OGDEN TELEPHONE COMPANY
d/b/a FRONTIER OGDEN TELEPHONE COMPANY

GENERAL CUSTOMER SERVICES CATALOG

IN THE

STATE OF NEW YORK

INCLUDING

RATES, REGULATIONS,
AND EXPLANATION OF TERMS

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GENERAL CUSTOMER SERVICES CATALOG

Contacting the Public Service Commission

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

1. By Phone:

   Helpline (for complaints/inquiries):
   1-800-342-3377 for Continental United States or,
   1-800-662-1220 for Hearing/Speech Impaired: TDD or,
   518-472-8502 for fax

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

3. By Mail:

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

GENERAL CUSTOMER SERVICES CATALOG

When changes are made on any catalog sheet, such changes will be identified through the use of the following symbols placed in the right side margins:

(C) To signify changed regulation

(D) To signify discontinued rate or regulation

(I) To signify increase

(L) To signify matter relocated without change

(N) To signify new rate or regulation

(R) To signify reduction

(S) To signify reissued matter

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

(Z) To signify a correction

GENERAL CUSTOMER SERVICES CATALOG

TABLES OF CONTENTS

Title	SECTION
Table of Contents	
Index	
Definition of Terms	1
General Regulations	2
Basic Local Exchange Service	3
Special Construction	4
Foreign Exchange Service	5
Interconnection Service	6
Centrex Service	7
Miscellaneous Services	8
Custom Calling Services	
Custom Calling Local Area Signaling Service (CLASS)	
Remote Call Forward (RCF)	
Toll Control Service	
Audio Teleconferencing Service (ATS)	
Private Line Service	
Direct Inward Dialing (DID)	
Critical Facilities Administration Service (CFAS)	
Telecommunications Service Priority (TSP)	
Blocking Service	
Business Traffic Study Service	
Operator Services	
Directory Listings	
Customized Number Service	
Convenience Fee	(N)
Bundled Services	9
Promotions	10

GENERAL CUSTOMER SERVICES CATALOG

DEFINITION OF TERMS

ACCESSORIES

The term "Accessories" denotes devices which are mechanically attached to, or used with, the facilities furnished by the Telephone Company and which are independent of, and not electrically connected to, the conductors in the communications path of the telecommunications system.

ADJACENT CENTRAL OFFICE DISTRICTS

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

ALTERNATE ROUTING (AR)

Allows E911 calls to be routed to a designated alternate location of (1) all E911 exchange lines to the primary PSAP are busy, or (2) the primary PSAP closes down for a period (night service).

ANCILLARY EQUIPMENT

Items of terminal equipment other than station sets, coin telephones, PBX systems, key telephone systems and data communications equipment.

ANSWERING BUREAU SERVICE

Facilities and service utilized by an answering bureau engaged in the business of answering incoming telephone calls of other subscribers.

APARTMENT HOUSE

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

APPLICANT

The developer, builder or other person, partnership, association, corporation or governmental agency applying of the construction of telephone or electric distribution lines in a subdivision.

ASCII

American Standard Code for Information Interchange. An eight level code for data transfer adopted by the American Standards Association.

ASYNCHRONOUS

Transmission in which each information character is individually synchronized usually by the use of start-stop elements. The gap between each character is not of a fixed length.

DEFINITION OF TERMS

AUTHORIZED PROTECTIVE CONNECTING MODULE

A protective unit designed by the Company and manufactured under the control of Company quality assurance procedures, which is incorporated in a Conforming Answering Device.

AUTOMATIC LOCATION IDENTIFICATION (ALI)

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's will be identified with the address of the telephone number at the main location.

AUTOMATIC NUMBER IDENTIFICAITON (ANI)

The calling party's ANI telephone number is forwarded to the E911 Control Office and to the PSAP's Display and Transfer Units.

AUTOMATIC NUMBER IDENTIFICATION-DIRECT (ANI-DIRECT)

The calling party's telephone number is forwarded directly to the municipality's PSAP without being routed via a control office. Municipalities subscribing to ANI-Direct will not be provided selective routing and must accept all E911 traffic originating from the specific central office servicing their area and the single button transfer feature is not offered. Customers subscribing to ANI-Direct have the option of also subscribing to the Automatic Location Identification feature.

BASE RATE AREA

The portion of an exchange specified in the local exchange tariff where tariff rates for local service apply without exchange line mileage or locality rates. The local service rates applicable in this area are known as Base Rates.

