES (Continued)

B. Feature Package 2 - Business Line Features (3) (Continued)

The business set feature package will include, but not be limited to the following features:

Listen On Hold
Make Set Busy
Malicious Call Hold
Message Wait Indicator
Multiple Appearance Directory Number-SCA
Multiple Appearance Directory Number-MCA
On Hook Dialing
Query Time Key
*66 Busy Number Redial (T)
Short Hunt
Speed Call 8 ⁽¹⁾ (T)(C)
3 Way Calling/Transfer (T)

C. Feature Package 3 - Attendant Line Features (3)

The attendant feature package will include, but not be limited to the following features:

Auto Dial
*66 Busy Number Redial (T)
Busy Verify - Stations
Busy Verify - Trunks
Call Hold
Call Park
Call Park Recall Timer
Call Selection
Camp-On
Code Calling Line Termination
Conference Call - Maximum Six
Console Display
Console Test
Control of Trunk Groups
Delayed Operation
Interposition Calls/Transfer
Locked Loop Operation
Lockout
Maintenance and Administration Position
(MAP) Display For Attendant Operational Measurements (OM)
Message Waiting

(1) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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Steve Crosby
Senior Vice President
Citizens Communications
9260 E. Stockton Blvd., Elk Grove, CA 95624

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CITIZENS DIGITAL CENTREX (CDC)

II. FEATURE PACKAGES (Continued)

C. Feature Package 3 - Attendant Line Features ⁽³⁾ (Continued)

The attendant feature package will include, but not be limited to the following features:

Multiple Console Operation
Multiple Listed Directory Number
Position Busy
Recorded Announcement
Release Upon Completion
Secrecy
Serial Call
Speed Call
Straight Forward Outward Completion
Supervisory Console
Switched Loop Operation
Through Dialing
Time Recall Set to Zero
Transfer
Trouble Key on Console
Trunk Group Busy/Access Control - Key
Trunk Group Busy Indication
Two-Way Splitting
Wildcard Key

D. Feature Package 4 - Enhanced Station I ⁽⁴⁾

The enhanced feature package will include, but not be limited to the following features:

Call Forward Busy (T)
Call Forward No Answer (T)
Conference Six Port
Directed Call Pickup
Speed Call 30 (T)

(3) Feature Package 1 or 2 or 3 Rate is in addition to the appropriate CAL Rate.

(4) In order to obtain this feature package for any particular CAL, the customer must also subscribe to Feature Package 1 or 2 or 3 for each associated CAL.

CITIZENS DIGITAL CENTREX (CDC)

II. FEATURE PACKAGES (Continued)

E. Feature Package 5 - Enhanced Station II ⁽⁵⁾

The enhanced feature package II will include, but not be limited to the following features:

Enhanced 3 Way Calling
Intergroup Calling
Last Number Redial (Business Set)
Message Wait Light (Single Line)
Key Set Audio-On-Hold
Speed Call (Group)
Station Call Park I

(T)

F. Optional Features Packages ⁽⁶⁾

The optional features package will include, but not be limited to the following features:

- 1) Virtual Facilities Group (VFG)

VFG-Inwats
VFG-Outwats
VFG-Trunk Group Busy Attendant Console
VFG-Queuing
- 2) Station Message Detail Recording

Per Group of 2 to 50 Lines
Per Group of 51 to 200 Lines
Per Group of 201 to 500 Lines
Per Group of Over 501 Lines
- 3) Authorization Codes - Per Line

(5) In order to obtain this feature package for any particular CAL, the customer must also subscribe to Feature Package 1 or 2 or 3 for each associated CAL.

(6) In order to obtain this feature package for any particular CAL, the customer must also subscribe to Feature Package 1 or 2 or 3 for each associated CAL.

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CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS

A. Feature Package 1 - Basic Station

AUTOMATIC CALL BACK (Ring Again) This feature allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring again mode.

AUTOMATIC LINE Provides an automatic connection between a CDC station that goes off-hook and a predetermined location.

BLIND TRANSFER ROLL Allows a CDC station to transfer an established call to another CDC group member without waiting for the transferred station to answer.

CALL BACK QUEUING With this feature, a station user encountering an all-trunk busy condition has the option of being notified when a trunk becomes idle, and then being automatically connected to the number.

CALL FORWARD - ALL CALLS Allows a CDC customer to have incoming calls to a station automatically forwarded to a predetermined telephone number.

CALL PICKUP Allows a CDC station line user to answer calls directed to another CDC station line within the same call pick-up group.

CALL TRANSFER Allows a CDC station line to transfer an established call to another line within or outside the customer group.

CALL WAITING This feature informs a CDC station line that is on an established call that a third party is trying to reach them.

CANCEL CALL WAITING Allows a CDC station to prevent, on a per-call basis, any incoming calls from interrupting important calls due to call waiting tones.

CONSULTATION HOLD Allows a CDC station to place an active call on temporary hold.

END-TO-END SIGNALING Allows a CDC station user, while in the talking state, to send DTMF tones to the other end.

*66 BUSY NUMBER REDIAL When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will

(T)

(T)

automatically be placed. The activation code is *66. The user can press *86 to deactivate.

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CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

A. Feature Package 1 - Basic Station (Continued)

OFF-HOOK QUEUING With this feature, a call that cannot be completed because an idle outgoing trunk is not available among the inexpensive route set, may wait off-hook for an idle trunk. When an outgoing trunk becomes available, the call progresses in the normal manner.

PERMANENT HOLD/CALL HOLD Allows a CDC station user to place a call on hold for any length of time.

SPEED CALL 8 This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity. (T)(C)
|
(T)

STATION TO STATION DIALING Calls may be dialed to completion between any two station lines of a digital CDC group.

STUTTERED DIAL TONE This feature permits a station user to be notified of a waiting message. Stuttered dial tone is used for stations without Message Waiting (MWT) lamps.

3 WAY CALLING Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls. (T)
|
(T)

B. Feature Package 2 - Business Set Features

The following Business Set Features require the use of priority customer equipment.

AUTO ANSWER BACK The Auto Answerback feature, when implemented on a Business Set, allows any incoming call to the Primary Directory Number (PDN) of the set to be automatically answered after four seconds of ringing.

AUTO DIAL Allows the business set user to call a frequently dialed number by pressing the assigned feature key.

AUTOMATIC LINE Business Set Automatic Line (AUL) is a directory number (DN) feature that may be assigned to individual DN appearances on a Business Set station, including the primary DN.

BUSY OVERRIDE Busy Set Override allows a Business Set to gain access to a busy station by pressing the busy override key.

(N)
(N)

(1) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

B. Feature Package 2 - Business Set Features (Continued)

CALL BACK QUEUING Allows a business set user to request a call back when encountering an all trunks busy condition on the customers outgoing trunks.

CALL FORWARD Allows a business set user to forward calls to another CDC user. Optional call forward conditions are call forward-all, call forward-busy, call forward-no answer, call forward intragroup.

CALL FORWARD REASON DISPLAY Allows business set user to identify the type of forwarded condition when they receive forwarded calls. Requires display option on customer equipment.

CALL FORWARD/AUTO DIAL DISPLAY Displays the number currently programmed for the call forward or the automatic dial features. Requires display option on customer equipment.

CALL PARK Enables a business set user to park a call against their directory number. The parked call can be retrieved from any station by dialing the retrieved code and the directory number against which the call is parked.

CALL PICK UP This feature allows a station to answer calls incoming to another station within a predetermined call pickup group.

CALL WAITING Provides a tone to the CDC user to alert them of another incoming call request. The called CDC station may acknowledge the new caller by placing the existing call on hold or by abandoning the existing call and receiving the new caller.

DISPLAY CALLED NUMBER Provides visual feedback of the number dialed on outgoing calls or feature activation. Requires display option on customer equipment.

DISPLAY CALLING NUMBER Provides business set user with visual feedback concerning incoming calls. Display called number only applies to intra-group calls. Requires display option on customer equipment.

END-TO-END SIGNALING Provides the capability to outpulse dual-tone multifrequency digits while active on a call.

FEATURE CODE ACCESS Provides an alternate method of accessing CDC features other than through the use of feature keys.

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

B. Feature Package 2 - Business Set Features (Continued)

FEATURE DISPLAY Provides the business set user with visual feedback for feature activation, including features such as three-way calling, call transfer, call waiting, call park, ring again, call pickup, busy override, and speed call. Requires display option on customer equipment.

GROUP INTERCOM Allows a CDC user to call a member of a predesignated group by using abbreviated dialing.

HELD CALLS Allows a business set user to hold an established call on the business set. The CDC user may originate or receive another call on any idle directory number.

INDIVIDUAL BUSINESS LINE The Private Business Line allows the Business Set subscriber the appearance of the POTS line as one of the Directory Number (DN) keys on the set.

INTERCOM The intercom feature allows a customer to directly terminate on a predesignated set by depressing the intercom key on the Business Set.

LISTEN ON HOLD Allows a business set user to monitor a call through the speaker in customer premises equipment. When the called party answers, the CDC business set user must remove the handset from the cradle.

MAKE SET BUSY Allows a business set user to place their primary directory number in a busy condition to outside calls.

MALICIOUS CALL HOLD The Malicious Call Hold (MCH) feature allows a Business Set subscriber to hold a connection within the switching unit on a malicious call, enabling the call to be traced back to the originating party.

MESSAGE WAIT INDICATOR This feature provides a message waiting lamp on the business set indicating a message is waiting to be retrieved. This applies to only the primary directory number not other directory numbers available from that set.

MULTIPLE APPEARANCE DIRECTORY NUMBER - SCA AND MCA Allows a directory number to be assigned to more than one business set for a multiple call arrangement. With Single Call Arrangement (SCA) any business set user with the directory appearance may make or receive calls on the directory number. SCA allows only one business set user to be active on the directory number at one time. With Multiple Call Arrangements (MCA) more than one business set user can be

active on the directory number at one time, limited by the number of appearances in the group.

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CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

B. Feature Package 2 - Business Set Features (Continued)

ON HOOK DIALING Allows the CDC business user to originate calls without lifting the handset.

QUERY TIME KEY Displays the current time and date by activating the time key. Requires display option on customer premises equipment.

RING AGAIN Allows the CDC business set user to monitor a busy set of directory number appearances on the business set. The short hunt is limited to the number of directory appearances on the business set.

SHORT HUNT Allows incoming calls to a business set user to hunt over a set of directory number appearances on the business set. The short hunt is limited to the number of directory appearances on the business set.

SIX PORT CONFERENCE Allows a CDC business set user with a conference key assigned to establish a six port conference, including the CDC business set user.

SPEED CALL Allows a CDC business set user to access frequently dialed numbers by utilizing an abbreviated code. (T)

3 WAY CALLING/TRANSFER Enables a CDC business set user to establish a three-way call or to transfer a call to another CDC user. (T)

C. Feature Package 3 - Enhanced Station II

AUTO DIAL Allows the attendant to dial selected numbers by pressing the autodial feature key which is programmed for a particular number.

AUTOMATIC RECALL Alerts the attendant that a caller has waited on hold for a predetermined period and needs attention. Includes line-to-line calls, trunk-to-line calls, and line-to-trunk calls if answer supervision is expected on the outgoing trunk.

BUSY VERIFY - STATIONS This allows the attendant to determine whether station are busy or idle.

BUSY VERIFY - TRUNKS This allows the attendant to determine whether trunks are busy or idle.

CALL HOLD Allows the attendant to hold a call manually by pressing the hold/release key, or to hold the call automatically by pressing another loop key.

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CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

C. Feature Package 3 - Enhanced Station II (Continued)

CALL PARK Allows the attendant to park calls against any directory number in the attendant customer group.

CALL PARK RECALL TIMER Defines the amount of time a parked call can remain in the parked condition. If unanswered the call is returned to the attendant.

CALL SELECTION Allows the attendant to answer incoming calls by the following methods: Calls are answered as they are received, regardless of type. Calls are answered by manually selecting a specific call type.

CAMP-ON This allows the attendant to extend calls to a busy station. When the busy station becomes idle, the camped-on call rings the station.

CODE CALLING LINE TERMINATION This feature allows an attendant to access customer-provided code-call equipment by dialing an access code and a called-party code.

CONFERENCE CALL-MAXIMUM SIX Allows the attendant to establish a six-port conference call (including the attendant).

CONSOLE DISPLAY This feature allows a console display to assist attendants in handling calls efficiently. The display unit is built into the console, consisting of a 16 character alphanumeric display, 28 light emitting diodes (LEDs), and a 28-button keyboard.

CONSOLE TEST This feature allows an attendant or maintenance person to test the functional operations of a console i.e.: lamp, key contact, buzzer, hardware, set plug-in/plug-out, KLD (working condition of the LED alphanumeric display).

CONTROL OF TRUNK GROUPS Allows the attendant to control access of all stations and incoming trunks to various trunk groups by operating corresponding keys.

DELAYED OPERATION Allows the attendant to place calls for restricted CDC stations. When the called station answers, the attendant can connect the calling station.

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

C. Feature Package 3 - Enhanced Station II (Continued)

INTERPOSITION CALLS/TRANSFER Allows attendant to speak and transfer calls between attendants.

LOCKED LOOP OPERATION Allows the attendant to hold calls on a loop.

LOCKOUT Restricts an attendant from reentering a call on a held loop unless recalled by the CDC user or by automatic recall.

MAINTENANCE AND ADMINISTRATION POSITION (MAP) DISPLAY FOR ATTENDANT OPERATIONAL MEASUREMENTS (OM) MAP contains a subsystem referred to as attendant console operational measurements (ACOM). ACOM displays the console operational measurements of a subgroup within a customer group. The dynamic attendant console measurements feature measures attendant console activities and displays current measurements of a MAP.

MESSAGE WAITING This feature allows attendant consoles to be used as message centers for a number of station users.

MULTIPLE CONSOLE OPERATIONS Allows for the assignment of a maximum of 6 consoles within any customer group.

MULTIPLE LISTED DIRECTORY NUMBER Allows attendant to identify and properly answer incoming calls from multiple listed directory numbers.

POSITION BUSY Allows the attendant to make the console unavailable for additional queued calls. The attendant can originate calls and program features while in the busy state.

RECORDED ANNOUNCEMENT This feature permits the routing of either originated or extended attendant calls to an announcement.

RELEASE UPON COMPLETION Allows the attendant to release stations extended to CDC stations after dialing but before outpulsing is completed.

SECRECACY Allows the attendant to talk to the called CDC station without the calling party hearing the conversation.

CITIZENS DIGITAL CENTREX (CDC)

3. FEATURE DESCRIPTIONS (Continued)

C. Feature Package 3 - Enhanced Station II (Continued)

SERIAL CALL Allows the attendant to extend a call to more than one station. When the caller wants to be extended to more than one station, the attendant requests the caller remain off hook after the first call to be routed back to the attendant of routing the next CDC station.

SPEED CALL Allows the attendant to place calls to frequently called numbers by pressing the speed dial key and dialing a one or two digit code.

STRAIGHT FORWARD OUTWARD COMPLETION Allows a CDC user to request the attendant extend a call outside the customer group.

SUPERVISORY CONSOLE This feature allows an attendant to call a supervisor for assistance and to extend a call to a supervisor for subsequent call handling. It also allows the supervisor to monitor the progress of an attendant and to give assistance while the attendant is handling a call.

SWITCH LOOP The attendant console can have up to six loops assigned to provided the attendant with voice access to all calls routed to the console for completion.

THROUGH DIALING Allows the attendant to select a trunk facility for a CDC user and extend dial tone to the CDC line.

TIMED RECALL SET TO ZERO This feature allows a customer to cancel the automatic recall feature for a specific customer group by inputting a zero value for the appropriate attendant recall timers. Timers can be set from 12 through 60 seconds, in 1-second increments, on a customer group basis. They can also be set to zero to make them inoperable.

TRANSFER Allows CDC users to transfer calls to the attendant for further processing.

TROUBLE KEY ON CONSOLE This feature allows an attendant to indicate a problem in the handling of a particular call. A set of trouble codes, defined by the customer through datafill, allows the attendant to classify the problem as belonging to the most appropriate customer-defined category.

TRUNK GROUP BUSY/ACCESS CONTROL - KEY Allows the attendant to utilize special keys as a common interface for trunk group access control.

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

C. Feature Package 3 - Enhanced Station II (Continued)

TRUNK GROUP BUSY/INDICATION Provides the attendant with a lamp status display for trunk group busy indication.

TWO-WAY SPLITTING Allows the attendant to talk privately with either the calling or called party. The attendant can alternate between either the calling or called line.

WILDCARD KEY Allows the attendant to invoke special features not directly available through a feature key on the console.

D. Feature Package 4 - Enhanced Station I

CALL FORWARD BUSY Allows a CDC Customer to have incoming calls to a station automatically forwarded to a predetermined telephone number when the called station line is busy. (T)

CALL FORWARD NO ANSWER Allows a CDC customer to have incoming calls automatically forwarded to a predetermined telephone number after a predetermined number of rings. (T)

CONFERENCE SIX PORT This feature provides a six party conference bridge.

DIRECTED CALL PICKUP Allows a CDC station to pickup a call directed to another member of the group by dialing a code and the directory number of the called station.

RING AGAIN Allows a CDC station encountering a busy station to be notified when the busy station becomes idle.

SPEED CALL 30 Allows a CDC station user to place calls to a list of frequently called numbers by dialing fewer digits than the complete directory number. Limited to thirty frequently called numbers. This feature is incompatible with Short Speed Call and Group Speed Call. (T)

E. Feature Package 5 - Enhanced Station II

ENHANCED 3 WAY CALLING Allows a non-controlling party on a 3 way call to add another conferee to the call. This in effect links two or more 3 way conference bridges together. (T)

INTERGROUP CALLING Allows CDC user in different customer groups to call each other by using abbreviated dialing. (T)

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CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

E. Feature Package 5 - Enhanced Station II (Continued)

*66 BUSY NUMBER REDIAL Enables CDC user to redial the last number called by pressing a single key. (T)

MESSAGE WAIT LIGHT (SINGLE LINE) This provides a single line set (not a business set) with a visual indicator of a message is waiting to be retrieved. This requires a special line card within the central office and is an alternative to the stutter dial tone.

KEY SET AUDIO-ON-HOLD Allows a recorded audio source to be applied to calls placed in a temporary hold status.

SPEED CALL - GROUP Allows a list of frequently called numbers to be set up for a CDC customer group to allow CDC members to place calls by dialing fewer digits than the complete directory number.

STATION CALL PARK I Allows CDC user to park a call against its own directory number. The parked call is retrieved from a station by dialing a feature access code and the directory number against which the call is parked.

F. Optional Features Packages

1) VIRTUAL FACILITIES GROUP This feature enables CDC users to gain access to special trunk facilities by dialing an access code.

2) STATION MESSAGE DETAIL RECORDING A call detail recording system recording Centrex calls placed by station users. Data recorded on a per-call basis include: Caller identification, originating party and/or incoming trunk indicator, terminating party and/or outgoing trunk identifier, date and start time of call, call duration, digits dialed, Expensive Route Warning Tone identification, authorization code, and feature code identifier (when applicable). This raw data can be supplied via diskette or via modem on a scheduled basis (based on quantity) to customer. The customer can then apply this raw data into their own management information system for allocating chargebacks, usage/abuse monitoring, or future telecommunications planning.

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

F. Optional Features Packages (Continued)

- 3) AUTHORIZATION CODES This feature allows the subscriber to override the restrictions set to a specific Centrex line by entering an authorization/account code (having higher privileges than that Centrex line) before dialing the called number. This code can override Network Class of Service restrictions or to overcome call blockage during Automatic Route Selection. A SMDR record containing the caller's authorization code will be generated.

G. Inherent Features

AUTOMATIC ROUTE SELECTION With this feature, outgoing calls are automatically routed according to a predetermined order of selection, based on a traffic analysis performed periodically by the Utility to insure adequate access in each trunk group.

BARGE-IN/EXECUTIVE OVERRIDE This feature allows a station user to gain access to a busy station by flashing the hookswitch during busy tone then dialing feature code.

CLASS OF SERVICE RESTRICTION This service provides the capability to allow or deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations and tie trunks.

CODE RESTRICTIONS This feature allows restriction of specified NPA or NXX's for stations or groups of stations within a customer group.

DATA CALL PROTECTION This option protects a data call from interruption by not allowing the connection of test or busy verification circuits to the line while it is busy.

DIRECT INWARD DIALING (DID) This service allows for incoming calls from the exchange network to reach a specific customer group station without attendant assistance.