BIT

The smallest unit of information in the Binary System of notation.

BOARDING HOUSE

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

BRIDGED LINE

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

DEFINITION OF TERMS

BUILDING

A structure enclosed within exterior walls or firewalls, build, erected, and framed of component structural parts and designed for permanent residential occupancy.

CALL INITIATION

The point in time when the network and exchange facility are initially allocated for the establishment of a specific call.

CALL TERMINATION

The point when the exchange network facility allocated to a specific call is released for reuse by the network.

CENTRAL OFFICE

An operating office of the Telephone Company where connections are made between telephone exchange lines.

CENTRAL OFFICE DISTRICT

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

CENTRAL OFFICE LINE

A line providing direct access from a telephone or switchboard to a central office. Central Office Lines subject to PBX rate treatment are more specifically referred to as Central Office Trunks.

CERTIFIED ANCILLARY AND DATA EQUIPMENT

The term Certified Ancillary and Data Equipment denotes ancillary and data equipment which is certified in accordance with orders of the New York Public Service Commission in Case 26894. Such certification will be performed by a testing laboratory authorized to certify by the New York Public Service Commission using the standards contained in Part 68 of the Federal Communications Commission Rules and Regulations.

CHANNEL

The term channel denotes a point-to-point unidirectional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of a single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

DEFINITION OF TERMS

CHARACTER

An alphanumeric or symbolic unit is represented by 8 bits of data information.

CHANNEL CONVERSION

The term “Channel Conversion” denotes the termination of 1.544 Mbps Service at a customers’ location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the customer.

CHANNELS SERVICE UNIT

A Channel Service Unit (CSU) is the equipment located at the customer’s premises, which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability. The CSU can be customer provided.

CITY BLOCK

An area bounded on all sides by streets or highways or by a combination of streets or highways and one or more other barriers, such as a canal, river or railroad. It is an area generally comparable in size to surrounding blocks.

CLUB

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

COLLEGE

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

COMMON BATTERY SERVICE

Dial or manual telephone service for which the electrical energy for talking and signaling is furnished from a central point.

COMMUNICATIONS SYSTEMS

The term "Communications Systems" denotes channels or other facilities, which are capable when not connected to exchange and message toll telecommunications service, of two-way communications between Subscriber-Provided Terminal Equipment or Telephone Company stations.

GENERAL CUSTOMER SERVICES CATALOG

DEFINITION OF TERMS

COMPOSITE DATA SERVICE

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

COMPOSITE DATA SERVICE VENDOR

The term “Composite Data Service Vendor denotes a subscriber that has been certified by the FCC pursuant to Section 214 of the Communications Act of 1934, as amended, and by any other regulatory body from which certification is required, to acquire and operate facilities to perform data switching for others. A subscriber shall be classified as a Composite Data Service Vendor only with respect to use of those exchange and/or private line, or Wide Area Telephone Service (WATS) [1] which are utilized for the provision of composite data service. (C)

CONCENTRATOR - IDENTIFIER LINE

A line connecting a concentrator located in a central office building to an identifier located in an answering bureau.

CONFORMANCE NUMBER

An identifying number assigned by the Company to a particular model of Conforming Answering Device incorporating an authorized protective connection module when that model of Device is in conformance with the provision set forth in the Technical Reference for Conforming Answering Devices.

CONFORMING ANSWERING DEVICE

A subscriber-provided device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged. The Conforming Answering Device may include remote interrogation and/or device function control. A conforming Answering Device must incorporate an authorized protective connecting module and must bear a valid conformance number.

CONNECTING ARRANGEMENT

The term "Connecting Arrangement" denotes the equipment provided by the Telephone Company to accomplish the direct electrical connection of subscriber-provided facilities with the facilities of the Telephone Company.

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

DEFINITION OF TERMS

CONNECTING COMPANY

A corporation, association, firm or individual owning and operating one or more central offices, and interchanging traffic directly or indirectly with another Company.

DATA MANAGMENET SYSTEM (DMS)

A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and Automatic Location Identification (ALI) features.

DEFAULT ROUTING (DR)

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits, or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

DIAL PBX SYSTEM

A Dial PBX system consists of dial apparatus supplemented by a switchboard with central office trunks, and PBX stations, and if desired, tie lines. Interconnections are established by the dial apparatus or by an operator at the switchboard.

DIGITAL INTEROFFICE CHANNEL

The term Digital Local Channel denotes a path for low speed service furnished from the designated service central office to the customer's premises.

DIGITAL LOCAL CHANNEL

The term digital local channel denotes a path for Low Speed Digital Service furnished from the designated serving central office of the customer's premises.

DIGITAL LOOP

The term Digital Loop denotes a path for 1.544 Mbps service furnished from the central office to the customer's premises.

DIGITAL TERMINATING EQUIPMENT

The term digital terminating equipment denotes equipment provided by the customer to terminate Low Speed Digital Service at the customer's premises.

DEFINITION OF TERMS

DIRECT ELECTRICAL CONNECTION

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

DIRECTORY DATABASE

A white page listing that identified the subscribers of a Company which may include the subscriber's name, telephone number, address or primary advertising classification used for publication or used in any directory or directory assistance format.

DISPLAY AND TRANSFER UNIT

A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position and used by the attendant to activate Fixed Transfer functions.

DOMESTIC ESTABLISHMENT

The premises occupied by a family as a residence. A family consists of a group of persons related by blood or law, including their servants and guests, or not more than four unrelated persons, who maintain a common residence and share the use of facilities such as kitchen, dining room, living room, etc.

DROP WIRE

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

EMERGENCY SERVICE NUMBER (ESN)

A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which combinations are designated by the customer.

END OFFICE

The Central office(s) in the E911 System from which E911 calls are originated.

ENHANCED E911 (E911) CONTROL OFFICE

The office providing tandem-switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing (SR) feature, call transfer capability and certain maintenance function for each PSAP.

DEFINITION OF TERMS

ENHANCED 911 SERVICE AREA

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 CUSTOMER

The term customer, when used with E911 Public Emergency Communications Service, denotes a governmental agency, which is the customer of record and is responsible for all negotiations, operations, and payment of bills in connection with the provision of this service by the Company.

E911 SERVICE

A complete E911 Service includes Automatic Number and Location Identification, Selective Routing where required, automatic Number and Location Identification Master Controllers, Auxiliary Controllers, Trunk lines, and display units.

EQUIPMENT-TO-EQUIPMENT CONNECTION

The term equipment to equipment connection means the connection of equipment, which by itself cannot be registered for direct use with the telecommunications network, but can be registered or used with host terminal equipment or communications systems which in turn may be registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations for direct connection to the telecommunications network.

ERROR

The term error within this catalog refers to a discrepancy or unintentional deviation by the Company from what is correct or true. Reference to an error can also include omission in records.

EXCHANGE

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

EXCHANGE ACCESS LINE

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

EXCHANGE SERVICE

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

DEFINITION OF TERMS

EXCHANGE STATION

A station on an Exchange Line.

EXTENSION GONG

A loud sounding bell operated by central office ringing current and used in noisy or other location where a common type of bell would not be heard.

FIXED TRANSFER

Enables a PSAP attendant to transfer incoming E911 calls to secondary PSAP by use of a single button on the Display and Transfer Unit. Requires a trunk line for activation.

FLAT RATE SERVICE

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified local calling area.

FORCED DISCONNECT

A function of the E911 Central Office trunk circuit, which enable the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines.

FOREIGN CENTRAL OFFICE

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

FOREIGN EXCHNAGE LINE MILEAGE

Foreign exchange line mileage is mileage applicable to a central office line from a foreign central office.

GENERAL DISTRIBUTION PLANT

Facilities used to provide basic telephone service of the customers of an exchange.

GENERATOR SIGNALING

Signaling over the talking circuit actuated by a ringing key where central office ringing power is available or by a hand generator where central office ringing power is not available.

DEFINITION OF TERMS

GRANDFATHERED SERVICES

Services no longer offered to new customers. These service are limited to existing customers at existing locations.

HEADSET

A hands-free, multi-wire device containing acoustic-to-electric (transmitter) and electric-to-electric (receiver) transducers, normally worn on the head of the user for close talking, which provides for the transmission of human speech.

HOSPITAL

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

HOTEL

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

INCOMING SERVICE GROUP

Two or more Central Office Lines arranged so that a call for the first line is completed to a succeeding line in the group when the first line is in use.