DIRECT OUTWARD DIALING (DOD) With this service, a station user can place external calls to the exchange network without attendant assistance, by dialing the DOD access code, receiving a second dial tone, then dialing the external number.

DISTINCTIVE RING A customer may want to identify certain call types by applying a distinctive ringing cadence to calls terminating on the customer group. (T)

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

G. Inherent Features (Continued)

HUNTING Hunting is a call completion feature that increases the likelihood of an incoming call being completed within a customer defined group of lines.

MUSIC-ON-HOLD This feature provides access to a customer provided music source.

NIGHT SERVICE (FIXED OR FLEXIBLE) This service provides for the handling of calls when the attendant is absent.

PAGING ACCESS This service allows access to customer provided paging equipment to summon a particular person, using customer provided speakers located on the customer's premises.

UNIFORM CALL DISTRIBUTION This service allows for an even distribution of incoming calls to a listed directory number over a group of stations.

CITIZENS DIGITAL CENTREX (CDC)

IV. RATES AND CHARGES ⁽⁷⁾

A. Centrex Access Line, each
 Minimum of 2 lines:

| | <u>Per Line</u> |
|-------------|-----------------|
| 2-4 lines | \$42.00 |
| 5-11 lines | 30.00 |
| 12-24 lines | 26.00 |
| 25+ lines | 24.00 |

Customers with 25 lines or more would have the option to go on a contract rate based as follows:

| | | <u>Per Line</u> |
|-----------|----------|-----------------|
| 25+ lines | 36 month | \$21.50 |
| | 48 month | 20.50 |
| | 60 month | 19.50 |

B. Features

MONTHLY RATES

| | <u>Monthly Rate</u> | <u>36 Month Rate</u> | <u>48 Month Rate</u> | <u>60 Month Rate</u> |
|---|---------------------|----------------------|----------------------|----------------------|
| Feature Package 1 Per Line | \$3.00 | \$2.75 | \$2.50 | \$2.00 |
| Feature Package 2 Per Line | 7.50 | 6.80 | 6.50 | 6.00 |
| Feature Package 3 Per Console | 40.00 | 37.00 | 35.00 | 33.00 |
| Feature Package 4 Per Line | 2.50 | 2.10 | 2.00 | 1.85 |
| Feature Package 5 Per Line | 2.00 | 1.75 | 1.50 | 1.00 |
| Optional Feature Packages | | | | |
| FF Per Trunk | 1.50 | 1.25 | 1.00 | .75 |
| Station Message Detail Recording (SMDR) | | | | |
| Per Group of 2 to 50 Lines | 24.50 | 22.50 | 20.50 | 17.50 |
| Per Group of 51 to 200 Lines | 85.00 | 80.00 | 75.00 | 70.00 |
| Per Group 201 to 500 Lines | 200.00 | 195.00 | 190.00 | 175.00 |
| Per Group Over 500 Lines | 300.00 | 275.00 | 250.00 | 225.00 |
| Authorization Codes Per Line | 1.50 | 1.25 | 1.00 | .75 |

(7) Regular Multi-Element Charges also apply as specified in Section 15 of this Tariff.

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MISCELLANEOUS SERVICE

(T)

LOCAL PRIVATE LINES

Monthly Rate

(D)

Leased (Voice Grade) Metallic Circuit

Circuit termination, each

\$2.50

(D)

Circuit mileage, each 1/4 mile

1.25

|

Automatic Ringdown Circuit

11.60

(D)

TIE LINES

Between points in different buildings on the same premises, per 300' or fraction thereof

1.25

(D)

Between points not on the same premises, per 1/4 mi. or fraction thereof

1.25

(D)

JACKS

Jacks - two, three and four contact either flush or surface mounting.

Single, indoor, each

See

(D)

Single, with weatherproof housing, each

Section

|

(D)

Additional Jacks installed at same time, each

15

MISCELLANEOUS SERVICE

(T)

ELECTRONIC BILL PRESENTMENT PROGRAM (EBPP)

I. DESCRIPTION

Frontier Online Bill Payment program is an optional service that allows residential and business customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or ACH transaction payments. Business customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

II. REGULATIONS

- A. The EBPP is an optional Service.
- B. The Utility will send an electronic notification to the customer's designated email address when the bill is available on-line.
- C. EBPP is available where technically feasible.
- D. Service Connection Charges as specified in Tariff Section 15 do not apply to this service.
- E. Bill inserts will be provided separately either electronically or via U.S. Mail service.

III. RATES AND CHARGES

(T)

| | <u>Monthly Rate</u> |
|--|-------------------------|
| Rate for both a paper copy and an electronic bill copy | \$2.00 |

MISCELLANEOUS SERVICE

(T)

BUSINESS TRAFFIC STUDY SERVICE

I. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Business Traffic Study Service as said exchanges are defined on the maps contained in this tariff.

II. DESCRIPTION

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.

III. RATES AND CHARGES

(T)

| | |
|---|---------|
| 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 |

IV. CONDITIONS

- A. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
- B. A separate traffic study report is required for each access line, hunt line, or trunk group.
- C. Business Traffic Study Service is available to business customers and only where technically feasible.
- D. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
- E. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
- F. Studies are done in 7-day intervals.
- G. Types of studies include (but are not limited to):

Line or Trunk Study
Remote Call Forward (RCF) Study
Multiline Hunt Group Study

MISCELLANEOUS SERVICE

CONVENIENCE FEE

(N)

I. DESCRIPTION

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

This fee will not apply if:

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

II. RATES AND CHARGES

| | <u>Nonrecurring Charge</u> |
|---------------------------------|----------------------------|
| Convenience Fee, per occurrence | \$4.50 |

(N)

MISCELLANEOUS SERVICE

DUPLICATE BILL CHARGE

I. DESCRIPTION

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.

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

(N)

(N)

RADIOTELEPHONE SERVICE
IMTS MOBILE AND EXCHANGE SERVICE

GENERAL

Radiotelephone service is communication service through a land radiotelephone base station between a wire telephone and a mobile or fixed radiotelephone unit, or between two mobile radiotelephone units, or between two fixed radiotelephone units or between a mobile radiotelephone unit and a fixed radiotelephone unit.

RATES

| | <u>Billing Code</u> | <u>Monthly Charge</u> | <u>Installation Charge</u> |
|--|---------------------|-----------------------|----------------------------|
| IMTS Exchange Radio Telephone Service | IMCP | \$62.50 | * |

AVAILABILITY OF SERVICE

It will be the policy of this Company to provide this service as required up to the limitations of available IMTS channels for the area served.

Radiotelephone service is available to mobile and fixed units equipped for such service when within range of a land radiotelephone station, subject, however, to transmission, atmospheric, terrain and like limitations. At the Utility's discretion, service may be limited to a certain number of subscribers to ensure provision of quality service. Customers denied mobile service will be allowed the opportunity to receive service as it becomes available in the order in which they originally applied.

* Applicable Service Connection Charges as filed in Section 15.

RADIOTELEPHONE SERVICE
IMTS MOBILE AND EXCHANGE SERVICE

PROVISION OF EQUIPMENT

The customer will provide the radiotelephone equipment, make the installation thereof and provide for the maintenance thereof. Further, the customer must present a valid license, issued by the Federal Communications Commission, for the specific equipment intended for use on the Utility's facilities. A photostatic copy of the license shall be retained by the Utility. The equipment required to provide this service includes the mobile transmitter, receiver, control unit, dialing and selective signaling equipment and all associated wiring, antenna and mounting brackets, plus storage battery, charging equipment and noise suppressing, if required. All equipment must be completely compatible with equipment furnished by the Utility.

The Utility reserves the right to deny service to customers if their equipment does not meet the standard specifications of the Utility, or if the customer's equipment meets the standard specifications of the Utility, but is in such disrepair that the equipment causes a large number of troubles reported on the system due to this equipment.

OBLIGATION OF CUSTOMER

Except as permitted by this schedule, no equipment, apparatus, circuit or device shall be attached to or connected with facilities furnished by the Utility, whether physically, by induction or otherwise. In case any such unauthorized attachment or connection is made, the Utility shall have the right to remove or disconnect the same, to suspend the service during continuance of said attachment or connection, or to terminate the service.

Radiotelephone service is intended only for communications in which the customer has a direct interest and shall not be used for any purpose upon payment or other compensation from any other person, firm or corporation, or in the collection, transportation or delivery of any communication for others.

RADIOTELEPHONE SERVICE
IMTS MOBILE AND EXCHANGE SERVICE

RESPONSIBILITY OF THE UTILITY

In the event of an interruption of service, not caused by the negligence or willful act of the customer or by the failure of the customer's storage battery or charging equipment, the fixed monthly charges for the service and facilities rendered useless and inoperative will be adjusted on a prorata basis for the time said interruption continues beyond twenty-four hours after it is reported to or detected by the Utility. For the purpose of proration, every month shall be considered to have thirty days.

Allowances for omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service or facilities, and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of time during which such omission, interruption, delay or error, or defect in transmission prevailed.

The Utility shall not be liable for damage cause by accident or injury occasioned by the use of Radiotelephone Service when such accident or injury is not due to the negligence of the Utility.

When the lines of other telephone companies are used in establishing connection, the Utility shall not be liable for any act or omission of such other company or companies.

HIGH CAPACITY DIGITAL SERVICE (HCDS)

I. DESCRIPTION

A. SERVICE

1. General

High Capacity Digital Service (HCDS) is a dedicated private line service suitable for the transmission of digital signals at a speed of up to 1.544 Mbps (DS1). The service provides for simultaneous two way transmission of serial, bi-polar, return-to-zero isochronous digital signals at a transmission speed of 1.544 Mbps. This service is provided between two customer premises locations, between a central office and a customer premises location, or between central offices. The service is designed to provide an average performance of at least 98.75% error free seconds of transmission over a continuous 24 hour period. Connection specifications for the interface of customer-provided equipment are provided in Section II.D following.

a. Interoffice Channel - 1.544 Mbps Service

A full duplex 1.544 Mbps (DS1) digital path between the central offices serving customer premises per Technical Reference 62411.

b. Local Distribution Channel

The Utility provides three types of LDCs:

1. Type A LDC

A full duplex 1.544 Mbps (DS1) digital path between the customer premises location and the central office per Technical Reference 62411. It is suitable for bulk data transport, video teleconferencing, bulk transport of multiple derived voice data when terminated at the customer's premises on either customer provided multiplexing equipment or a suitably equipped customer provided communications system.

HIGH CAPACITY DIGITAL SERVICE (HCDS)

I. DESCRIPTION (Continued)

A. SERVICE (Continued)

1. General (Continued)

b. Local Distribution Channel (Continued)

2. Type B LDC

Type B LDC is an option available with a Type A LDC which provides multiplexing for 24 channels at the customer's premise per Technical Reference 62411. Each derived channel is suitable for voice and low or medium speed data transport. This service is offered only in conjunction with type A LDC(s).

3. Type C LDC

Type C LDC is an option available with a Type A LDC or HCDS interoffice channel which provides multiplexing at the central office for 24 channels per Technical Reference 62411. Each derived channel is suitable for voice and low or medium speed data transport and must be ordered separately from the appropriate tariff.

c. Channel Service Units (CSUs)

A CSU, provided by the customer, or its functional equivalent is required at each customer premises when terminating a Type A LDC on a 1.544 Mbps digital facility. The CSU performs such functions as: Proper termination of the facility, amplification, signal shaping and remote loop back. CSUs or their functional equivalents must comply with the requirements of the Bell System Technical Reference Publication 62411. This publication can be obtained from Publisher's Data Center, Inc., PO Box C738, Pratt Street Station, Brooklyn, New York 11205.

HIGH CAPACITY DIGITAL SERVICE (HCDS)

I. DESCRIPTION (Continued)

A. SERVICE (Continued)

1. General (Continued)

d. Digital Channel Terminal Unit

A Digital Channel Terminal Unit (DCTU), or its functional equivalent, is required at each customer premises location when terminating a Type B LDC or a type C LDC on a 1.544 Mbps digital facility. The DCTU is a self contained unit that terminates a 1.544 Mbps digital facility and multiplexes up to 24 voice, data, or a combination of voice and data communications circuits. No external equipment is required between the unit and the 1.544 Mbps digital facility. Additional customer provided equipment may be required between the unit and station equipment. The DCTU performs such functions as proper termination of the facility, amplification, multiplexing, power conversion and distribution, ringing conversion and self testing. A DCTU or its functional equivalent must be connected in accordance with regulations set forth in Section II.D. following.

B. DEFINITIONS

BIT

The term "Bit" denotes the smallest unit of information in the binary system of notation.

CHANNEL SERVICE UNIT

Denotes equipment provided by the customer to terminate a High Capacity Digital Service at a customer's premises.

CHANNELIZE

The term "channelize" denotes techniques to divide or derive several communication channels from one facility or transmission path. Channelize is used interchangeably with multiplex.

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Director
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HIGH CAPACITY DIGITAL SERVICE (HCDS)

I. DESCRIPTION (Continued)

B. DEFINITIONS (Continued)

CUSTOMER

A "Customer" is a person or legal entity that is responsible for ordering service, paying all charges and complying with all tariff regulations.

DS1

A digital signal at 1.544 Mbps.

DIGITAL CHANNEL TERMINAL UNIT

Denotes equipment furnished by the Utility, or its functional equivalent provided by the customer, used to terminate a 1.544 Mbps digital facility at a customer's or user's location, and that channelizes up to 24 or more voice, data, or a combination of voice and data circuits.

DUPLEX

A communications path capable of simultaneous transmission of two-way communications.

INTEROFFICE CHANNEL (IOC)

The term "Interoffice Channel" denotes a path for digital transmission furnished between the Central Offices serving the customer's premises.

LOCAL DISTRIBUTION CHANNEL (LDC)

The term LDC includes:

- a path for digital transmission furnished between the central office and the customer's premise or
- multiplexing provided at a customer premise when provisioned with a 1.544 digital transmission path or
- features provided at a central office

HIGH CAPACITY DIGITAL SERVICE (HCDS)

I. DESCRIPTION (Continued)

B. DEFINITIONS (Continued)

MBPS

Megabits per second.

MULTIPLEX

The term "multiplex" denotes techniques to divide or derive several communication channels from one facility or transmission path. Multiplex is used interchangeably with channelize.

OTHER COMMON CARRIER

An "Other Common Carrier" is a Specialized Common Carrier, Miscellaneous Common Carrier, Domestic and International Record Carrier or Domestic Satellite Carrier engaged in providing service as such carrier may be authorized by the FCC to provide.

UTILITY

The Utility is Navajo Communications Company.

HIGH CAPACITY DIGITAL SERVICE (HCDS)

II. REGULATIONS

A. AVAILABILITY OF A SERVICE

1. HCDS is offered within and between all exchange areas served by the Utility where suitable digital transmission facilities are available. In order to determine whether suitable facilities are available, a service inquiry is initiated through a Utility sales office.
2. Type B LDC is offered only in combination with Type A LDC(s). Type C LDC is offered in combination with a Type A LDC or interoffice channels.

B. MINIMUM PROTECTION CRITERIA

Minimum protection criteria have not been specified for HCDS because inherent protection is afforded in the normal provision of the service. However, the Utility reserves the right to specify such criteria if required.

C. USE OF SERVICE

1. The customer must provide information regarding the intended use of the service sufficient to permit the Utility to furnish and maintain the service ordered and assure that tariff regulations are followed.
2. The Utility is not responsible for the manner in which the use of service is allocated. Orders which involve the start, rearrangement, release or discontinuance of service will be accepted by the Utility only from the customer.

HIGH CAPACITY DIGITAL SERVICE (HCDS)

II. REGULATIONS (Continued)

D. CONNECTIONS

1. General

Customer-provided terminal equipment must be connected to HCDS provided by the Utility in accordance with the following:

- a. All connections must be made through equipment furnished by the customer or authorized user. The responsibility of the Utility shall be limited to the furnishing of service to that point on the customer premises where provision is made for the connection of such equipment. The customer is responsible for testing its equipment or facilities to insure that when they are connected with HCDS, such equipment or facilities are operating properly, and further, that the cause of any service difficulty reported by the customer to the Utility results from the operation of equipment and facilities provided by the Utility.
- b. Customer-provided terminal equipment that is connected to the premises of an other common carrier where the sole purpose of the service, including any bit streams derived therefrom, is to effect direct connection for through transmission with communications facilities of an other common carrier is not allowed.

HIGH CAPACITY DIGITAL SERVICE (HCDS)

II. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

2. Responsibility Of The Customer

- a. HCDS is available under this tariff for use in connection with terminal equipment provided by a customer. The operating characteristics of such equipment or systems shall be such as not to interfere with any of the services offered by the Utility. Such use is subject to further provisions that the equipment provided by the customer does not endanger the safety of Utility employees or the public; damage, require change in or alteration of the equipment or other facilities of the Utility; interfere with the proper functioning of such equipment or facilities; impair the operation of the Utility's facilities or otherwise injure the public in its use of the Utility services. Upon notice from the Utility that the equipment provided by the customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as necessary to remove or prevent such hazard or interference or incur termination of service provided by the Utility.
- b. The customer is responsible for:
 1. Compatibility of the connected terminal equipment and the HCDS.
 2. Testing and sectionalization and clearance of trouble conditions or service difficulties on the terminal equipment which is connected to HCDS.
 3. Where a customer elects to connect a customer-provided communications system to HCDS, the customer is responsible for:
 - a. Compatibility of the connected communications system. This includes the replacing of Channel Service Units due to technological changes in the network.

HIGH CAPACITY DIGITAL SERVICE (HCDS)

II. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

2. Responsibility Of The Customer (Continued)

b. The customer is responsible for: (Continued)

3. b. Testing and sectionalization, and clearance of trouble conditions or service difficulties on any communications system which is connected to the service.
4. All signals generated by customer-provided terminal equipment must meet signal and format standards as listed below:
 - a. Data Rate: 1.544 Mbps +/- 75 bps
 - b. Consecutive Zeros: No more than 15 consecutive zeros may be generated
 - c. Pulse Density: At least 3 pulses in any 24 bit interval
5. Placing all orders and payment of all charges for service(s) offered herein.
6. Providing in a manner satisfactory to the Utility and without cost: a means of entrance for the cable into the building; space for mounting the necessary terminals and equipment; and, where required, a means to reach each floor and each suite or office on each floor where service is desired.
7. Compliance with all Utility regulations included in the General Exchange Tariff.

HIGH CAPACITY DIGITAL SERVICE (HCDS)

II. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

3. Responsibility Of The Utility

a. The Utility is not responsible for installation, operation or maintenance of any terminal equipment or communications systems provided by the customer. This service is not represented as adapted to the use of such equipment or systems and where such equipment or system is connected to Utility facilities, the responsibility of the Utility shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such digital service. Subject to this responsibility the Utility shall not be responsible for:

1. The through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission, or
2. The reception of signals by such equipment or system, or
3. Damage to terminal equipment or communications systems provided by the customer due to testing.

HIGH CAPACITY DIGITAL SERVICE (HCDS)

II. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

3. Responsibility Of The Utility (Continued)

b. The Utility shall be indemnified and saved harmless by the customer against:

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

c. Special Construction

The rates and charges to provide HCDS where suitable facilities do not exist and are not scheduled to be available to meet the customer desired in service date will be determined on an individual case basis. If it is determined that suitable facilities are not available to provide HCDS, customers may initiate a request for determination of special construction charges. If an order for service is then placed with the Utility a special construction charge will apply consistent with the terms and conditions as set forth in Section 2.XV.

HIGH CAPACITY DIGITAL SERVICE (HCDS)

II. REGULATIONS (Continued)

E. PAYMENTS AND CHARGES FOR SERVICE

1. Payment of Charges

- a. The minimum period for which service is furnished and for which charges are applicable is one year. Design and construction of HCDS will not begin until after receipt of a signed service agreement. Suspension of service is not allowed. If service is terminated prior to expiration of minimum period, customer will be required to continue paying applicable charges for remainder of minimum period.
- b. Payment is due on presentation of a bill for the service furnished.

2. Move Charges

A move involves a change in the physical location of one or more LDCs.

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

a. Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the nonrecurring charge of the LDCs used to provide the service.

b. To a Different Building

Moves to a different building will be treated as a disconnect and start of service and all associated nonrecurring charges will apply.

HIGH CAPACITY DIGITAL SERVICE (HCDS)

III. RATES AND CHARGES

The rates and charges specified in this section apply for all services involving High Capacity Digital Services.

A. INTEROFFICE CHANNEL

The rates set forth below apply for each two point path between the central offices of the customer's premises furnished for use with this service.

| | | <u>Monthly Rate</u> | |
|----|--------------------------|---------------------|-------------------------|
| | | <u>Fixed</u> | <u>Per Airline Mile</u> |
| 1. | 1.544 Mbps (DS1) Service | | |
| | Each two point path | \$42.00 | \$40.00 |

B. LOCAL DISTRIBUTION CHANNEL

The rates set forth below apply for each Local Distribution Channel (LDC)*.

| | | <u>Installation Charge</u> | <u>Monthly Rate</u> |
|----|-------------------------|----------------------------|---------------------|
| 1. | Type A LDC | | |
| | a. For each DS1 Service | \$1,036.00 | \$188.00 |

* When both customer premises are within the same Central Office, 2 LDCs are required.

HIGH CAPACITY DIGITAL SERVICE (HCDS)

III. RATES AND CHARGES (Continued)

B. LOCAL DISTRIBUTION CHANNEL (Continued)

The rates set forth below apply for each Local Distribution Channel (LDC)*.
 (Continued)

| | <u>Installation Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| 2. Type B LDC** (Multiplexing At Customer Premises) | | |
| a. DS1 to 24 voice/data circuits | \$963.00 | \$279.00 |
| 3. Type C LDC (Multiplexing At Central Office) | | |
| a. DS1 to 24 voice/data circuits | \$963.00 | \$244.00 |
| | <u>Change Charge</u> | |
| 4. Change or addition of each voice/data circuit pack*** | \$43.00 | |

* When both customer premises are within the same Central Office, 2 LDCs are required.

** Available only in combination with type A LDC.

*** A change charge is applicable for each circuit pack that is changed or added subsequent to the initial installation of a LDC.

DIALAN SERVICE

I. DESCRIPTION

DMS Integrated Access Local Area Network (DIALAN) Service allows for simultaneous voice and data access to the switched telephone network over a single exchange access line. DIALAN Service permits dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the DIALAN Service access line.

In addition to voice access to the public switched telephone network, DIALAN service provides data access at speeds from 300 bps through 19.2 kbps for asynchronous communication.

II. REGULATIONS

A. AVAILABILITY OF SERVICE

1. DIALAN service is offered only from exchange areas served by the Utility where suitable facilities are available. In order to determine whether suitable facilities are available, a service inquiry is initiated through a Utility sales office. The Utility is under no obligation to provide DIALAN Service at a distance from the central office that exceeds the technical limitations of the service.
2. The service is available to and provided in conjunction with residential one-party, business one-party or centrex access lines.

B. CONNECTIONS

1. General

Customer-provided terminal equipment will be connected to DIALAN service provided by the Utility in accordance with the following:

DIALAN SERVICE

II. REGULATIONS (Continued)

B. CONNECTIONS (Continued)

1. General (Continued)

- a. All connections must be made through equipment furnished by the customer. The responsibility of the Utility shall be limited to the furnishing of service to that point on the customer premises where provision is made for the connection of such equipment. The customer is responsible for testing its equipment or facilities to insure that when they are connected with DIALAN service, such equipment or facilities are operating properly, and further, that the cause of any service difficulty reported by the customer to the Utility results from the operation of equipment and facilities provided by the Utility.

2. Responsibility Of The Customer

- a. DIALAN service is available under this tariff for use in connection with terminal equipment provided by a customer. The operating characteristics of such equipment or systems shall be such as not to interfere with any of the services offered by the Utility. Such use is subject to further provisions that the equipment or systems provided by the customer does not endanger the safety of Utility employees or the public; damage, require change in or alteration of the equipment or other facilities of the utility; interfere with the proper functioning of such equipment or facilities; impair the operation of the Utility's facilities or otherwise injure the public in its use of the Utility services. Upon notice from the Utility that the equipment provided by the customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as necessary to remove or prevent such hazard or interference or incur termination of service provided by the Utility.

DIALAN SERVICE

II. REGULATIONS (Continued)

B. CONNECTIONS (Continued)

2. Responsibility Of The Customer (Continued)

b. The customer is responsible for:

1. Compatibility of the connected terminal equipment or systems and the DIALAN service.
2. Testing and sectionalization and clearance of trouble conditions or service difficulties on the terminal equipment or systems which are connected to DIALAN service.
3. Placing all orders and payment of all charges for service(s) offered herein.
4. Providing in a manner satisfactory to the Utility and without cost: a means of entrance for the cable into the building; space for mounting the necessary terminals and equipment; and, where required, a means to reach each floor and each suite or office on each floor where service is desired.
5. Compliance with all Utility regulations included in the General Exchange Tariff.

3. Responsibility Of The Utility

- a. The Utility is not responsible for installation, operation or maintenance of any terminal equipment or systems provided by the customer. This service is not represented as adapted to the use of such equipment or systems and where such equipment or systems are connected to Utility facilities, the responsibility of the utility shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such DIALAN service. Subject to this responsibility the Utility shall not be responsible for:

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DIALAN SERVICE

II. REGULATIONS (Continued)

B. CONNECTIONS (Continued)

3. Responsibility Of The Utility (Continued)

1. The through transmission of signals generated by such equipment, or for the quality of, or defects in, such transmission, or
 2. The reception of signals by such equipment or systems, or
 3. Damage to terminal equipment or systems provided by the customer due to testing.
- b. The Utility shall be indemnified and saved harmless by the customer against:
1. Claims for libel, slander and infringement of copyright arising from the material transmitted over the facilities;
 2. Claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Utility, apparatus and systems of the customer; and
 3. All other claims arising out of any act of omission or commission of the customer in connection with the facilities provided by the Utility.
- c. The Utility is not responsible if changes in any of its equipment, operations or procedures utilized in the provision of DIALAN Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instance and when know in advance, the Utility will notify customers of such changes.

DIALAN SERVICE

II. REGULATIONS (Continued)

B. CONNECTIONS (Continued)

3. Responsibility Of The Utility (Continued)

d. Special Construction

The rates and charges to provide DIALAN service where suitable facilities do not exist and are not scheduled to be available to meet the customer desired in service date will be determined on an individual case basis. If it is determined that suitable facilities are not available to provide DIALAN service, the customer may initiate a request for determination of special construction charges. If an order for service is then placed with the Utility a special construction charge will apply consistent with the terms and conditions as set forth in Section 2.XV.

C. PAYMENTS AND CHARGES FOR SERVICE

1. Payment of Charges

- a. Service is available on a month-to-month basis. In addition, 36 and 60 month contracts are available. Suspension of service is not allowed. If service is terminated prior to expiration of contract period, customer will be required to continue paying applicable charges for remainder of contract period, except when termination is caused by Utility initiated changes in the service.
- b. Payment is due on presentation of a bill for the service furnished.
- c. The monthly rate for DIALAN service under contract for the periods of 36 or 60 months is not subject to Company initiated rate increases.

DIALAN SERVICE

II. REGULATIONS (Continued)

C. PAYMENTS AND CHARGES FOR SERVICE (Continued)

1. Payment of Charges (Continued)

- d. DIALAN line additions during contract period may be made at contracted rates for the duration of the contract period.
- e. Upon expiration of the contract period, the customer must select a new contract period as offered in the current tariff or revert to current tariff rates for the month to month payment options.
- f. A customer who reduces DIALAN lines under contract must continue to pay applicable charges for each DIALAN line disconnected for the duration of the contract.

2. Move Charges

A move involves a change in the physical location of one or more DIALAN services.

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

a. Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the nonrecurring charges for DIALAN and access line service.

b. To a Different Building

Moves to a different building will be treated as a disconnect and start of service and all associated nonrecurring charges will apply.

DIALAN SERVICE

II. REGULATIONS (Continued)

D. CANCELLATION FOR CAUSE

The Utility, by 5 days written notice to the customer, may discontinue furnishing of DIALAN service without incurring liability upon:

1. Nonpayment or failure to make payment arrangements of any sum due the Utility or;
2. A violation of any condition governing the furnishing of service not rectified by the customer after notice by the Utility.

E. DIALAN Service is offered only on access lines conditioned with Touch Tone Calling Telephone Service.

F. FEATURES

DIALAN Service includes the following features:

1. Automatic Line - Automatically dials a customer's pre-programmed telephone number.
2. Last number redial - allows a user to redial the last number called by use of an access code rather than by dialing the entire number.
3. Memory Dialing - allows user to dial up to ten (10) frequently dialed numbers through the use of an abbreviated access code.
4. Ring again - automatically redials a busy telephone number.
5. Hunting - directs incoming calls to an available hunt group number.

All of the above features may not be compatible with each other.

DIALAN SERVICE

II. REGULATIONS (Continued)

G. OPTIONAL FEATURE

1. Uninterrupted Service

When a DIALAN service data connection is inactive for thirty (30) minutes, DIALAN service will automatically disconnect the data call. Should uninterrupted service be required, the customer can subscribe to the Uninterrupted Service Optional Feature. With this option service will not be disconnected due to any period of inactivity.

2. Additional Data Line

DIALAN service is capable of supporting two data connections. The data access speed available over a single access line is shared by the two data connections.

H. MAINTENANCE VISIT

The customer is responsible for payment of a service call, as set forth in Section 15 for visits by the Utility to the premises of the customer where the service difficulty or trouble report results from the use of equipment, systems or facilities provided by the customer.

I. ALLOWANCE FOR INTERRUPTIONS

Provisions concerning allowance for interruptions in service are set forth in Section 2. XIII.

DIALAN SERVICE

III. RATES

The rates and charges specified in this section apply for all services involving DIALAN service.

| | <u>INSTALLATION CHARGE</u> | <u>MONTHLY RATE</u> |
|--------------------------------|--------------------------------|-------------------------|
| A. DIALAN SERVICE | | |
| 1. Access Line Charge per line | (1) | (2) |
| 2. DIALAN Service per line | | |
| Month to Month | (3) | \$24.00 |
| 36 Month Contract | (3) | \$23.00 |
| 60 Month Contract | (3) | \$22.00 |
| 3. Touch tone Calling per line | (1) | (4) |
| 4. Optional Feature | | |
| Uninterrupted Service | -- | \$ 9.00 |
| Additional data per line | -- | \$15.00 |

- (1) The appropriate service connection and nonrecurring charges in Section 15 apply.
- (2) The appropriate residential one-party, business one-party or centrex access line charges in Sections 4 or 9 apply.
- (3) A charge of \$52.00 for the first line and \$43.00 for each additional line applies.
- (4) The appropriate Touch Tone Calling charge in Section 20 applies.

DIRECTORY LISTINGS

GENERAL

These rates and regulations for directory listings apply only to the alphabetical section of the directory containing the regular alphabetical list of customers and do not apply to listings or advertising in the classified section.

The alphabetical list of names of customers is solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service, and special sequence or arrangement of names is not contemplated.

The Telephone Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.

A listing must conform to the Telephone Company's specifications with respect to its directories.

Listings are regularly provided in connection with all classes of exchange service except public telephone service. A listing may be omitted from the directory upon request of a customer in writing and under the conditions specified in Special Types of extra listings, concerning non-published listings.

The length of the contract period for directory listings where the listing actually appears in the directory is the directory period, unless the main contract is canceled prior to the end of the period. When the listing appears on information records only, the contract is for one month.

PRIMARY LISTINGS

When two or more main station lines or private branch exchange trunk lines are consecutively operated, the first number of the group is considered the primary listing. Where two or more main station lines or private branch exchange trunk lines are not consecutively operated, a primary listing may be made for each line.

DIRECTORY LISTINGS
(Continued)

REGULAR EXTRA LISTINGS

Residence extra listings may be the same names of members of the customer's family or of other persons residing in the customer's household. Household is defined in Section I, General Rules and Regulations.

Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided for alternate listings. However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of a PBX station or extension station, installed on premises of the customer (except at a residence); but an address different from that of the switchboard, or main station, using the telephone number of the primary listing.

In connection with Private Branch Exchange service at hotels, motels, and apartment houses, resident extra listings at business extra listings rates may be provided in the name of permanent guests or tenants at that location, provided approval is obtained of the hotel, motel, or apartment house involved. However, no separate billing will be issued for these instances.

At the option of the customer extra listings may be obtained upon the issuance of a directory or between issues of directories at which time they appear on information records only. Charges for extra listings date from the time the listings are posted on information records.

NON-LISTING

A listing that is available in directory assistance but not printed in the telephone directory.

(N)
|
(N)

NONPUBLISHED SERVICE

The telephone number of nonpublished service is not listed in the telephone directory or in the information records available to the general public. Incoming calls to nonpublished service will be completed only when the calling party places the call by telephone number. The Telephone Company will adhere to this regulation notwithstanding any claim made by the calling party.

DIRECTORY LISTINGS

NONPUBLISHED SERVICE (Continued)

No liability for damages arising from publishing the telephone number of non-published service in the telephone directory or disclosing of nonpublished telephone numbers to any person shall attach to the Telephone Company. Where such number is published in the telephone directory, the Telephone Company's liability shall be limited to a refund or any monthly charges assessed by the Telephone Company for the nonpublished service. 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 refusing to disclose a nonpublished telephone number upon request or by the publication of the number of a nonpublished service in the telephone directory or disclosing of such number to any person.

SPECIAL TYPES OF EXTRA LISTINGS

Duplicate Listings

Duplicate Listings, i.e. listing of nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangements of names are permitted when, in the opinion of the Telephone Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.

Alternate Listings

Listing of an alternate telephone number to be called in case no answer is received is permitted for customers to all classes of service.

The alternate number may be that of a service not under contract with the customer in connection with whose name it appears. In such a case, the consent of the customer to the alternately listed service must be obtained before the alternate listing is furnished.

DIRECTORY LISTINGS

SPECIAL TYPES OF EXTRA LISTINGS (Continued)

Extra Lines of Information

Listings of office hours or other lines of information which are not required by the Telephone Company in order to efficiently handle telephone traffic are not included in the regular charges for service. Regular extra listing rates apply to the listing of office hours or other information desired by the customer in connection with his listing. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory, at extra charges, whenever night connections are provided.

Foreign Listings

Foreign listings are listings in the alphabetical list of an exchange other than the exchange in which the listed service is furnished.

DIRECTORY LISTINGS

| RATES | <u>Monthly Rate</u> | |
|--|------------------------------|-----|
| <u>Primary Listings</u> | | |
| Regular Exchange Service (one listing) | No Charge | |
| <u>Regular Extra Listings</u> | | |
| Residential Exchange | \$.65 | |
| Business Exchange | .95 | |
| Duplicate Listings | Regular Extra Listing Charge | |
| Non-Listing | \$3.60 | (N) |
| Nonpublished Service, each | 1.00 | |
| Alternate Listings | Regular Extra Listing Charge | |
| Extra Lines of Information, each line | Regular Extra Listing Charge | |
| Foreign Listings | Regular Extra Listing Charge | |

Issued: March 19, 2014
Advice No.

Jack Phillips
Director
Citizens Communications
9260 E. Stockton Blvd.
Elk Grove, CA 95624

Effective: April 19, 2014
Docket No. T-02115A-14-

SERVICE CONNECTIONS AND NONRECURRING CHARGES

GENERAL

These charges are intended to cover the expense incurred by the Company in conjunction with the following:

- establishment of service;
- change in location of a service to other premises;
- transfer of service from one customer to another;
- inside moves and changes
- reconnection of service discontinued or suspended for non-payment;
- customer requested number or name changes;

SERVICE CONNECTIONS AND NONRECURRING CHARGES

SCHEDULE OF CHARGES

| | <u>Business</u> | <u>Billing Code</u> | <u>Residence</u> | <u>Billing Code</u> | |
|----------------------------|-----------------|---------------------|------------------|---------------------|-----|
| Service Order - Initial | \$ 8.50 | ISBSI | \$ 8.50 | ISRSI | |
| Service Order - Subsequent | 4.75 | ISBSS | 4.75 | ISRSS | |
| Line Connection | 9.50 | ISBLC | 9.50 | ISRLC | |
| Tribal Link Up Credit (1) | NA (D) | --- | (1) | --- | (C) |

Time and Material Charges*:

For premises visit including wiring or jacks

Minimum Time Charge:

First 15 minutes or fraction thereof of billable time:

| | | | | |
|----------------|-------|-------|-------|-------|
| Regular Hours | 21.25 | ISBFR | 21.25 | ISRFR |
| Overtime Hours | 31.90 | ISBFO | 31.90 | ISRFO |

Additional Time Charge:

Each additional 15 minutes or fraction thereof of billable time required to complete the work over the initial 15 minute period:

| | | | | |
|----------------|-------|-------|-------|-------|
| Regular Hours | 8.50 | ISBAR | 8.50 | ISRAR |
| Overtime Hours | 12.75 | ISBAO | 12.75 | ISRAO |

Material

| | | | | |
|------------------------------------|------|-------|------|-------|
| Each jack/mini-modulator connector | 1.50 | ISBJK | 1.50 | ISRJK |
| Additional material | Cost | | Cost | |
| Supersedure | 4.75 | ISBSP | 4.75 | ISRSP |
| Non-Pay Reconnect | * | | * | |

(1) See Tribal Link Up, Conditions, Note 9

(C)
(D)

* Appropriate Service Connection charges apply.

SERVICE CALL

Due to impairment of service caused by customer provided equipment or facilities Cost.

SERVICE CONNECTIONS AND NONRECURRING CHARGES

CONDITIONS

1. Nonrecurring Service Connection charges apply as follows:

a. Service Order - Initial

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

b. Service Order - Subsequent

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

c. Line Connection

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

(2) Applicable for work done in association with providing a Private Branch Exchange line or making changes thereto.

d. Time and Material Charges

Applicable for customer requested work done on a customer's premises. (See Condition 8.)

2. No service connection charges will apply under the following circumstances:

- when a service is taken over by a member of the same family;
- in settlement of an estate when service is assumed by a receiver or administrator of the estate;
- when service which has been disrupted by a fire, accident or natural catastrophe, is re-established, either at its original location or at a new location. Subsequent moves of such re-established service will be done at the normal rates.
- when moves, rearrangements, or changes are initiated by the Company.

SERVICE CONNECTIONS AND NONRECURRING CHARGES

CONDITIONS (Continued)

3. A temporary disconnection or rearrangement of a customer's telephone facilities to permit redecorating or remodeling of the premises will be considered as a move, and charges will apply.
4. Charges for changes are not to exceed the sum of the charges which would apply to a new installation of the same service and facilities.
5. Non-Pay Reconnect
 - a. The non-pay reconnect charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed service connection charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate service connection charges will apply thereafter.
6. Supersedure
 - a. The supersedure charge applies in lieu of normal service connection charges when present telephone service including telephone number is transferred from one customer to another with the express written consent of the relinquishing customer and with the written agreement of the new customer to assume the responsibility for all charges outstanding. This arrangement requires continuous billing, with no change in type of service.

SERVICE CONNECTIONS AND NONRECURRING CHARGES

CONDITIONS (Continued)

7. The Utility will not provide wiring beyond the working service point for Customer-provided Key or Private Branch Exchange Systems.
8. Time and Material Charges
 - a. Description
 - (1) Time and Material Charges apply to all customer requested installation, moves, changes, and rearrangements of residence, business service and equipment, except as noted elsewhere in this tariff, performed by the Company on the customer's premises exclusive of establishing or reestablishing access lines service.
 - b. Definitions
 - (1) Billable Time and Material Charges - Time and Material spent by a Company representative on a customer's premises exclusive of work required to establish access line service. Examples of billable time and material include preparation, inside wiring, jack installation, and cleanup.
 - (2) Prewire - Inside wire for telephone service installed in residence or business structures before interior surfaces are placed.
 - c. Conditions
 - (1) Time and Material Charges apply, as required, in addition to other charges for individual items or services which are listed in other sections of this tariff.
 - (2) Time Charges will be billed in 15 minute time segments. A five minute allowance into the next time increment will be granted.

SERVICE CONNECTIONS AND NONRECURRING CHARGES

CONDITIONS (Continued)

8. Time and Material Charges (Continued)

c. Conditions (Continued)

- (3) A quote for a specific job may be provided the customer. The quote will be in writing and will be good for 30 days after the issue date. When accepted, the customer will be billed the quoted price. A quote is not the same as an approximate figure which may be provided by Company personnel. An approximate figure is intended only as an order of magnitude and not as a firm price. Customers to whom approximate figures are furnished are subject to actual Time and Material Charges.
- (4) Time and Material Charges apply when the Company prewires a residence or business structure under construction. Contractors and builders will make the necessary arrangements with the Company for prewiring to be installed prior to the installation of interior surfaces. Charges for prewiring will be billed to the contractor or to the owner.
- (5) Time and Material Charges will apply when the Company extends wiring from the outside plant distribution terminal located in the building to a premises in a multi-unit residence or business structure, in addition to other billable time and material on that premises.
- (6) Time and Material Charges will apply when the Company provides inter-premises wire in the same building.
- (7) Time and Material Charges will apply when the Company provides wiring between separate buildings on the customer's continuous property.
- (8) Time and Material Charges will also apply to customer-requested rearrangements of outside wiring, including the drop wire and protector.

SERVICE CONNECTIONS AND NONRECURRING CHARGES

CONDITIONS (Continued)

8. Time and Material Charges (Continued)

c. Conditions (Continued)

(9) Time and Material Charges do not apply to the following work:

- (a) To move or change a customer's service if required or initiated by the Company.
- (b) To install, move, or change equipment located on a customer's premises but used exclusively by the Company for maintenance or training activities.
- (c) The "from" portion of work involved in a transfer of service from one premises to another.

9. Tribal Link Up

- a. Tribal Land Residents who qualify for the Federal Communication Commission's Tribal Link Up receive a 100% reduction, up to \$100.00 on access line service charges to connect service at a new address. The discount applies on a single line at the principal place of residence for the applicant.

Tribal Link Up discounts are provided to those who are eligible for one or more of the public assistance programs listed below and also shown in the Lifeline Service section of this tariff Section 4, Sheet 2.

- (a) Bureau of Indian Affairs General Assistance
- (b) Tribally Administered Temporary Assistance for Needy Families
- (c) Head Start (only those households meeting its income qualifying standard) (N)
- (d) Food Distribution Program on Indian Reservation (FDPIR) (T)

The subscriber will be given an option to pay for the discounted service connection charges in up to twelve monthly installments. The customer is not required to pay interest on the first \$200 of service connection charges that are deferred up to one year.

Tribal Link Up may be offered more than one time per customer, provided the customer has moved to a different address. There is no limit on the number of Tribal Link Up requests per customer.

Issued: June 7, 2012
Advice No.:

Kenneth Mason
Vice President
Citizens Communications
180 S. Clinton Ave.
Rochester, NY 14646

Effective: August 1, 2012
Decision No.:

SERVICE CONNECTIONS AND NONRECURRING CHARGES

(D)

(D)

SUSPENSION OF SERVICE

CUSTOMER'S SERVICE MAY BE SUSPENDED:

FOR NONPAYMENT OF CHARGES

Services may be suspended for failure of the customer to pay charges for toll and/or local service. The only exception to this policy is with Lifeline Service, where the customer cannot be disconnected for non-payment of Toll charges. Payment arrangements and toll blocking are available.

(N)
|
(N)

Service will be restored upon payment of all past-due charges and a charge for restoration will be made as set forth in Section 15. Service will be restored within a reasonable length of time after payment of all past-due charges and will be done only during regular working hours.

If service is not restored within two weeks after suspension for nonpayment, the contract may be terminated by the Telephone Company without further notice to the customer.

AT CUSTOMER REQUEST

General

Temporary suspension of service will not be offered after the effective date of this tariff. Those subscribers who currently have their service temporarily suspended will be permitted to retain this service under the regulations set forth in this section.

Complete temporary suspension of service is available to customers having any grade of business or residence service, except customer-owned line service. Partial temporary suspension of service is available only to customers having private branch exchange service or key telephone service.

Temporary suspension of service may begin on any day of the month provided sufficient notice is given the company.

More than one period of suspension may be permitted in any one calendar year, provided at least one month's full service charges shall be paid between each period of suspension.

SUSPENSION OF SERVICE

CUSTOMER'S SERVICE MAY BE SUSPENDED: (Continued)

AT CUSTOMER REQUEST (Continued)

General (Continued)

Upon sufficient notice from the customer, service will be restored during day hours except on Sundays or holidays.

Bills are rendered at the reduced rate on regular billing dates during the suspension period and should be paid in accordance with the regular collection practices of the company.

The charges for reconnection of service after temporary suspension are those set forth in Section 15.

Temporary Suspension of A Customer's Entire Service (Often called "Vacation Suspension")

Temporary suspension of a customer's entire service is available for any period of one month or more in connection with any grade of business or residence service, except customer-owned line service.

The monthly rate during the period of suspension will be 50% of regular monthly local service rates, including the rates for all associated miscellaneous services except directory advertising which will continue at full rate.

Temporary Suspension of Part of A Customer's Service

Temporary suspension of part of a customer's private branch exchange or key telephone service is available for any period of two months or more.

A 50% reduction in rate is applicable only to such of the service and facilities which are temporarily made inoperative. Regular exchange service rates are applicable to all other services and facilities which are continued in service.

VACATION GET AWAY SERVICE

General

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

Conditions

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers. (C)
2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
3. Vacation Get Away Service will not be made available for periods of less than two (2) months.
4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.
5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of restoral.
7. Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.
8. Vacation Get Away Service will be available where technically feasible.
9. Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

RATES:

NONRECURRING CHARGE:

\$39.99

RESERVED FOR FUTURE USE

(D)

(D)

RESERVED FOR FUTURE USE

(D)

(D)

RESERVED FOR FUTURE USE

(D)

(D)

RESERVED FOR FUTURE USE

(D)

(D)

RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

(D)

(D)

RESERVED FOR FUTURE USE

(D)

(D)

DATAPATH SERVICE

I. DESCRIPTION

Datapath Service is a central office based communications service for the transmission of digital signals, using only digital transmission facilities. Datapath Service provides asynchronous data access at speeds from 300 bps through 19.2 kbps and synchronous data access at speeds from 1200 bps through 64 kbps.

Datapath Service permits direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Datapath Service access line.

Datapath Service is not provided for the transmission of voice communications. Use of the service is limited to the transmission of data through digital signals.

II. REGULATIONS

A. AVAILABILITY OF SERVICE

1. Datapath service is offered only from exchange areas served by the utility where suitable facilities are available. In order to determine whether suitable facilities are available, a service inquiry is initiated through a Utility sales office. The Utility is under no obligation to provide Datapath service at a distance from the central office that exceeds the technical limitations of the service.
2. The service is available to and provided in conjunction with residential one-party, business one-party or centrex access lines.
3. Customers who are served by central offices other than the one from which Datapath is offered may receive service through the Datapath Remote Access option.

DATAPATH SERVICE

II. REGULATIONS (Continued)

B. CONNECTIONS

1. General

Customer-provided terminal equipment will be connected to Datapath service provided by the Utility in accordance with the following:

- a. All connections must be made through equipment furnished by the customer. The responsibility of the Utility shall be limited to the furnishing of service to that point on the customer premises where provision is made for the connection of such equipment. The customer is responsible for testing its equipment or facilities to insure that when they are connected with Datapath service, such equipment or facilities are operating properly, and further, that the cause of any service difficulty reported by the customer to the Utility results from the operation of equipment and facilities provided by the Utility.

2. Responsibility Of The Customer

- a. Datapath service is available under this tariff for use in connection with terminal equipment provided by a customer. The operating characteristics of such equipment or systems shall be such as not to interfere with any of the services offered by the Utility. Such use is subject to further provisions that the equipment or systems provided by the customer does not endanger the safety of Utility employees or the public; damage, require change in or alteration of the equipment or other facilities of the Utility; interfere with the proper functioning of such equipment or facilities; impair the operation of the Utility's facilities or otherwise injure the public in its use of the Utility services.

DATAPATH SERVICE

II. REGULATIONS (Continued)

B. CONNECTIONS (Continued)

2. Responsibility Of The Customer (Continued)

a. (Continued)

Upon notice from the Utility that the equipment provided by the customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as necessary to remove or prevent such hazard or interference or incur termination of service provided by the Utility.

b. The customer is responsible for:

1. Compatibility of the connected terminal equipment or systems and the Datapath service.
2. Testing and sectionalization and clearance of trouble conditions or service difficulties on the terminal equipment or systems which are connected to Datapath service.
3. Placing all orders and payment of all charges for service(s) offered herein.
4. Providing in a manner satisfactory to the Utility and without cost: a means of entrance for the cable into the building; space for mounting the necessary terminals and equipment; and, where required, a means to reach each floor and each suite or office on each floor where service is desired.
5. Compliance with all Utility regulations included in the General Exchange Tariff.

DATAPATH SERVICE

II. REGULATIONS (Continued)

B. CONNECTIONS (Continued)

3. Responsibility Of The Utility

- a. The Utility is not responsible for installation, operation or maintenance of any terminal equipment or systems provided by the customer. This service is not represented as adapted to the use of such equipment or systems and where such equipment or systems are connected to Utility facilities, the responsibility of the Utility shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such Datapath service. Subject to this responsibility the Utility shall not be responsible for:
 1. The through transmission of signals generated by such equipment, or for the quality of, or defects in, such transmission, or
 2. The reception of signals by such equipment or systems, or
 3. Damage to terminal equipment or systems provided by the customer due to testing.
- b. The Utility shall be indemnified and saved harmless by the customer against:
 1. Claims for libel, slander and infringement of copyright arising from the material transmitted over the facilities;
 2. Claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Utility, apparatus and systems of the customer; and
 3. All other claims arising out of any act of omission or commission of the customer in connection with the facilities provided by the Utility.

Issued: July 7, 1997
Advice No.:

F. Wayne Lafferty
Assistant Vice President
Citizens Communications
3 High Ridge Park
Stamford, CT 06905

Effective: July 11, 1997
Decision No. 59306

DATAPATH SERVICE

II. REGULATIONS (Continued)

B. CONNECTIONS (Continued)

3. Responsibility Of The Utility (Continued)

c. The Utility is not responsible if changes in any of its equipment, operations or procedures utilized in the provision of Datapath Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instance and when know in advance, the Utility will notify customers of such changes.

d. Special Construction

The rates and charges to provide Datapath service where suitable facilities do exist and are not scheduled to be available to meet the customer desired in service date will be determined on an individual case basis. If it is determined that suitable facilities are not available to provide Datapath service, customer may initiate a request for determination of special construction charges. If an order for service is then placed with the Utility a special construction charge will apply consistent with the terms and conditions as set forth in Section 2. XV.

DATAPATH SERVICE

II. REGULATIONS (Continued)

C. PAYMENTS AND CHARGES FOR SERVICE

1. Payment of Charges

- a. Service is available on a month-to-month basis. In addition, 36 and 60 month contracts are available. Suspension of service is not allowed. If service is terminated prior to expiration of contract period, customer will be required to continue paying applicable charges for remainder of contract period, except when termination is caused by Utility initiated changes in the service.
- b. Payment is due on presentation of a bill for the service furnished.
- c. The monthly rate for Datapath service under contract for the periods of 36 or 60 months is not subject to Utility initiated rate increases.
- d. Datapath line additions during contract period may be made at contracted rates for the duration of the contract period.
- e. Upon expiration of the contract period, the customer must select a new contract period as offered in the current tariff or revert to current tariff rates for the month to month payment options.
- f. A customer who reduces Datapath lines under contract must continue to pay applicable charges for each Datapath line disconnected for the duration of the contract.

2. Move Charges

A move involves a change in the physical location of one or more Datapath services.

DATAPATH SERVICE

II. REGULATIONS (Continued)

C. PAYMENTS AND CHARGES FOR SERVICE (Continued)

2. Move Charges (Continued)

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

a. Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the nonrecurring charges for Datapath and access line service.

b. To a Different Building

Moves to a different building will be treated as a disconnect and start of service and all associated nonrecurring charges will apply.

D. CANCELLATION FOR CAUSE

The Utility, by 5 days written notice to the customer, may discontinue furnishing of Datapath service without incurring liability upon:

1. Nonpayment or failure to make payment arrangements of any sum due the Utility or;
2. A violation of any condition governing the furnishing of service not rectified by the customer after notice by the Utility.

E. Datapath Service is offered only on access lines conditioned with Touch Tone Calling Telephone Service.

DATAPATH SERVICE

II. REGULATIONS (Continued)

F. FEATURES

Datapath Service includes the following features:

1. Automatic Line - Automatically dials a customer's pre-programmed telephone number.
2. Last number redial - allows a user to redial the last number called by use of an access code rather than by dialing the entire number.
3. Memory Dialing - allows user to dial up to ten (10) frequently dialed numbers through the use of an abbreviated access code.
4. Ring again - automatically redials a busy telephone number.
5. Hunting - directs incoming calls to an available hunt group number.

All of the above features may not be compatible with each other.

G. OPTIONAL FEATURES

1. Uninterrupted Service

When a Datapath service data connection is inactive for thirty (30) minutes, Datapath service will automatically disconnect the data call. Should uninterrupted service be required, the customer can subscribe to the Uninterrupted Service Optional Feature. With this option service will not be disconnected due to any period of inactivity.

2. A customer who is not within a Datapath serving office but who is within a Datapath Serving area may subscriber to Datapath through the Datapath Remote Access option. This option is offered on an individual case basis. The charge will be in addition all other charges applicable to Datapath service.

DATAPATH SERVICE

II. REGULATIONS (Continued)

H. MAINTENANCE VISIT

The customer is responsible for payment of a service call, as set forth in Section 15 for visits by the Utility to the premises of the customer where the service difficulty or trouble report results from the use of equipment, systems or facilities provided by the customer.

I. ALLOWANCE FOR INTERRUPTIONS

Provisions concerning allowance for interruptions in service are set forth in Section 2. XIII.

DATAPATH SERVICE

III. RATES

The rates and charges specified in this section apply for all services involving Datapath service.

| | | <u>INSTALLATION CHARGE</u> | <u>MONTHLY RATE</u> |
|----------------------------|-----------------------------|----------------------------|---------------------|
| A. DATAPATH SERVICE | | | |
| 1. | Access Line Charge per line | (1) | (2) |
| 2. | Datapath Service per line | | |
| | Month to Month | (3) | \$6.00 |
| | 36 Month Contract | (3) | \$5.00 |
| | 60 Month Contract | (3) | \$4.00 |
| 3. | Touch Tone Calling per line | (1) | (4) |
| 4. | Optional Feature | | |
| | Uninterrupted Service | - - | \$9.00 |

- (1) The appropriate service connection and nonrecurring charges in Section 15 apply.
- (2) The appropriate residential one-party, business one-party or centrex access line charges in Sections 4 or 9 apply.
- (3) A charge of \$52.00 for the first line and \$43.00 for each additional line applies.
- (4) The appropriate Touch Tone Calling charge in Section 20 applies.

DIGITAL CHANNEL SERVICE (DCS)

(N)

I. GENERAL

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility.

Digital Channel Service is a local exchange service. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises. Digital Channel Service may be entirely Direct Inward Dialing, Direct Outward Dialing or two-way.

Digital Channel Service is not an access service. The subscriber will need to subscribe to a Primary Interexchange Carrier or use 10XXX dialing to complete calls that require interexchange carrier transport.

II. TYPES OF DIGITAL CHANNEL SERVICE

A. Direct Inward Dialing Only

One-way digital transport facility that allows for an outside caller to call an internal extension without having to pass through an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Tariff.

B. Direct Outward Dialing Only

One-way digital transport facility that allows for an internal caller to dial directly from an extension without having to go through an operator or attendant.

(N)

DIGITAL CHANNEL SERVICE (DCS)

II. TYPES OF DIGITAL CHANNEL SERVICE (Continued)

C. Two-Way

Two-way digital transport facility that allows for both incoming and outgoing calls without the aid of an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Tariff.

III. TERMS AND CONDITIONS

A. Availability of Service

Digital Channel Service is subject to the availability of facilities and is only offered where technically feasible.

B. Use of Service

Digital Channel Service is provisioned for voice grade service. Digital Channel Service may not be suitable for the transmission of data.

C. Service Provision Location

Digital Channel Service may be provided from the subscriber's normal central office or from a foreign central office, subject to the availability of facilities.

D. Service from a Foreign Central Office

DS1 (1.544 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a foreign Central Office.

E. Central Office Designation Change

A subscriber requested change in the central office designation used to provide Digital Channel Service will be considered to be a disconnection of existing service and a connection of new service.

DIGITAL CHANNEL SERVICE (DCS)

III. TERMS AND CONDITIONS (Continued)

F. Minimum Block of Subscriber Numbers

Digital Channel Service will be provided in increments of digital transport facilities. One or more digital transport facilities must be subscribed to whether or not all 24 lines are to be used within any one digital transport facility.

G. Unused DID Numbers

The customer must arrange its switching equipment to provide for the interception of assigned but unused Direct Inward Dial numbers.

H. Optional 3 Year Plan

An optional 3 year plan is available. If the customer subscribes to this plan then reduced monthly charges apply. Non-recurring charges are the same with or without the 3 year plan.

I. Minimum Subscriber Period

The minimum subscriber service period for digital ports and for digital transport facilities is one month. In the case of termination of the subscriber's service, the charge for Digital Channel Service is to the date of termination of the subscriber's service, but the minimum charge is the established rate for one month and if the three year plan is selected then the balance of charges for the remainder of the 3 year period apply.

J. Temporary Suspension of Service

Temporary suspension of service is available for all digital transport facilities and only if all digital transport facilities are suspended.

DIGITAL CHANNEL SERVICE (DCS)

IV. RATES AND CHARGES

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

| <u>Digital Channel Service</u> | <u>Non-recurring Charge*</u> | <u>Monthly Charge</u> | <u>Discounted Monthly Charge With 3 Year Plan</u> |
|---|--|--|---|
| Port | \$175.00 | \$560.00 | \$530.00 |
| Digital Transport Facility | \$725.00 | \$240.00 | \$220.00 |
| DS1 Channel Mileage (1.544 Megabit/Sec) | | | |
| Fixed Per Mile | See Citizens Utilities Arizona Access Service Tariff No.1 Section 7.11.5 | See Citizens Utilities Arizona Access Service Tariff No.1 Section 7.11.5 | |
| Direct Inward Dialing Numbers | See Section Number 23 | See Section Number 23 | |
| Subscriber Line Charge per DS0 | Not Applicable | See Tariff FCC No. 1 | See Tariff FCC No. 1 |

* Service Charges outlined in Section 15 also apply.

TOUCH-TONE CALLING TELEPHONE SERVICE

GENERAL

Touch Tone Service provides for the origination of telephone calls through the use of telephones equipped with tone generators. The service requires special equipment and will be furnished only where the necessary facilities are available.

RATES AND CHARGES - TOUCH-TONE CALLING SERVICE

TOUCH-TONE Service is subject to the regulations, rates, and charges applicable to other types of subscriber service. TOUCH-TONE rates are in addition to the basic rates and charges for the service with which the TOUCH-TONE Service is associated.

TOUCH-TONE Calling Service Rates shall apply where the customer has the capability to originate calls by means of Instruments equipped for tone-type address signaling and where the special central office facilities exist.

| | <u>Billing Code</u> | <u>Monthly Rate</u> |
|---|---------------------|---------------------|
| 1. Exchange access line equipped for TOUCH-TONE Calling Service | | |
| Residence, per line | MTTLR | \$1.20 |
| Business, per line | MTTLB | 2.25 |

DIRECTORY ASSISTANCE SERVICE

GENERAL

1. Local (411 and 555-1212) and National Directory Assistance Service provides the calling party with the following information from the Company's operator records:
 - a. the telephone number(s) requested
 - b. that a customer has requested his number not be provided
 - c. that the requested party has no telephone listing

RATES

| | | | |
|----|--|---------------|-----|
| 1. | Local Directory Assistance Service | <u>Charge</u> | |
| | a. First three local listings requested per line, per month | No Charge | |
| | b. Each additional local listing requested | \$.20* | |
| 2. | National Directory Assistance Service | | |
| | a. National Directory Assistance, per call no monthly call allowances apply | .85* | |
| 3. | Directory Assistance Call Completion | .45 | (N) |

* The rate does not apply to:

- (a) Requests originated from public coin telephones;
- (b) Requests originated from guests or patients of hospitals or hotel-motels;
- (c) Requests originated from telephone services, which the Company has determined are used on a continuing basis by a person or persons incapable of using a published Telephone Company directory because of visual or physical handicaps. The customer must make application to the Company for such exemption.

DIRECTORY ASSISTANCE SERVICE

RATES (Continued)

* The rate does not apply to: (Continued)

- (d) Handicapped persons who provide written certification that they are unable to use the telephone directory. All approved certification forms will be handled by the Business Office. A record order charge will not apply when establishing or removing the handicapped exemption from an account.
1. Any residence account for a household in which a certified handicapped person resides.
 2. Any business account, single line, non-PBX or non-Centrex, of a certified handicapped subscriber where assistance is otherwise not available.
 3. Patient residential service provided in health care facilities.

CONDITIONS

1. When a customer has two or more lines, key line and/or PBX trunks at the same premises, which are billed on the same account, the total usage of all lines and/or trunks is applied against the allowance for the total number of lines and/or trunks involved.
2. The allowance of three local listing requests per line per month is not transferable between separate accounts of the same customer.
3. When a customer requests the assistance of a long distance operator to obtain a listing from the directory assistance operator, a surcharge of \$0.20 per listing requested will apply in addition to RATES preceding.
4. National Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from a National Directory Assistance database for information outside the calling party's Area Code.
5. Directory Assistance Call Completion (DACC) allows customers the option to have their local or intraLATA calls completed to a requested number by either the Directory Assistance Operator or Directory Assistance Audio Response System that provides requested directory number.

(N)

(N)

Issued: November 19, 2012
Advice No. T-02115A

Kenneth Mason
Vice President
Citizens Communications
180 S. Clinton Ave.
Rochester, NY 14646

Effective: January 1, 2013
Docket No. T-02115A-12-

CUSTOMER PROVIDED INSIDE WIRE

GENERAL

Customer Provided Inside Wire (CPIW) is the station wire and cable (including connectors, blocks and jacks, furnished by the customer on their premises that extends between the termination of the Exchange Access Line at a company-provided interface jack and those standard jack locations on the premises to which terminal equipment can be connected for access to the Exchange Access Line.

SPECIAL CONDITIONS

1. CPIW is furnished by the customer or his agent where residence or business exchange access line service is to be provided.
2. CPIW provided by the customer must be installed in accordance with technical standards furnished by the Company. Failure to adhere to these standards will permit the Company to refuse to connect the exchange access line.
3. CPIW provided by the customer may be connected to residence or business exchange access line service furnished by the Company at a Utility-provided standard network interface jack. The standard network interface jack provides the point of connection between the CPIW and the telecommunications network.
4. The Company Standard Network Interface jack is a miniature modular standard jack and is provided as part of the Exchange Access Line rate element for basic exchange service and is provided and maintained by the Company.
5. The Company will not pay the customer or provide a credit to the customer for CPIW.
6. Maintenance of CPIW will be the sole responsibility of the customer.

**CUSTOMER PROVIDED INSIDE WIRE
(Continued)**

RESPONSIBILITY OF THE COMPANY

1. The Company shall not be responsible for the installation, operation, maintenance or repair of any customer provided interior wiring.
2. No allowance for interruption of service is made for any period in which such service interruption is caused by malfunction in or failure of customer provided interior wiring.
3. The Company shall not be responsible to the customer or any person if changes in the criteria contained in this tariff, or in any of the facilities, operation, or procedures of the Company require modifications or alteration of customer provided premises wiring.
4. In addition to the foregoing, the Company shall not be liable for damage out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury including, but not limited to, injuries to persons or property from voltage or currents transmitted over Company facilities caused by or not prevented by customer provided interior wiring.

RESPONSIBILITY OF THE CUSTOMER

1. The customer is responsible for all testing, maintenance and repair of CPIW.
2. In those instances when the Company makes a repair visit due to service difficulty or trouble resulting from CPIW, the customer is responsible for the payment of the service call charge shown in Section 15.
3. Where CPIW is provided, the customer is responsible for correcting any service difficulty that is causing harm to the telecommunications network upon notice from the Company that such wire is causing the difficulty.
4. In the event the customer installs, maintains or attempts to install or maintain any inside wire or jacks, the customer assumes all risk for loss of service, damage or destruction of any and all property or the injury to or death of any and all persons, including but not limited to the customer, the customer's agents and invites, and third parties. The Customer will indemnify against and hold the Company harmless from any and all claims, losses, expenses, liabilities, demands, actions, suits or damages of any kind whatsoever arising out of the customer's wire installation or maintenance or attempted installation or maintenance activity.

Issued: July 7, 1997
Advice No.:

F. Wayne Lafferty
Assistant Vice President
Citizens Communications
3 High Ridge Park
Stamford, CT 06905

Effective: July 11, 1997
Decision No. 59306

DIRECT INWARD DIALING SERVICE

I. GENERAL

Direct Inward Dialing (DID) Service to customer premises-located switching systems is furnished subject to the availability of facilities and the availability of telephone numbers.

The service includes the central office switching equipment necessary for DID from the exchange and long distance message telecommunications network directly to stations and attendant positions associated with customer premises-located switching systems.

The service must be provided on all lines in a trunk or Network Access Line group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk or Network Access Line group is not contemplated.

The charges for the service, as provided in 23.2, following, are in addition to all applicable charges for PBX Service with which this service is associated, and the applicable Network Access Line and connecting arrangement charges as provided elsewhere in this Tariff.

Operational characteristics of interface signals between the Telephone Company-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Telephone Company considers necessary to maintain proper standards of service.

The Telephone Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Telephone Company render any facilities provided by a customer or authorized user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

DID telephone numbers are normally provided on a consecutive-number basis. DID numbers may be provided on a nonconsecutive basis when such service provision is acceptable to the customer and the Telephone Company and is within the normal limitations of the serving office. The Telephone Company retains its rights to the administration and use of telephone numbers as described elsewhere in this Tariff.

DIRECT INWARD DIALING SERVICE

I. GENERAL (Continued)

Directory Listings will be provided in accordance with the regulations of this Tariff for PBX listed number trunks. DID numbers furnished herein are not entitled to free Directory Listings.

The Customer premises-located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment and must be arranged to provide answer back supervision to the Telephone Company's facilities.

The rates and charges for the service contemplate the use of standard Telephone Company facilities and serving arrangements.

II. RATES

| | <u>Monthly Rate</u> | <u>Non-recurring Charge</u> |
|--|---------------------|-----------------------------|
| Direct Inward Dialing (DID) Service to Customer Premises-Located Switching Systems | | |
| First 20 DID numbers assigned, minimum charge | \$8.60 | \$51.00 ⁽¹⁾ |
| Each additional 20 DID numbers assigned over the first 20 | 8.60 | 51.00 ⁽¹⁾ |
| DID Trunk Termination - per DID trunk, each | 11.25 | ⁽²⁾ |

(1) The Non-recurring Charge applies to the first group of DID numbers assigned to a customer per location. These rates and charges are applicable in addition to the rates and charges for the provision of PBX trunks and the associated services.

(2) Non-recurring service charges apply per Section 15 of this Tariff.

ACCESS SERVICE TARIFF

I. RESERVED FOR FUTURE USE

Issued: March 4, 2008
Advice No.:

Aloa J. Stevens
Director
Citizens Communications
P.O. Box 708970
Sandy, UT 84070

Effective: April 16, 2008
Decision No.

ACCESS SERVICE TARIFF

I. INTRALATA EQUAL ACCESS RECOVERY CHARGE

The IntraLATA Equal Access Recovery Charge which is designed to recover costs that Navajo Communications Company incurs solely in connection with intraLATA equal access, will be assessed over a five (5) year period beginning with the tariff effective date. The charge applies to Intrastate IntraLATA and Intrastate InterLATA Originating and Terminating Switched Access Minutes of Use and shall be imposed on all providers of Interexchange Toll Service.

Per Intrastate IntraLATA and Intrastate InterLATA Originating and Terminating Switched Access Minutes of Use
\$0.000694

II. PRESUBSCRIPTION

Presubscription is an arrangement whereby an end user may select and designate to Navajo Communications Company an Interexchange Carrier (IC) for intraLATA and interLATA intrastate calls without dialing a 950-10XXX or 10XXX access code. The end user may select an IC for intraLATA calls, a different IC for interLATA calls, or the same IC for both. Or they may select one IC for their interLATA calls and Navajo Communications Company for intraLATA calls. In the event the end user does not select an intraLATA provider, the existing Toll Carrier will remain their intraLATA provider. The selected IC is referred to as the end user's predesignated IC. The presubscription procedure also allows the agent* of a Telephone Company pay telephone to select and designate to an IC to access interLATA and/or intraLATA calls, without dialing an access code.

A. END USER AND AGENT NOTIFICATIONS, EQUAL ACCESS PROCESS AND INTEREXCHANGE CARRIER END USER AND AGENT LISTS

An end user or agent may select only one IC as a primary IntraLATA IC and only one IC as a primary InterLATA IC. Multi-line hunt group end users or agents have two options in selecting a primary IC. Under option one, an end user or agent may select one IC for all its lines. Under option two, an end user or agent may indicate a desire to designate specific lines to different ICs. When option two is selected, the end user or agent must give notice to Navajo Communications Company, which will allow a line-by-line designation of ICs.

* An agent is the person or persons who have the legal authority to give Navajo Communications Company permission to place public pay telephones on their premises and who control access to or usage of the pay telephone.

ACCESS SERVICE TARIFF

II. PRESUBSCRIPTION (Continued)

A. END USER AND AGENT NOTIFICATIONS, EQUAL ACCESS PROCESS AND INTEREXCHANGE CARRIER END USER AND AGENT LISTS (Continued)

An IC obtaining service commitments from end users and agents directly must provide an IC End User and Agents List to Navajo Communications Company accompanied by a document certifying that the IC does have end user and agent signed statements, or has taken steps to obtain signed letters of agency, containing the required information from each end user and agent on the list. Navajo Communications Company will process all End User and Agent lists that are received.

End Users obtaining new service from Navajo Communications Company on or after the date of intraLATA equal access conversion who do not make an affirmative selection, will be required to dial an access code (10-XXX) for all intrastate, interLATA and intraLATA toll calls.

B. PRESUBSCRIPTION CHARGE APPLICATIONS

Navajo Communications Company will provide an initial waiver period of 60 days, during which the end user is allowed one intraLATA PIC Change free of charge. Subsequent to the initial waiver period, the nonrecurring charge set forth in II G. the following will apply to any further changes.

New end users or agents, who will be served by end offices equipped with equal access, will be asked to select a primary IC for both intraLATA and interLATA calls or select one (1) IC for their interLATA calls at the time they place an order with Navajo Communications Company for Telephone Exchange Service. New End User customers will have 60 days from the date of their initial Presubscription selection to make one intraLATA PIC change without charge. Subsequent to the initial waiver period, the nonrecurring charge set forth in II G. the following will apply to any further changes.

New end users or agents will be offered a list of participating carriers to aid in the selection of their primary interLATA and intraLATA ICs.

End users may designate that they do not want a primary interLATA or intraLATA IC and this choice is referred to as "No-PIC". This choice is considered a valid selection and a Presubscription Charge will apply to any subsequent change following the waiver period. The "No-PIC" designation is not available to pay telephone agents. The choice will require the end user dial an access code (10-XXX) for all intrastate, interLATA and intraLATA toll calls.

ACCESS SERVICE TARIFF

II. PRESUBSCRIPTION (Continued)

B. PRESUBSCRIPTION CHARGE APPLICATION (Continued)

Should an IC elect to discontinue Feature Group D service in an end office converting to equal access prior to the conversion date, or within two years after the introduction of Feature Group D in the converted end office, the IC shall contact in writing all end users and agents who selected, or were allocated to, the canceling IC as their designated IC. Such written notification must advise these end users or agents of the cancellation, request that the end users or agents select a new IC, and state that the canceling IC will pay the change charge.

For a period of two years following the IC's discontinuance of Feature Group D service, Navajo Communications Company will bill the cancelling IC the change charge for each end user and agent that is currently designated to the IC at the time of discontinuance.

Navajo Communications Company will make conversion changes in the end user's or agent's interLATA and intraLATA PIC assignments pursuant to an IC provided list of customers, accepted by Navajo Communications Company under the conditions. Should an end user or agent dispute authorization of the change in PIC assignments, Navajo Communications Company may, in order to resolve the dispute, require that the IC requesting the change submit a signed letter of agency. If the IC cannot produce a customer signed letter of agency from the end user or agent, and Navajo Communications Company resolves the dispute in favor of the end user or agent, the IC will be billed two nonrecurring charges: a presubscription change charge as set forth in Section II G. following for the change to the disputed IC and an unauthorized presubscription (PIC) change charge as specified in Section II G. following to restore the end user's or agent's prior IC assignment. If the IC produces the required letter of agency within 30 days of Navajo Communications Company's request, the end user or agent will be billed two presubscription change charges as specified in Section II G. following in lieu of the IC. Charges are only applicable if a change in an end user's or agent's IC selection has actually been implemented in the switch.

- C. The nonrecurring charge for a change in Presubscription can be found in section II G. following. The full nonrecurring PIC charge is applicable when an intraLATA PIC change is ordered separately from an interLATA PIC change and/or when a customer presubscribes to different carriers, at the same time, for interLATA and intraLATA MTS/MTS-type service. If a customer changes both interLATA and intraLATA PICs at the same time, Navajo Communications Company will bill the customer one nonrecurring PIC change charge of \$10.00.

ACCESS SERVICE TARIFF

II. PRESUBSCRIPTION (Continued)

G. NONRECURRING CHARGES FOR PRESUBSCRIPTION ARE AS FOLLOWS:

| | <u>Nonrecurring Charge</u> | |
|--|----------------------------|------------------|
| | <u>IntraLATA</u> | <u>InterLATA</u> |
| *Presubscription - per Telephone Exchange Service, Line or Trunk | \$5.00 | \$5.00 |
| | <u>Nonrecurring Charge</u> | |
| | <u>Simultaneous Change</u> | |
| *Presubscription - per Telephone Exchange Service, Line or Trunk | \$10.00 | |
| | <u>Nonrecurring Charge</u> | |
| | <u>IntraLATA</u> | <u>InterLATA</u> |
| Unauthorized PIC Change Charge -per Telephone Exchange Service, Line or Trunk | \$65.00 | \$65.00 |
| | <u>Nonrecurring Charge</u> | |
| | <u>Simultaneous Change</u> | |
| Unauthorized PIC Change Charge - per Telephone Exchange Service, Line or Trunk | \$130.00 | |

RESERVED FOR FUTURE USE

CUSTOM CALLING SERVICE

I. GENERAL

A. Custom Calling Services is an optional telephone service arrangement which provides one or more of the following features.

1. Call Waiting/Cancel Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties. Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

(N)

(N)

2. Call Forward

- a. Basic Call Forward - Provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing *72 and the number to which calls are being forwarded to.
- b. Call Forward Variable - Call forwarding permits the customer to arrange his service to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at his discretion.
- c. Call Forward Busy - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.
- d. Call Forward No Answer - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.
- e. Call Forward Busy/No Answer - A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

(T)

(T)

(L)

(L) Item 3. Relocated to Sheet No. 2.

(L)

(N)

CUSTOM CALLING SERVICE

I. GENERAL (Continued)

A. (Continued)

3. 3 Way Calling

3 Way Calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

(T)(L)

(T)(L)

The pay per use charge is activated irrespective of whether the call is completed or not.

(N)

(N)

4. Speed Call

(T)

Speed Call 8 ⁽¹⁾ - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

(C)

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

(T)

5. Remote Call Forward

(N)

Allows customer to activate and deactivate Call Forward from any access line, remotely, rather than only from the base station. Call forward remote activation can be accessed from any touch tone telephone simply by dialing the access code and a personal identification number (PIN) assigned by the Company. If call forward is already in effect, the forward-to number can be changed by dialing the access code, the PIN, and the new forward-to destination. This service is especially useful to persons who frequently change locations and desire to have their communications follow them.

(N)

(L)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(L)

(N)

(L) Item 3. Relocated from Sheet No. 1.

(N)

(L) Item 6. Relocated to Sheet No. 3.

Issued: October 14, 2015
Advice No. T-02115A

Steve Crosby
Senior Vice President
Citizens Communications
9260 E. Stockton Blvd., Elk Grove, CA 95624

Effective: November 15, 2015
Docket No. T-02115A-15-

CUSTOM CALLING SERVICE

I. GENERAL (Continued)

A. (Continued)

6. Remote Activation Call Forward (L)(T)

Call forward remote activation allows subscribers to activate or deactivate call forward or to change the forward-to destination when they are away from home or office. Call forward remote activation can be accessed from any touch tone telephone simply by dialing the access code and a personal identification number (PIN) assigned by the Company. If call forward is already in effect, the forward-to number can be changed by dialing the access code, the PIN, and the new forward-to destination. This service is especially useful to persons who frequently change locations and desire to have their communications follow them.

7. Distinctive Ring (T)

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

8. Toll Restriction (T)

Toll restriction provides the customer with local dialing capabilities but blocks any call that has a long distance or premium service charge associated.

| a. | <u>Blocked Calls</u> | <u>Unblocked Calls</u> |
|----|----------------------------|------------------------|
| | 0+ | 911 |
| | 0- | Repair |
| | 1+ | Time of Day |
| | 1 + 555 | |
| | 1 + 800 | |
| | 1 + 976 | |
| | Local Directory Assistance | |

b. Toll Restriction is offered to individual business and residence exchange access service customers, only where facilities permit.

- c. Subscribers of Toll Restriction are responsible for collect, third number billed and credit card calls billed to this line.

(L) Material relocated from Sheet No. 2.

Issued: October 14, 2015
Advice No. T-02115A

Steve Crosby
Senior Vice President
Citizens Communications

Effective: November 15, 2015
Docket No. T-02115A-15-

9260 E. Stockton Blvd., Elk Grove, CA 95624

CUSTOM CALLING SERVICE

I. GENERAL (Continued)

A. (Continued)

8. Toll Restriction (Continued)

- d. Toll restriction will work in combination with all other custom calling features.
- e. Customers subscribing to toll restriction without subscribing to any other custom calling features(s) are charged the toll restriction rate as shown in Section II., Rates, for each line.
- f. Customers subscribing to toll restriction in addition to any other custom calling features(s) are charged the discounted multi-feature rate for toll restriction as shown in Section II., Rates, in addition to the appropriate individual or multi-feature monthly rate for the additional custom calling feature(s).
- g. 911 access is available for emergency situations in which property or human life is in jeopardy and the prompt summoning of aid is essential.

(L)(T)

(L)

- B. Custom Calling Service is furnished only in central office areas where adequate and suitable facilities are available. Central offices will be equipped for Custom Calling Services at the discretion of the Telephone Company and in accordance with regular engineering practices.
- C. The services will be provided only in connection with individual line main station service and normal Service Connection Charges as outlined in Section 15 will apply. Custom Calling Services is not available in connection with Public Telephone Service.
- D. With Ring Plus, the primary customer is responsible for all third party or collect calls charged to the additional telephone number assigned to the access line.

(L)

(L)

(L) Material moved from 1st Revised Sheet No. 3.
(L) Material moved to 2nd Revised Sheet No. 5.

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Advice No. T-02115A

Steve Crosby
Senior Vice President
Citizens Communications

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9260 E. Stockton Blvd., Elk Grove, CA 95624

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Steve Crosby
Senior Vice President
Citizens Communications

Effective: November 15, 2015
Docket No. T-02115A-15-

9260 E. Stockton Blvd., Elk Grove, CA 95624

CUSTOM CALLING SERVICE

II. RATES

| | | Monthly Rate | | Pay Per Use | | |
|----|--|-----------------|--------|-----------------------|-----------------------|---------------|
| | | <u>Per Line</u> | | <u>Bus</u> | <u>Res</u> | <u>Bus</u> |
| | | <u>Res</u> | | | | |
| A. | Call Waiting/Cancel Call Waiting | \$3.50 | \$6.00 | | | (T) |
| B. | Call Forward | | | | | (T) |
| | 1. Variable or Fixed | 1.65 | 2.25 | | | |
| | 2. Call Forward Busy | 1.65 | 2.25 | | | |
| | 3. Call Forward No Answer | 1.65 | 2.25 | | | (T) |
| | 4. Call Forward Busy/No Answer | 1.65 | 2.25 | | | (N) |
| C. | 3 Way Calling | 3.35 | 3.95 | \$2.00 ⁽¹⁾ | \$2.00 ⁽¹⁾ | (T)(N) |
| D. | Speed Call 8 ⁽³⁾ | 1.65 | 2.25 | | | (C) |
| E. | Speed Call 30 | 3.35 | 3.95 | | | (T) |
| F. | Remote Call Forward | 20.00 | 20.00 | | | (N) |
| G. | Remote Activation Call Forward | 1.65 | 2.25 | | | (T) |
| H. | Distinctive Ring | 4.00 | 5.00 | | | |
| I. | Toll Restriction | | | | | (T) |
| | 1. Only (See Section I.A.) | 3.50 | 6.00 | | | |
| | 2. Multi-feature (See Section I.A.) | 2.95 | 5.40 | | | |
| | <u>Two Feature Package</u> | | | | | |
| 1. | Call Waiting/Cancel Call Waiting, Basic Call Forward | \$4.60 | | | See ⁽²⁾ | (T) |
| 2. | Call Waiting/Cancel Call Waiting, Speed Call 8 ⁽²⁾ | \$4.60 | | | See ⁽²⁾ | (T) (T)(C) |

Former subscribers to any two, three or four feature packages not listed above, or in Section 28, have been migrated to one of the new four feature packages.

⁽¹⁾ The maximum monthly pay per use charge is \$10.00 for residential and business customers, regardless of the number of times the service is activated within a month. (N)

⁽²⁾ Business customers requesting this service should subscribe to the four feature package. (T)

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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Advice No. T-02115A

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Citizens Communications
9260 E. Stockton Blvd., Elk Grove, CA 95624

Effective: November 15, 2015
Docket No. T-02115A-15-

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL

Customized Local Area Signaling Service (CLASS) is an optional telephone service arrangement which can provide one or more of the following features:

A. Anonymous Call Rejection

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

(T)

B. *66 Busy Number Redial

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

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

(T)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

C. *69 Call Return

(T)

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *69. The user can press *89 to deactivate this feature.

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

D. Caller ID

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

(T)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

E. Caller ID

(T)

Caller ID with Name

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

Caller ID with Number

Will include Anonymous Call Block at no additional charge. Customers may activate or deactivate Anonymous Call Block by dialing a preassigned activation or deactivation code. When activated, Anonymous Call Block will block/reject calls from callers who have blocked delivery of their name and telephone number using either Selective Blocking or Complete Blocking. Such calls will be routed to a recorded announcement which tells the caller that the called party will not accept calls from callers who choose to prevent the display of their telephone number. The announcement will instruct the calling party to hang up and place the call again without the blocking feature activated. Local, expanded local and toll calls routed to the Anonymous Call Block recorded announcement are not considered completed calls and will not be billed by the Company.

F. Caller ID Blocking - per call

(T)

Permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code prior to placing a call. The feature is automatically deactivated when the customer hangs up.

(L)

(T)

(L)(T)

(L) Material relocated from Sheet No. 9.

(N)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

G. Caller ID Blocking - per line

Permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code prior to placing a call. The feature is automatically deactivated when the customer hangs up.

H. Call Waiting/Caller ID

Provides a visual display of the incoming caller's name or number when Call Waiting is activated on the subscriber's line. This service, therefore, combines and enhances Calling Name Delivery, Calling Number Delivery and Call Waiting. A subscriber who is engaged in a conversation and receives an incoming call hears a special Call Waiting tone and is provided a visual display of the Call Waiting party's number and/or name. The subscriber must have a Call Waiting Display Terminal capable of alphanumeric display and subscribe to Call Waiting, as well as Calling Name and/or Call Number Delivery.

I. Call Trace

Allows a customer to automatically activate a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

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

(L) Item F. relocated to Sheet no. 8.

(L)

(L)

(T)

(T)

(L)

(T)

(L)(T)

(N)

(N)

(L) Item I. relocated from Sheet No. 10.

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CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

J. Selective Call Acceptance

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

(T)
|
(T)

K. Selective Call Rejection

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

L. Priority Call

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "*61" or "1161" on a rotary telephone.

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

M. Selective Call Forward

Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call 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.

(T)

(T)

N. Multiple Simultaneous Call Forward

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

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

II. CONDITIONS

- A. Customized Local Area Signaling Service (CLASS) is a group of advanced services offered to single line residential and single line business customers.
- B. The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Customized Local Area Signaling Service features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.
- C. Operator assisted calls are designed to override the feature calls for emergency purposes.
- D. Coin phones will not be enabled with CLASS features, just as they are not enabled with Custom Calling Services. They will operate with the Customized Local Area Signaling Service system, however, and interaction with all the features will be permitted.
- E. The Utility does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID and Automatic Call Return services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or Automatic Call Return 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 Utility and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Utility is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID and Automatic Call Return or other similar services identified in this tariff.

(N)
|
(N)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

III. RATES

The following charges are for the features only and are in addition to applicable charges for service.

| | Monthly - Per Line | | Usage - Per Call | | |
|--|--------------------|----------|-----------------------|-----------------------|-----|
| | Residence | Business | Residence | Business | |
| Anonymous Call Rejection | \$3.50 | \$4.00 | | | |
| *66 Busy Number Redial | \$2.50 | \$3.50 | \$0.75 ⁽¹⁾ | \$0.75 ⁽²⁾ | (T) |
| *69 Call Return | \$2.95 | \$3.95 | \$0.75 ⁽¹⁾ | \$0.75 ⁽²⁾ | (T) |
| Caller ID | \$5.50 | \$7.50 | | | |
| Caller ID with Name & Number | \$5.95 | \$7.95 | | | (T) |
| Caller ID Blocking | \$0.00 | \$0.00 | \$0.00 | \$0.00 | (T) |
| Call Trace | \$4.00 | \$5.00 | \$0.75 | \$0.75 | |
| Call Waiting/Caller ID | \$0.50 | \$0.50 | | | (T) |
| Selective Call Acceptance | \$3.50 | \$4.50 | | | |
| Selective Call Rejection | \$2.50 | \$3.50 | | | |
| Priority Call | \$3.50 | \$4.00 | | | (T) |
| Selective Call Forward | \$5.00 | \$5.00 | | | (T) |
| Multiple Simultaneous Call Forward | | \$11.00 | | | |
| CLASS Value PAK – *69 Call Return, Caller ID, Anonymous Call Rejection | \$8.95 | \$9.95 | | | (T) |
| CID with Name Value PAK – *69 Call Return, Caller ID Name & Number, Anonymous Call Rejection | \$9.95 | \$11.95 | | | (T) |

⁽¹⁾ The maximum monthly pay per use charge is \$6.00 for residential customers, regardless of the number of times the service is activated within a month. (T)

⁽²⁾ The maximum monthly pay per use charge is \$7.50 for business customers regardless of the number of times the service is activated within a month. (T)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

III. RATES (Continued)

A. Nonrecurring charges

1. The Company reserves the right to waive the nonrecurring charge for the initial request for a period not to exceed 90 days from the effective date of this Tariff and for a period not to exceed 90 days from the date the service becomes available in the customer's serving central office.
2. Service charges are not applicable when CLASS features are provided at the same time as the single line business or residence individual line service is established.
3. When features are added or rearranged on an existing line, the Service Order Charge as shown in Section 15 of this Tariff will apply. (Note: A Line Connection charge does not apply when features are added or rearranged).
4. There is no charge for the initial addition of Per Line Blocking to a new or additional line, an in-service access line, or a number change. Charges apply for subsequent changes. Charges do not apply to Law Enforcement and Domestic Violence Agencies.

(RESERVED FOR FUTURE USE)

(C)
(D)



(D)

CUSTOMER OWNED PAY TELEPHONE SERVICE

I. GENERAL

Customer Owned Pay Telephone Service (COPTS) is a public telecommunications service offered for use with a customer provided coin telephone instrument at the request of the customer, who for the purpose of this section is defined as the party who subscribes to COPTS.

Customer Owned Pay Telephone Coin Supervision/Transmission provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.

II. RATES AND CHARGES

| | <u>Monthly Rate</u> | <u>Billing Code</u> |
|---|---|---------------------|
| A. Customer Owned Pay Telephone Service (COPTS) Each Access Line | See Section 4, Sheet 1 | COPTS |
| B. Customer Owned Pay Telephone Service (COPTS) Coin Supervision/Transmission (Optional) | \$2.15 | PTCST |
| C. Service Connection and Other Charges | | |
| 1. | Rates and Charges contemplate only a standard business local exchange access line service installation. | |
| 2. | Service Connection Charges, as specified in Section 15 of this Tariff for standard business exchange access lines, apply in addition to all other charges specified in this Tariff for COPTS. | |
| 3. | The maximum rate which a customer can charge a user of COPTS is the rate charged by the local Telephone Company for the same usage. | |
| 4. | Where Touch-Tone Service, Custom Calling Service and/or other services are desired, charges as specified in the appropriate Sections of this Tariff are applicable for COPTS at the same rates and charges applicable to standard business exchange access lines. | |

5. Charges and rates for directory assistance calls, as provided by the Telephone Company, will be as specified in Section 21 of this Tariff for normal business service.

CUSTOMER OWNED PAY TELEPHONE SERVICE

II. RATES AND CHARGES (Continued)

C. Service Connection and Other Charges (Continued)

6. Charges for long distance directory assistance calls, as provided by Other Common Carriers and not by the Telephone Company, will be at rates and charges specified by such Other Common Carriers.
7. Charges and rates for IntraLATA long distance message telecommunications service will be as specified in US West's Message Telecommunications Service Tariff. Charges for such long distance service, as provided by Other Common Carriers and not by the Telephone Company, will be at rates and charges specified by such Other Common Carriers.
8. When portions of an existing public installation such as shelves, enclosures, etc. (excluding company owned instrument) are left in place and desired for the purchase by the customer of COPTS, charges for such items will be quoted to the customer upon request.

III. RESPONSIBILITY OF THE CUSTOMER

- A. Customer owned coin instruments shall be registered in compliance with Part 68 of the FCC Rules and Regulations, and must have the following operational characteristics:
1. Ability to access the Telephone Company provided operator at no charge and without using a coin.
 2. Ability to access 911 emergency service (where available), at no charge and without using a coin.
 3. Ability to access directory assistance.
 4. Ability to complete local and toll calls.
 5. Ability to accept nickels, dimes and quarters.
 6. Ability to access all certified, interexchange carriers within the state.

CUSTOMER OWNED PAY TELEPHONE SERVICE

III. RESPONSIBILITY OF THE CUSTOMER (Continued)

- B. Customers must provide within close proximity of the COPTS, instructions in both English and Spanish explaining the following items in addition to those items listed under Section 1, preceding.
1. Procedure for obtaining refunds.
 2. Procedure in which to obtain coin return from the COPTS.
 3. Procedure for accessing long distance carriers, 911 emergency service (where available), and the telephone company operator.
 4. The telephone number of the COPTS, the customers name, business address, and business telephone number in order for users to contact the customer to address complaints or to report repairs needed to a COPTS.
- C. The customer shall be responsible for the installation, operation, and maintenance of the COPTS used in connection with this service.
- D. The customer shall ensure that the COPTS complies with all applicable Federal, State and local laws and regulations concerning the use of COPTS by disabled and/or hearing impaired persons.
- E. The customer shall be responsible for the payment of charges for all local exchange services and toll messages, including local and long distance directory assistance calls, originating from or accepted at the COPTS.
- F. Installation of each COPTS shall be in compliance with accepted telecommunications industry technical standards and the current National Electric Code and National Electrical Safety Code.
- G. Each COPTS must be registered in compliance with the FCC's Registration Program or connected behind a FCC registered coupler.

CUSTOMER OWNED PAY TELEPHONE SERVICE

III. RESPONSIBILITY OF THE CUSTOMER (Continued)

- H. The customer shall be responsible for the payment of a Service Call Charge as provided in Section 15 for visits by a Telephone Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided instrument-implemented private coin telephone, even if the service difficulty is reported by persons other than the customer.
- I. A local exchange telephone directory shall be provided at each COPTS location.

IV. SPECIAL CONDITIONS

- A. COPTS is a two-way service, with no charge imposed on incoming calls. A maximum of one customer provided instrument may be connected to any one COPTS access line.
- B. Directory listings may be provided under the Tariff governing the furnishing of listings for business subscribers.

DISCONTINUED SERVICE

The following services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Subscribers on record to these services, as of April 21, 1997, will be charged the following rate(s):

CUSTOM CALLING SERVICES

The following recurring monthly rates are for custom calling services.

| | | Residence Monthly Rate <u>Per Line</u> | Business Monthly Rate <u>Per Line</u> | |
|----|--|--|---|-----|
| | <u>Two Feature Package</u> | | | |
| 1. | Call Waiting/Speed Call 30 | \$6.30 | N/A | |
| 2. | Call Forward/Three-Way Calling | \$4.45 | \$5.60 | |
| 3. | Call Forward/Speed Call 8 | N/A | \$3.90 | |
| 4. | Three-Way Calling/Speed Call 8 | \$4.45 | N/A | |
| | <u>Four Feature Package</u> | | | (N) |
| 1. | Call Waiting/Call Forwarding Three-Way Calling/Speed Call 8 | \$4.95 | \$6.95 | |
| 2. | Call Waiting/Call Forwarding | | | |
| 3. | Three-Way Calling/Speed Call 30 | \$6.95 | \$8.95 | (N) |

DISCONTINUED SERVICE

The following Citizens Select / Citizens Select Plus services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):

(N)

CITIZENS SELECT / CITIZENS SELECT PLUS SERVICE

I. GENERAL

A. Citizens Select plans provide a flat rate residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

B. Citizens Select Service

Customer subscribing to this plan may select seven (7) features from the following list:

- Call Forward
- Call Forward Remote Activation
- Call Waiting/Cancel Call Waiting
- Ring Plus
- Speed Call 8
- Three Way Calling
- Auto Call Return
- Auto Busy Redial
- Caller ID
- Caller ID w/Name
- Call Waiting/Caller ID (SWID)

(N)

DISCONTINUED SERVICE (Continued)

The following Citizens Select / Citizens Select Plus services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):

(N)

CITIZENS SELECT / CITIZENS SELECT PLUS SERVICE (Continued)

I. GENERAL (Continued)

C. Citizens Select Plus Service

Customers subscribing to this plan may select any or all of the following services/ features.

- Call Forward
- Call Forward Remote Activation
- Call Waiting/Cancel Call Waiting
- Message Service Center (Basic Only)
- Select-A-Ring
- Speed Call 8 (1)
- Speed Call 30 (1)
- Three Way Calling
- Anonymous Call Rejection
- Auto Call Return
- Auto Busy Redial
- Caller ID
- Caller ID w/Name
- Call Waiting/Caller ID (CWID)
- Priority Ring
- Selective Call Rejection
- Toll Restriction

D. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Select plan shall apply.

(1) May select only one Speed Call feature.

(N)

DISCONTINUED SERVICE (Continued)

The following Citizens Select / Citizens Select Plus services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):

CITIZENS SELECT / CITIZENS SELECT PLUS SERVICE (Continued)

II. RATES AND CHARGES

- A. Where a Citizens Select plan is provided at the time of initial installation of a new or additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 15 (Service Connections and Nonrecurring Charges) of this Tariff.
- B. Service Connection Charges are not applicable when a Citizens Select plan is provided at the same time as the residence individual flat rate line service is established.
- C. Service Connection Charges as specified in Section 15 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.
- D. Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in I. General (B and C), preceding, unless specifically allowed by the terms and conditions of the promotion.
- E. Citizens Select plans are provided at the following rates.

| | <u>Billing Code</u> | <u>Monthly Rate</u> |
|---|-------------------------|-------------------------|
| 1. Citizens Select Service | | |
| - Per individual flat rate residence line – Includes choice of 6 services/features as specified in I. General, B, preceding | CSEL | \$26.95 |
| 2. Citizens Select Plus Service | | |
| - Per individual flat rate residence line – May select any or all services/features as specified | CSELP | \$31.00 |

in I. General, C, preceding

Issued: March 27, 2003
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Director
Citizens Communications
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Effective: May 6, 2003
Docket No. T-02115A-

DISCONTINUED SERVICE (Continued)

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

MESSAGE CENTER SERVICE

I. DESCRIPTION OF SERVICE

Message center service is a central office based voice message system available to business and residence one party access line customers. The system records and stores voice messages for subsequent playback in a voice mailbox arrangement.

Message center service may be established as either integrated or stand alone type mailboxes. Integrated mailboxes are provisioned with an existing local exchange line and are activated when the line is busy or unanswered after a designated number of rings. Stand alone mailboxes have separate local telephone numbers and are not provisioned with an existing local telephone exchange line. Stand alone mailboxes are activated directly or with call forwarding.

Message center service allows the owner to create a personalized greeting for callers, provides a user tutorial, usage prompts, mnemonic commands, password security, and name confirmation upon entry into the mailbox. The Basic, Enhanced, and Premium mailboxes also provide storage of the callers messages with time/date stamp on each message, the ability to override prompts, message forwarding to other mailboxes (if applicable), message waiting notification on mailboxes that are provisioned with a local exchange access line, and message retrieval available from any telephone.

II. REGULATIONS

A. AVAILABILITY OF SERVICE

1. Message center service is offered only from exchange areas served by the utility where suitable facilities are available. In order to determine whether suitable facilities are available, a service inquiry is initiated through a Utility sales office.

B. CONDITIONS

1. Message center service requires a dual tone multi-frequency (DTMF) compatible telephone set.

DISCONTINUED SERVICE (Continued)

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

MESSAGE CENTER SERVICE (Continued)

II. REGULATIONS (Continued)

B. CONDITIONS (Continued)

2. Calls made to local exchange telephone lines equipped with message center service will be automatically terminated on a designated mailbox when the line is busy or when the line is unanswered after a designated number of rings.
3. This service is available only to customers with one-party access line services.
4. The minimum period for which service is furnished and for which charges are applicable is one month. Payment is due upon presentation of a bill for service furnished.
5. The Utility makes no guarantee and assumes no liability for accuracy, performance or non-performance of the message center service. Credit adjustments will be made in accordance with the provisions outlined in Section 2. XIII, Service Interruptions.
6. Service connections charges as set forth in Section No. 15, Service Connection And Nonrecurring Charges are applicable.
7. Certain rotary hunting services may not be compatible with message center service.
8. Call Waiting service takes precedence over call forwarding to a mailbox.
9. Partitioning of message center mailboxes into sub-mailboxes does not increase the storage capacity of the message center mailbox. Partitioning subdivides the storage capacity of the message center mailbox.
10. Message center service may be provisioned to a telephone number not associated with a local exchange access line.

(N)

DISCONTINUED SERVICE (Continued)

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

MESSAGE CENTER SERVICE (Continued)

II. REGULATIONS (Continued)

B. CONDITIONS (Continued)

11. Message waiting notification is provided only on message center service associated with a local exchange telephone access line.
12. Some operating conditions, facilities restrictions and limitations may prevent Wake-up/Reminder from activating at the precise time designated by the customer.
13. The replace lost passcode charge will be waived for "one-time-only" during the first 60 days following installation of message center service.
14. The number outdialed for pager notification or special delivery is restricted to the local calling area.
15. Directory Listings
 - a. Directory listings are furnished subject to the Rates and Conditions found in Section 14 of this tariff.
 - b. If requested, the Utility will furnish one alphabetical directory listing without charge per telephone number not associated with an access line used in conjunction with message center service. Additional listings will be offered subject to the provisions outlined in Section 14, Directory Listings.
16. Cancellation for Cause

The Utility, by 5 days written notice to the customer, may discontinue furnishing of message center service without incurring liability upon:

 - a. Nonpayment or failure to make payment arrangements of any sum due the Utility or;
 - b. A violation of any condition governing the furnishing of service not rectified by the customer after notice by the Utility.

DISCONTINUED SERVICE (Continued)

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

MESSAGE CENTER SERVICE (Continued)

II. REGULATIONS (Continued)

B. CONDITIONS (Continued)

17. Rates for customized mailboxes will be provided under special contracts.
18. Provisions covering liability of the Utility are set forth in Section 2, III. and shall apply to this service.
19. Maintenance Visit - The customer is responsible for payment of a service call, as set forth in Section 15 for visits by the Utility to the premises of the customer where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.

C. FEATURE DESCRIPTIONS & DEFINITIONS

1. ALTERNATE ANSWER - A telephone number can be selected for call transfer in the event a "live" voice is required. This telephone number is changeable only by the Utility.
2. AUTOMATIC WAKE-UP - This feature enables the delivery of a wake-up message to a designated local telephone number at a prespecified time. The customer may change the time and date of the wake-up message.
3. CUSTOMIZED MAILBOX - Any message center service arrangement that deviates from the standard offerings. Customized message center service will be handled on a special contract basis.
4. GREETING LENGTH - The time allotted for the message a caller hears when accessing a mailbox.
5. GREETING ONLY MESSAGE CENTER - Mailbox equipped to play a greeting, but caller will not be allowed to leave messages.

6. GROUP BROADCAST OPTIONS - This feature allows a customer to establish and send a message to a group of mailboxes simultaneously.

DISCONTINUED SERVICE (Continued)

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

MESSAGE CENTER SERVICE (Continued)

II. REGULATIONS (Continued)

C. FEATURE DESCRIPTIONS & DEFINITIONS (Continued)

7. MAILBOX - The location where messages left by calling parties reside until acted upon by the customer of Message Center Service.
8. MESSAGE FORWARDING - Allows caller(s) to hear the message center customer's greeting, while the incoming message is forwarded to a mailbox selected by the message center customer.
9. MESSAGE LENGTH - The maximum time, in minutes, a caller has to leave a message in mailbox.
10. MESSAGE MARKING - When leaving a message, customers can mark the message "Private" or "Urgent". Private messages cannot be forwarded, urgent messages are played before all other messages. Two other options are "Return Receipt Requested", which advises the caller when the recipient listens to the message and "Future Delivery", which allows customers to select the time and date that the message is to be delivered. Maximum future delivery window is 30 days.
11. MESSAGE RETENTION - The number of days a message is allowed to remain in the mailbox.
12. MESSAGE SENDING - Allows customers to send messages to other mailboxes or groups of mailboxes individually or simultaneously.
13. MESSAGE STORAGE - The maximum quantity of messages a user may save for subsequent retrieval.
14. MESSAGE WAITING NOTIFICATION - Special dial tone indicates a new message is waiting. Regular dial tone returns after message is retrieved, erased or stored.
15. PAGER NOTIFICATION - Notifies a specific pager unit that a message is in the mailbox.

DISCONTINUED SERVICE (Continued)

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

MESSAGE CENTER SERVICE (Continued)

II. REGULATIONS (Continued)

C. FEATURE DESCRIPTIONS & DEFINITIONS (Continued)

16. PARTITIONED MAILBOXES - Customers can create and delete sub-mailboxes for suppliers, clients or household members. Messages can be left in a particular mailbox. Only passcode holders can retrieve messages. Configuration determines if sub-mailboxes can send messages, replies and copies of messages to other mailboxes in or out of the partition.
17. PERSONAL GREETING - A changeable, recorded greeting to callers, such as itinerary, phone numbers or special instructions.
18. PLAYED RETENTION - The number of days a message that has been played will be allowed to remain in a mailbox.
19. WAKE-UP/REMINDER - Provides user the capability to record reminders that will be delivered to their telephone number. Reminders can be delivered the same day or as a wake-up call.

III. RATES

The rates and charges specified in this section apply for all services involving message center service.

| | <u>Monthly Rate</u> |
|--|---------------------|
| A. Greeting Only Message Center Includes: Greeting - Up to 3 minutes | \$3.95 |

(N)

DISCONTINUED SERVICE (Continued)

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

MESSAGE CENTER SERVICE (Continued)

III. RATES

| | <u>Monthly Rate</u> |
|--|---------------------|
| B. Basic Message Center | \$3.95 |
| Includes: | |
| Message Length | 2 minutes |
| Message Storage | 15 messages |
| Unplayed Retention | 3 days |
| Played Retention | 7 days |
| Greeting Length | 30 seconds |
| Time Date Stamp | |
| Give/Send/Answer (if part of a group) | |
| Message Scanning/Delete/Save | |
| C. Enhanced Message Center | \$4.95 |
| Includes: | |
| Message Length | 3 minutes |
| Message Storage | 20 messages |
| Unplayed Retention | 5 days |
| Played Retention | 10 days |
| Greeting Length | 45 seconds |
| Time Date Stamp | |
| Give/Send/Answer (if part of a group) | |
| Message Scanning/Delete/Save | |
| Group Broadcast | |
| Distribution List | |
| D. Premium Message Center | \$14.95 |
| Includes: | |
| Message Length | 3 minutes |
| Message Storage | 30 messages |
| Unplayed Retention | 10 days |
| Message Retention | 17 days |
| Greeting Length | 60 seconds |
| Time Date Stamp | |
| Give/Send/Answer (if part of a group) | |
| Message Scanning/Delete/Save | |
| Alternate Answer | |
| Message Forwarding | |
| All options listed in Section E. below | |

DISCONTINUED SERVICE (Continued)

(N)

The following Message Center Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of June 12, 2003, will be charged the following rates(s):

MESSAGE CENTER SERVICE (Continued)

III. RATES (Continued)

| | | <u>Monthly Rate</u> |
|----|--------------------------------|---------------------|
| E. | Option(s) | |
| 1. | Pager Notification | \$5.00 |
| 2. | Wake-up/Reminder | \$5.00 |
| 3. | Group Broadcast | \$1.00 |
| 4. | Partitioning/Trees | \$5.00 |
| 5. | Distribution List | \$1.00 |
| F. | Miscellaneous charges: | |
| 1. | Replace Lost Passcode | \$15.00 |
| 2. | Change Alternate Answer Number | \$15.00 |

(N)

DISCONTINUED SERVICE (Continued)

(N)

FRONTIER DIGITAL PHONE BRONZE*

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Bronze bundle as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Digital Phone Bronze is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one basic Flat Rate Access Line, Touch Calling and a combination of local features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line
Touch Calling
Call Waiting w/ Cancel Call Waiting
Caller ID – Name & Number
Call Waiting/Caller ID

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The Feature package will be billed in accordance with the rate listed in Section 7.IV.C.

Automatic Busy Redial
Automatic Call Return
Three-Way Calling
Speed Calling 8 –number capacity or 30 –number capacity
Call Forward (Variable or Fixed)

IV. RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection and Nonrecurring Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.

* This bundle was previously called Frontier Digital Phone Essentials.

DISCONTINUED SERVICE (Continued)

FRONTIER DIGITAL PHONE BRONZE*(Continued)

IV. RATES AND CHARGES (Continued)

C. Frontier Digital Phone Bronze bundle is provided at the following rate:

| | Monthly Rate | |
|-------------------------------------|--------------|-----|
| Frontier Digital Phone Bronze | \$19.99 | |
| Digital Phone Enhanced Feature Pack | 3.99 | |
| Stay Connected Seasonal Offering | 9.99 | (N) |
| See Special Condition (J) | | (N) |

V. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- D. Frontier Digital Phone Bronze service bundle 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. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. No discounts will be given to customers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month to month.
- H. The bundle will appear as a single line item on the bill.
- I. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

* This bundle was previously called Frontier Digital Phone Essentials.

DISCONTINUED SERVICE (Continued)

FRONTIER DIGITAL PHONE BRONZE*(Continued)

V. SPECIAL CONDITIONS (Continued)

- J. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Bronze Service for a minimum period of one month and up to nine months during a 12-month period.
1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 3. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Bronze Service will be temporarily deactivated.
 5. If the customer does not notify the Utility to reactive their Frontier Digital Phone Bronze Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone Bronze features and services will be reactivated and billed at the applicable rates.
 6. This service does not change any other terms and conditions of the product.
 7. All applicable taxes and surcharges apply.
 8. The monthly rate includes the Federal End User Common Line Charge.

(N)

(N)

* This bundle was previously called Frontier Digital Phone Essentials.

DISCONTINUED SERVICE (Continued)

FRONTIER DIGITAL PHONE ESSENTIALS 1-2010 – Grandfathered as of July 14, 2012

(N)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Digital Phone Essentials 1-2010 is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Touch Calling, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

| | |
|----------------------------------|----------------------------|
| Flat Rate Access Line | Caller ID with Name |
| Unlimited Extended Area Service | Call Forwarding - Variable |
| Call Waiting/Cancel Call Waiting | Three-Way calling |
| Call Waiting ID | Touch Calling Service |

C. Unlimited Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 7, IV. Rates and Charges, item C following.

| | |
|-----------------------|---------------------------|
| Call Forward Busy | Speed Calling 30 |
| Caller ID with Number | Anonymous Call Rejection |
| Call Return | Anonymous Call Acceptance |
| Repeat Redial | Call Tracing Service |

(N)

DISCONTINUED SERVICE (Continued)

FRONTIER DIGITAL PHONE ESSENTIALS 1-2010 – Grandfathered as of July 14, 2012
(Continued)

(N)

IV. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connections and Nonrecurring Charges as specified in Tariff Section 15 apply to the installation of the bundle.
- C. Frontier Digital Phone Essentials 1-2010 Service is provided at the following rates:

| | <u>Monthly Rate</u> |
|--|---------------------|
| Frontier Digital Phone Essentials 1-2010 | \$28.99 |
| Unlimited Feature Pack | 2.99 |
| Stay Connected Seasonal Service | 9.99 |

V. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone Essentials 1-2010 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. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

(N)

DISCONTINUED SERVICE (Continued)

FRONTIER DIGITAL PHONE ESSENTIALS 1-2010 – Grandfathered as of July 14, 2012
(Continued)

(N)

V. SPECIAL CONDITIONS (Continued)

- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- G. No discounts will be given to customers that do not use all the features or have some features turned off.
- H. The bundle is offered on a month-to-month basis.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- K. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials 1-2010 Service for a minimum period of one month and up to nine months during a 12-month period.
 - 1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
 - 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 - 3. The applicable Service Connection Charges listed in Section 5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials 1-2010 service will be temporarily deactivated.
 - 5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.
 - 8. The Federal Subscriber Line Charge is included in the monthly rate.

(N)

DISCONTINUED SERVICE (Continued)

FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE –
Grandfathered as of July 14, 2012

(N)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide with Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Digital Phone Nationwide with Essentials 1-2010 Service is a bundled offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line, Custom Calling features, Extended Area Calling, Voice Mail and Touch Calling Service. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

| | |
|--|-------------------|
| Flat Rate Access Line | Three-Way calling |
| Extended Area Calling | Repeat Dial |
| Call Forward Busy/No Answer (Variable) | Speed Calling 8 |
| Caller ID with Name and Number | Call Return |
| Call Waiting/Cancel Call Waiting | 10 free DA Calls |
| Voice Mail with Message Waiting Indication | Touch Calling |

C. 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 IV.C. following.

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

(N)

DISCONTINUED SERVICE (Continued)

FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE –
Grandfathered as of July 14, 2012 (Continued)

(N)

IV. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Nationwide with Essentials 1-2010 bundle is provided at the following rates:

| | Monthly Rate |
|--|---------------------|
| Frontier Digital Phone Nationwide with Essentials 1-2010 | \$39.99 |
| Digital Phone Enhanced Feature Pack | 2.99 |
| Stay Connected Seasonal Offering | 9.99 |

V. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Customers may add or delete any features offered in the bundle without a service order charge.
- D. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

(N)

DISCONTINUED SERVICE (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE –
Grandfathered as of July 14, 2012 (Continued)**

V. SPECIAL CONDITIONS (Continued)

- G. The bundles are offered on a month to month.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- K. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
 - 5. The Federal Subscriber Line Charge is included in the monthly rate.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.

(T)

DISCONTINUED SERVICE (Continued)

FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE –
Grandfathered as of July 14, 2012

(N)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide Extra with Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Digital Phone Nationwide Extra with Essentials 1-2010 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Custom Calling features, Extended Area Calling, Voice Mail and Touch Calling Service. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

| | |
|--|-------------------|
| Two Flat Rate Access Lines | Three-Way calling |
| Extended Area Calling | Repeat Dial |
| Call Forward Busy/No Answer (Variable) | Speed Calling 8 |
| Caller ID with Name and Number | Call Return |
| Call Waiting/Cancel Call Waiting | 10 free DA Calls |
| Voice Mail with Message Waiting Indication | Touch Calling |

C. 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 IV.C. following.

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

(N)

DISCONTINUED SERVICE (Continued)

FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE –
Grandfathered as of July 14, 2012 (Continued)

(N)

IV. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Nationwide Extra with Essentials 1-2010 bundle is provided at the following rates:

Monthly Rate

| | |
|--|---------|
| Frontier Digital Phone Nationwide Extra with Essentials 1-2010 | \$39.99 |
| Digital Phone Enhanced Feature Pack | 2.99 |
| Stay Connected Seasonal Offering | 9.99 |

V. SPECIAL CONDITIONS

- B. The bundle is available only where facilities and operating systems are available and technically feasible.
- C. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- H. The bundles are offered on a month to month.

(N)

DISCONTINUED SERVICE (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE –
Grandfathered as of July 14, 2012 (Continued)**

V. SPECIAL CONDITIONS (Continued)

- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- K. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- L. The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 1-2010 bundle will be activated on only one of the access lines designated by the customer.
- M. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply. (T)
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
 - 5. The Federal Subscriber Line Charge is included in the monthly rate.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.

FRONTIER WIRE CARE SERVICE

I. APPLICABILITY

Applicable to utility-provided maintenance on inside wire for residence and simple business service.

II. TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

III. RATES

| <u>Frontier Wire Care</u> | <u>Monthly Rate</u> |
|---------------------------|---------------------|
| 1. Residence | \$2.50 |
| 2. Business | \$2.50 |

Frontier Wire Care Alternative Offer – Residence and Simple Business Service (C)

| | <u>Non-Recurring Charge</u> | <u>Monthly Rate</u> | |
|--|-----------------------------|---------------------|-----|
| 1. Initial charge for immediate coverage | \$39.95 | | |
| 2. Residence and Simple Business service without a bundle subscription, Each Line, with a 12-month commitment | | \$6.99 | (C) |
| 3. Charge for cancellation prior to the end of the 12-month period Early termination fee | 50.00 | | |

IV. CONDITIONS

A. The rates and charges for exchange access line service do not include utility maintenance of inside wire and associated jacks located on the customer side of the Point of Demarcation or exchange access line termination associated with the exchange service.

B. Customers may:

1. Provide their own maintenance or
2. Subscribe to the utility-provided maintenance of customer premises inside wire.

FRONTIER WIRE CARE SERVICE

(T)

IV. CONDITIONS (Continued)

C. The following plans is available to customers subscribing to utility-provided maintenance of inside wire.

1. Plan 1 – a monthly recurring charge for maintaining standard inside wire per exchange access line, per premises.

(T)

2. Plan 2 - a nonrecurring charge per maintenance visit for maintenance work performed.

(N)

D. Plan 1 covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. In addition, Plan 1 covers problem isolation within the home and any damage to the phone line caused by lightning or accidentally caused by the customer.

E. Plan 1 customers who activate the service and use it within 30 days of the activation date will incur a \$25 activation charge with a one-year service commitment.

F. New Plan 1 customers who do not use their service within 30 days of the activation date will not incur an activation charge and will not be required to have a one year service commitment.

G. Customers subscribing to Frontier Wire Care Plan 1, prior to the dispatch of a technician, will not be assessed any additional charge for requesting a maintenance visit.

(N)

(T)

H. Where customer premises inside wire is installed according to technical standards but the customer does not elect to have the utility maintain the customer premises inside wire, the customer shall be subject to the charges as outlined in those instances where the utility makes a repair visit to the customer's premises and the trouble condition is found to be in the inside wire and/or jack.

NAVAJO LOCAL CALLING PLANS

I. GENERAL

This tariff applies to local exchange telephone service customers. Selected exchanges served by Navajo, as listed below, have an optional Local Calling Plan (LCP) available in which a customer in one Navajo exchange may complete calls to other selected Navajo exchanges on a local calling basis.

II. REGULATIONS

The Navajo LCP is available to Residence One-Party, Business One-Party, Business Key Lines and PBX Trunks, Centrex Access Lines and Customer Owned Pay Telephone Service customers.

The Local Calling Plan currently available to Navajo customers in the selected exchanges is the Premium Flat Rate Service option. This option provides unlimited toll-free calling to specified exchanges for a fixed monthly rate. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis.

Customers who refrain from selecting the Premium Flat Rate Service option will by default have their calls on these routes billed at long distance toll rates.

The Company reserves the right to waive the Service Order Charge – Subsequent as specified in Section 15 of this tariff for a period of ninety (90) days from the effective date of this tariff. After the waiver period, appropriate non-recurring service charges will apply thereafter as specified in Section 15 of this tariff.

Premium Flat Rate Service Navajo LCP calls made to specified exchanges should be dialed by the customer on a direct dialed, seven-digit basis without the assistance of a Telephone Company operator. Any calls placed to such exchanges through a Telephone Company operator will be subject to all specialized operator assistance charges specified in the Telephone Company's applicable tariffs.

Premium Flat Rate Service will not be offered in connection with WATS, Foreign Exchange Service, Feature Group A, Party-Line, Suburban, or Farmer Line Services.

NAVAJO LOCAL CALLING PLANS

II. REGULATIONS (Continued)

Hotel/motel customers may subscribe to the Navajo LCP. All charges for the service shall be billed to the hotel/motel which shall be responsible for any prorating and billing of the charges to the guests.

III. DISTRICT PLANS

Exchanges in which the Navajo Local Calling Plan is available include the following Navajo exchanges.

Western District Plan

The Western District Plan permits subscribers in any one of the following exchanges to call any of the remaining exchanges:

| | |
|------------|---------------------|
| Dennehotso | Leupp |
| Kaibeto | Shonto |
| Kayenta | Tuba City |
| Lechee | Monument Valley, UT |

Central District Plan

The Central District Plan permits subscribers in any one of the following exchanges to call any of the remaining exchanges:

| | |
|------------|--------------------|
| Black Mesa | Pinion-Whipoorwill |
| Chinle | Rough Rock |
| Lukachukai | Tsaile |
| Many Farms | |

NAVAJO LOCAL CALLING PLANS

III. DISTRICT PLANS (Continued)

Northern District Plan

The Northern District Plan permits subscribers in any one of the following exchanges to call any of the remaining exchanges:

| | |
|---------------------|--------------|
| Red Valley | Newcomb, NM |
| Rock Point | Shiprock, NM |
| Teec Nos Pos | Sanostee, NM |
| Halchita, UT | Toadlena, NM |
| Montezuma Creek, UT | |

Southern District Plan

The Southern District Plan permits subscribers in any one of the following exchanges to call any of the remaining exchanges:

| | |
|---------------|----------------|
| Dilkon | Window Rock |
| Fort Defiance | Naschitti, NM |
| Ganado | Tse Bonito, NM |
| Greasewood | Navajo, NM |
| Toyei | Twin Lakes, NM |
| Wide Ruins | Tohatchi, NM |

NAVAJO LOCAL CALLING PLANS

III. DISTRICT PLANS (Continued)

Navajo Nationwide Plan

The All District Plan permits subscribers in any one of the following exchanges to call any of the remaining exchanges:

| | |
|---------------|--------------------|
| Black Mesa | Many Farms |
| Chinle | Red Valley |
| Dennehotso | Rock Point |
| Dilkon | Rough Rock |
| Fort Defiance | Shonto |
| Ganado | Teec Nos Pos |
| Greasewood | Toyey |
| Kaibeto | Tsaile |
| Kayenta | Tuba City |
| Lechee | Pinon-Whipoorwhill |
| Leupp | Wide Ruins |
| Lukachukai | Window Rock |

NAVAJO LOCAL CALLING PLANS

III. DISTRICT PLANS (Continued)

Navajo Nationwide Plan (Continued)

| | |
|-----------------|---------------------|
| Crown Point, NM | Pueblo Pintado, NM |
| Shiprock, NM | Tse Bonito, NM |
| Naschitti, NM | Sanostee, NM |
| Toadlena, NM | Twin Lakes, NM |
| Navajo, NM | Halcita, UT |
| Tohatchi, NM | Monument Valley, UT |
| Newcomb, NM | Montezuma Creek, UT |
| Torreon, NM | |

NAVAJO LOCAL CALLING PLANS

IV. RATES

Application of Rates

The rates shown herein, in addition to applicable local Network Access Line Service charges in Section 4 of this tariff, entitle the customer to local seven-digit dialed calling on an optional basis. No toll rates shall apply to such calling.

Rate Schedules

Western District Plan

Exchanges: Dennehotso, Kaibeto, Kayenta, Lechee, Leupp, Shonto, Tuba City, AZ, and Monument Valley, UT

| <u>CLASS OF SERVICE</u> | PREMIUM FLAT RATE SERVICE OPTION | |
|--------------------------------------|---|-------------------------|
| | <u>Monthly Rate</u> | <u>Billing Code</u> |
| Residence One Party | \$11.95 | OCP1R |
| Business One Party | \$25.95 | OCP1B |
| Business Key Line (per line) | \$25.95 | OCP1B |
| Business PBX Trunk (per trunk) | \$25.95 | OCP1B |
| Centrex Access Line (per line) | \$25.95 | OCP1B |
| Customer Owned Pay Telephone Service | \$25.95 | OCP1B |

NAVAJO LOCAL CALLING PLANS

IV. RATES (Continued)

Rate Schedules (Continued)

Central District Plan

Exchanges: Black Mesa, Chinle, Lukachukai, Many Farms, Pinon-Whipoorwill,
Rough Rock & Tsaille.

| <u>CLASS OF SERVICE</u> | PREMIUM FLAT RATE <u>SERVICE OPTION</u> | |
|---|--|--------------------------------|
| | Monthly <u>Rate</u> | Billing <u>Code</u> |
| Residence One Party | \$11.50 | OCP2R |
| Business One Party | \$24.95 | OCP2B |
| Business Key Line (per line) | \$24.95 | OCP2B |
| Business PBX Trunk (per trunk) | \$24.95 | OCP2B |
| Centrex Access Line (per line) | \$24.95 | OCP2B |
| Customer Owned Pay Telephone Service (per line) | \$24.95 | OCP2B |

NAVAJO LOCAL CALLING PLANS

IV. RATES (Continued)

Rate Schedules (Continued)

Northern District Plan

Exchanges: Red Valley, Rock Point, Teec Nos Pos, AZ, Newcomb, Shiprock, Sanostee,
Toadlena, NM, Halchita, and Monument Creek, UT

| <u>CLASS OF SERVICE</u> | PREMIUM FLAT RATE | |
|--|------------------------------|-------------------------|
| | <u>SERVICE OPTION</u> | |
| | <u>Monthly Rate</u> | <u>Billing Code</u> |
| Residence One Party | \$ 13.95 | OCP3R |
| Business One Party | \$ 15.50 | OCP3B |
| Business Key Line (per line) | \$ 15.50 | OCP3B |
| Business PBX Trunk (per trunk) | \$ 15.50 | OCP3B |
| Centrex Access Line (per line) | \$ 15.50 | OCP3B |
| Customer Owned Pay Telephone Service | \$ 15.50 | OCP3B |

NAVAJO LOCAL CALLING PLANS

IV. RATES (Continued)

Rate Schedules (Continued)

Southern District Plan

Exchanges: Dilkon, Fort Defiance, Ganado, Greasewood, Toyei, Wide Ruins,
Window Rock, AZ, Naschitti, Tse Bonito, Navajo, Twinlakes, and
Tohatchi, NM

| <u>CLASS OF SERVICE</u> | PREMIUM FLAT RATE | |
|---|------------------------------|-------------------------|
| | <u>SERVICE OPTION</u> | |
| | Monthly Rate | Billing Code |
| Residence One Party | \$ 15.95 | OCP4R |
| Business One Party | \$ 26.95 | OCP4B |
| Business Key Line (per line) | \$ 26.95 | OCP4B |
| Business PBX Trunk (per trunk) | \$ 26.95 | OCP4B |
| Centrex Access Lines | \$ 26.95 | OCP4B |
| Customer Owned Pay Telephone Service (per line) | \$ 26.95 | OCP4B |

NAVAJO LOCAL CALLING PLANS

IV. RATES (Continued)

Rate Schedules (Continued)

Navajo Nationwide Plan

Exchanges: Black Mesa, Chinle, Pinon-Whipoorwill, Dennehotso, Dilkon, Fort Defiance, Ganado, Greasewood, Kaibeto, Kayenta, Lechee, Leupp, Lukachukai, Many Farms, Red Valley, Rock Point, Rough Rock, Shonto, Teec Nos Pos, Toyei, Tsaile, Tuba City, Wide Ruins, Window Rock, AZ, Crownpoint, Shiprock, Naschitti, Toadlena, Navajo, Tohatchi, Newcomb, Torreon, Pueblo Pintado, Tse Bonito, Sanostee, Twin Lakes, NM, Halchita, Monument Valley, and Montezuma Creek, UT

| <u>CLASS OF SERVICE</u> | PREMIUM FLAT RATE | |
|---|------------------------------|-------------------------|
| | <u>SERVICE OPTION</u> | |
| | <u>Monthly Rate</u> | <u>Billing Code</u> |
| Residence One Party | \$ 17.95 | OCPNR |
| Business One Party (per line) | \$ 38.95 | OCPNB |
| Business Key Line (per line) | \$ 38.95 | OCPNB |
| Business PBX Trunk (per trunk) | \$ 38.95 | OCPNB |
| Centrex Access Line (per line) | \$ 38.95 | OCPNB |
| Customer Owned Pay Telephone Service (Per line) | \$ 38.95 | OCPNB |

EMPLOYEE TELEPHONE CONCESSION SERVICE

(N)

I. APPLICABILITY

Applicable to all regular full-time and regular part-time employees who reside within the utility's exchange areas.

II. TERRITORY

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariff schedule.

III. RATES

A concession will be allowed from the rates for service furnished to eligible employees of the utility.

IV. SPECIAL CONDITIONS

- A. Provisions of this schedule will be administered within the guidelines established by the utility.
- B. Eligible employees are regular full-time and regular part-time¹ employees who have completed their probationary period and whose residence is located within the utility's exchange territory.
- C. The directory listing must be published in the name of the employee, or in the name of the employee's spouse.
- D. Any retired employee of the utility who is receiving an employee telephone concession in accordance with any existing or grandfathered tariff shall retain such concession as long as the employee resides within the utility's exchange and does not disconnect the service.
- E. The telephone concession program is not available to any employee who retires on or after July 1, 2001.

¹ A regular part-time employee is regularly scheduled to work at least 20 hours per week for more than six consecutive months.

EXTENDED AREA SERVICE

I. GENERAL

A. Extended Area Service will be provided without message or toll charges between the following exchanges:

1. The Company's Chinle and Many Farms Exchanges.
2. The Company's Window Rock and Fort Defiance Exchanges.
3. The Company's Window Rock and Tse Bonito, NM, Exchanges.

VOICE MAIL SERVICE

I. APPLICABILITY

Voice Mail is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.

II. TERRITORY

Exchange areas of all exchanges as shown on maps filed as part of the tariff schedules.

III. REGULATIONS

- A. Voice Mail is furnished only from digital central offices that have been equipped to provide this feature.
- B. Voice Mail is subject to applicable service order charges.
- C. Call Waiting takes precedence over Call Forwarding and Call Forward Busy No Answer to a Voice Mail mailbox.

IV. DESCRIPTION OF SERVICE

- A. Voice Mail is a software-controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.
- B. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.
- C. Frontier Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

VOICE MAIL SERVICE (Continued)

IV. DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

1. Frontier Residential Essentials Voice Mail

No passcode is required when dialing from home. Messages begin to play immediately with no action required by subscriber. All messages are saved after they are played. Subscriber can interrupt playing of messages to replay or delete at any time. At the end of playing all messages the subscriber is prompted to press * for more options.

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 10
- Maximum Message Length: 60 seconds
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾: Stutter dial tone or visual light or both
- Voice Mail Call Fwd Busy/No Answer
- Message Skipping

2. Frontier Residential Basic Voice Mail

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 20 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Special Delivery Options
- Call Forward Busy No Answer
- Message Skipping

Note 1: Visual MWI is offered only where technically available.

VOICE MAIL SERVICE (Continued)

IV. DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

3. Frontier Residential Deluxe Voice Mail

Includes the following features:

- Maximum Greeting Length: 120 seconds
- Message Capacity: 40 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request)
- Wake-Up Service
- Call Forward Busy No Answer
- Extended Absence Greeting
- Message Skipping
- Cut Through to Pager

Note 1: This feature works within the Company's exchange groups only.

Note 2: Visual MWI is offered only where technically available.

Note 3: Alphanumeric or numeric Notification to pager.

VOICE MAIL SERVICE (Continued)

IV. DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

4. Frontier Residential Deluxe Voice Mail with Sub Boxes

In addition to the main mailbox, this package allows up to six (6) users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs) per household or family. Only the main mailbox will have the ability to customize greetings, set up reminder service, future delivery, wake-up service and program group lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 40 messages is shared between all users, on a "first-come, first-served" basis. This mailbox package cannot be used in conjunction with the Constant Touch™ feature.

Includes the following features:

- Maximum Greeting Length: 120 seconds
- Message Capacity: 40 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging⁽¹⁾ -Reply to a Message -Copy/Forward a Message
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request)
- Wake-Up Service
- Call Forward Busy No Answer
Extended Absence Greeting
- Message Skipping
- Cut Through to Pager

Note 1: This feature works within the Company's exchange groups only.

Note 2: Visual MWI is offered only where technically available.

Note 3: Alphanumeric or numeric notification to pager.

VOICE MAIL SERVICE (Continued)

IV. DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

1. Frontier Business Essentials Voice Mail

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 15
- Maximum Message Length: 90 seconds
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Message Skipping

(T)

Note1: Visual MWI is offered only where technically available.

VOICE MAIL SERVICE (Continued)

IV. DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

2. Frontier Business Basic Voice Mail

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Fax Mail
- Extended Absence Greeting
- Message Skipping

(T)

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.

Note 2: Visual MWI is offered only where technically available.

Note 3: Alphanumeric or numeric Notification to pager.

VOICE MAIL SERVICE (Continued)

IV. DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

3. Frontier Business Deluxe Voice Mail

Includes the following features:

- Maximum Greeting Length: 2 @ 90 seconds per greeting
- Message Capacity: 60 messages
- Maximum Message Length: 3 minutes per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Fax Mail
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Constant Touch
- Extended Absent Greeting
- Multiple Greetings
- Message Skipping

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.

Note 2: Visual MWI is offered only where technically available.

Note 3: Alphanumeric or numeric notification to pager.

VOICE MAIL SERVICE (Continued)

IV. DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

4. Frontier Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Maximum of one call forward path. Includes call forward busy and no answer.

5. Frontier Business Basic Voice Mail with Sub Boxes

In addition to the main mailbox, this package allows up to six (6) users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs) per household or family. Only the main mailbox will have the ability to customize greetings, set up reminder service, future delivery, wake-up service and program group lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 40 messages is shared between all users, on a "first-come, first-served" basis. This mailbox package cannot be used in conjunction with the Constant Touch™ feature.

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.

VOICE MAIL SERVICE (Continued)

IV. DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

5. Frontier Business Basic Voice Mail with Sub Boxes

- Mailbox Forwarding
- Message Notification⁽¹⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽²⁾
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Fax Mail
- Extended Absence Greeting
- Message Skipping

6. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. Maximum of five call forward paths. Mailboxes with Constant Touch feature are NOT available with the Message Routing application.

Includes the following features:

- Call Routing to voice mailbox
- Closed User Group
- Call Forward Busy No Answer⁽³⁾

Note 1: Visual MWI is offered only where technically available.

Note 2: Alphanumeric or numeric notification to pager.

Note 3: If Remote Call Forward (RCF) is used instead of Call Forwarding Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

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VOICE MAIL SERVICE (Continued)

IV. DESCRIPTION (Continued)

E. Frontier Business Voice Mail – Optional Applications

1. Alternate ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

2. Virtual Voice Mail

This service provides a customer without a number that is remote call forwarded directly to a voice mailbox. Callers dial this number and hear the subscriber's personal greeting and are then prompted to leave a message. Subscriber must purchase Remote Call Forward (RCF) and the desired voice mailbox at current tariff rates. (T)

3. Independent Voice Mail

This service provides a customer with a voice mailbox that is independent from their individual phone number. Message Notification of stutter or visual message waiting indication is not available on this service. A separate charge will apply for the assign a number for these voice mailboxes.

4. Constant Touch

With Constant Touch subscriber can combine up to 3 telephone numbers (home, office, cellular, pager, etc.) into a single number that can reach subscriber anywhere. Voice Mail system will dial numbers programmed in subscriber's schedule. Once subscriber is located, subscriber is able to identify caller who is holding through information captured from caller.

5. Operator Revert

Allows a caller to press 0 during the subscriber's personal greeting and be transferred to a pre-determined number. This number could be a personal assistant, a secretary, or a switchboard operator. This number must be programmed by Frontier.

VOICE MAIL SERVICE (Continued)

IV. **DESCRIPTION** (Continued)

F. Feature Descriptions

Call Answering: Allows subscribers to divert calls on busy or ring/no answer. Calls will be answered with the subscriber's personal greeting inviting the caller to leave a message.

Constant TouchTM: This feature combines up to two additional subscriber's telephone numbers, (i.e., business, mobile, home or pager) into a single number that can reach them anywhere.

Date & Time Stamp: Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

FAX Mail: Allows a subscriber to receive fax messages. Subscriber can receive, forward, save, or delete fax messages, just like any voice message.

Greeting Length: The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists: Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists. (T)

Group Messaging: Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

Mailbox Forwarding: Allows a subscriber to have copies of messages that have been deposited in their mailbox automatically forwarded to another mailbox.

Message Capacity: The maximum number of messages a subscriber's mailbox may contain.

VOICE MAIL SERVICE (Continued)

IV. **DESCRIPTION** (Continued)

F. Feature Descriptions (Continued)

Message Length: The maximum time, in minutes or seconds that a caller has to leave a message in the subscriber's mailbox.

Message Notification: Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones) or Pagers. Pager Notification is Alphanumeric or Numeric notification to a Pager.

Message Retention: The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

Message Routing: Callers hear customized announcements, instructing them to make a one-digit selection from a list of possible mailboxes. The caller is then routed to the destination of their choice, where they may hear another personalized greeting and be prompted to leave a message. Maximum of 9 mailboxes allowed. Mailboxes with Constant Touch can NOT be associated with this application.

Message Skipping: Message Skipping allows the subscriber to skip through a message rather than save or delete it. If the subscriber chooses to skip a message, the message will be kept as new for the un-played retention period.

(N)
|
(N)

Operator Revert: Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting: A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber's mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

VOICE MAIL SERVICE (Continued)

IV. DESCRIPTION (Continued)

F. Feature Descriptions (Continued)

Reminder Service/Future Delivery: Allows a subscriber to create messages and have them delivered at a future date and/or time. Future Delivery messages can be delivered up to 30 days into the future. Future Delivery also allows the subscriber to send a deferred delivery message to themselves to serve as a personal memo or reminder.

Special Delivery Options: Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them should the recipient of their message not listen to the message – this feature is called Notification of Non-Delivery.

Wake-Up Service: Allows the subscriber to activate the delivery of a wake-up call to a designated telephone number (local or toll-free numbers only) at a pre-specified time. The customer will receive an “alarm/alert” from their voice mailbox. By programming the time and frequency (one time or daily) for the Wake-Up service, the customer can receive a call from the voice mail platform to a DID number at a specific time. When the subscriber receives the call, they can choose to acknowledge the call, or opt to receive another reminder in several minutes, or they can log into their mailbox.

VOICE MAIL SERVICE (Continued)

V. RATES AND CHARGES

A. The following monthly rates are in addition to any applicable charges for main telephone service:

| | <u>Monthly Charge</u> | <u>Billing Code</u> |
|---------------------------------------|-----------------------|---------------------|
| Residential Packages | | |
| -Frontier Essentials Voice Mail | \$ 3.95 | VMESR |
| -Frontier Basic Voice Mail | 5.95 | VMBSR |
| -Frontier Deluxe Voice Mail | 7.95 | VMDXR |
| -Frontier Deluxe Voice Mail with Subs | 7.95 | VMFDR |
| Business Packages | | |
| -Frontier Essentials Voice Mail | \$ 6.95 | VMESB |
| -Frontier Basic Voice Mail | 8.95 | VMBSB |
| -Frontier Basic Voice Mail with Subs | 9.95 | VBBS |
| -Frontier Deluxe Voice Mail | 12.95 | VMDXB |
| Business Optional Applications | | |
| -Frontier Announcement Only | 5.95 | VMANC |
| -Frontier Message Routing | 9.95 | VBCR |
| Add-On Feature | | |
| -Constant Touch with Operator Revert | 4.50 | VMCTO |
| -Alternate ID ⁽¹⁾ | 5.00 | VMAID |
| -Operator Revert | 2.00 | VMOPR |

Note: (1) Per each additional set of 3 numbers.

VOICE MAIL SERVICE (Continued)

V. RATES AND CHARGES (Continued)

A. The following monthly rates are in addition to any applicable charges for main telephone service: (Continued)

Business Voice Mail Term and Volume Discounts

| Quantity | Tier | <u>0 Months</u> | 1 Year | 2 Years | 3 Years |
|----------------|------|--------------------|--------------------|--------------------|--------------------|
| 1 - 4 Boxes | | N/A | N/A | N/A | N/A |
| 5 - 24 Boxes | 1 | \$ 3.00 (VDT10) | \$ 5.00 (VDT11) | \$ 7.00 (VDT12) | \$ 9.00 (VDT13) |
| 25 - 49 Boxes | 2 | 13.00 (VDT20) | 18.00 (VDT21) | 24.00 (VDT22) | 29.00 (VDT23) |
| 50 - 99 Boxes | 3 | 37.00 (VDT30) | 48.00 (VDT31) | 59.00 (VDT32) | 70.00 (VDT33) |
| 100-200 Boxes | 4 | 97.00 (VDT40) | 119.00 (VDT41) | 142.00 (VDT42) | 164.00 (VDT34) |
| 200 Plus Boxes | | ICB* | ICB* | ICB* | ICB* |

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the tariff rate for each mailbox. This discount pricing applies to Business Basic and Business Deluxe packages only.

B. The minimum charge for services provided is one month.

* Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

VOICE MAIL SERVICE (Continued)

VI. SPECIAL CONDITIONS

- A. Voice Mail service requires a touch-tone (dual tone multi-frequency DTMF) compatible telephone set.
- B. Rotary hunting services may not be compatible with Voice Mail service.
- C. Partitioning of Voice Mail mailboxes into sub-mailboxes does not increase the storage capacity of the Voice Mail mailbox. Partitioning subdivides the storage capacity of the mailbox.
- D. Voice Mail service may be offered to a customer as a stand-alone service and can be provisioned without requiring the customer to subscribe to local exchange service.
- E. Some operating conditions, facilities restrictions and limitations may prevent Wake-Up/Reminder from activating at the precise time designated by the subscriber.
- F. The number out-dialed for pager notification, Constant Touch, Wake-Up Service, Operator Revert or Special Delivery is restricted to local or toll free calls only.
- G. Visual MWI is offered only where technically available. Purchase of additional equipment may be required.
- H. If requested, the Company will furnish one alphabetical directory listing, without charge, per telephone number not associated with an access line used in conjunction with Voice Mail service.

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

(N)

I. GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

II. APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

III. TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this tariff.

IV. RATES AND CHARGES

| | <u>Monthly Rate</u> |
|--------------------------------------|---------------------|
| <u>2-Year Term</u> ¹ | |
| ISDN-PRI Bundle | \$575.00 |
| ISDN-PRI Bundle with 20 DID Numbers | 590.00 |
| ISDN-PRI Bundle with 50 DID Numbers | 595.00 |
| ISDN-PRI Bundle with 100 DID Numbers | 600.00 |
| <u>3-Year Term</u> ¹ | |
| ISDN-PRI Bundle | \$475.00 |
| ISDN-PRI Bundle with 20 DID Numbers | 490.00 |
| ISDN-PRI Bundle with 50 DID Numbers | 495.00 |
| ISDN-PRI Bundle with 100 DID Numbers | 500.00 |
| <u>5-Year Term</u> ¹ | |
| ISDN-PRI Bundle | \$425.00 |
| ISDN-PRI Bundle with 20 DID Numbers | 440.00 |
| ISDN-PRI Bundle with 50 DID Numbers | 445.00 |
| ISDN-PRI Bundle with 100 DID Numbers | 450.00 |

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

(N)

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

(N)

V. SPECIAL CONDITIONS

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

(N)

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

(N)

V. SPECIAL CONDITIONS (Continued)

- H. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
- I. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.
- J. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in IV. Rates and Charges preceding.

(N)

OPERATOR SERVICES

I. GENERAL

Operator Services are furnished to customers upon their request to assist in the completion of calls. The following services are offered:

A. Busy Verification¹

The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer. (C)

B. Busy Interrupt¹

The operator, at the request of the customer and being informed that an emergency exists, will interrupt conversation on the exchange access line and inform the called party that an attempt to place a call to that line is being made. (C)

C. 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).

D. 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.

E. 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.

F. 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.

¹ Discontinued as of March 1, 2018.

OPERATOR SERVICES

I. GENERAL (Continued)

G. 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.

H. 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.

I. Live Operator

In addition to other operator service charges set forth in this section (or wherever the other operator service charges reside in the tariff), 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.

(N) (L)

(N)

(L)

(L) Material relocated to Section 35, Sheet 3.

(N)

OPERATOR SERVICES

II. RATES AND CHARGES

| | <u>Per Call</u> | |
|--------------------------------------|-----------------|-----|
| Busy Verification ¹ | \$1.00 | |
| Busy Interrupt ¹ | \$1.00 | |
| Operator Assisted Station to Station | \$2.25 | |
| Collect | \$2.25 | |
| Operator Assisted Person to Person | \$3.00 | |
| Operator Assisted Time and Charges | \$2.00 | |
| Operator Assisted – Corrections | \$2.25 | |
| Billed to Third Number | \$2.25 | |
| Live Operator | \$1.50 | (N) |

¹ Discontinued as of March 1, 2018.

(L) Material relocated from Section 35, Sheet 2.

(N)