INTERCEPT LINE

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

INTERCOMPANY FOREIGN EXCHANGE SERVICE

Intercompany foreign exchange service is foreign exchange service between adjacent or non-adjacent exchanges furnished jointly by two telephone companies.

INTERFACE

That point on the premises of the subscriber at which provision is made for connection of other than Telephone Company provided facilities or facilities provided by the Telephone Company.

INTEROFFICE MILEAGE

The Segment of a line, which extends between the central offices service the originating and terminating points.

GENERAL CUSTOMER SERVICES CATALOG

DEFINITION OF TERMS

INTERRUPTION

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors. Interruption does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the customer or where the Company, pursuant to the terms of this catalog, suspends or terminates service because of non-payment of bills due the Company, unlawful or improper use or the facilities or service, or any other reason covered by this catalog or the tariff on file. No allowance shall be made for interruptions due to electric power failure where, by the provision of this catalog, the customers is responsible for providing electric power. Allowance for interruption of message rate service will not affect the customer's local call allowance during a given billing period.

JOINT USER

A person, firm, or corporation, which uses the telephone service of a subscriber.

KEY EQUIPMENT

Keys in base of a combined hand telephone or in a separate key box providing pickup, hold and cut-off of lines.

KILOBIT

A kilobit is one thousand bits.

LEASED CHANNEL

A leased channel is an electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

LOCAL BATTERY SERVICE

Source of talking power located at the subscriber's station.

LOCAL CALL

A call between telephones within a local calling area. There is no charge for calls made by a flat rate customer within their primary local calling area. For message rate customers, there is a one-message unit charge for calls, in excess of the call allowance, made within the primary local calling area.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

DEFINITION OF TERMS

LOCAL MESSAGE

The unit of charge for local calls.

LOCAL SERVICE

Telephone exchange service within a Local Calling Area.

LOCALITY MILEAGE

Locality mileage is the mileage applicable to a central office line of a subscriber located outside the base rate area but within the central office district.

LOCALITY RATE
A uniform rate for local service within an area outside the Base Rate Area.

LOOPS

Loops are segments of a line, which extend from the serving central office to the originating and to the terminating point.

MANUAL PBS SYSTEM

A manual PBX system consists of a switchboard, with central office trunks, and PBX station and if desired tie lines. Interconnections are established by an operator at the switchboard.

MANUAL TRANSFER

Enables the primary PSAP attendant to transfer an incoming call to a secondary PSAP by depressing the switchhook of the associated telephone or the add button on the display and transfer unit and dialing with a 7 or 10 digit telephone number or a 2 digit Speed calling code. Manual Transfer is associated with the E911 trunk unit. This feature is used to transfer calls to another agency of the customer for which there is no button on the Display and Transfer Unit.

MASTER STREET ADDRESS GUIDE (MSAG)

A list of all street and address ranges in a specific geographic area.

MEGABIT

A megabit is one million bits.

DEFINITION OF TERMS

MESSAGE RATE SERVICE

The type of exchange service provided at a monthly rate with an additional charge for each local message or message unit used in excess of a specified allowance.

MESSAGE UNIT

The unit of charge for local calls for service where message rate schedules apply.

MOTEL

An establishment offering lodging and parking facilities to motorists.

MOVE

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

MULTIPLE-OCCUPANCY-BUILDING

A structure, including row houses, enclosed within exterior walls or fire walls, built, erected and framed of component structural parts, and designated to contain four or more individual dwelling units for permanent residential occupancy.

MULTI-POINT LINES

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

NETWORK CONTROL SIGNALING

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

NETWORK CONTROL SIGNALING UNIT

The term "Network Control Signaling Unit" denotes the terminal equipment used for the provision of Network Control Signaling.

DEFINITION OF TERMS

NEUTRALIZING TRANSFORMER

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

NODE

The term node denotes the location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

NONPOWERED CONFERENCING EQUIPMENT

A portable plug ended device, without active element, consisting of a multi-winding transformer and manual line switched designed to bridge two or more, but not to exceed five central office, PBX or Centrex lines appearing on four and six button key telephone instruments equipped with both hold and illumination features.

NORMAL CENTRAL OFFICE

The central office which normally serves the subscriber's location.

PBX

An abbreviation for private branch exchange.

PRIMARY CALLING AREA

For message rate telephone services, the primary calling area is that area within which a charge of one message unit is applicable for a sent-paid telephone call from an untimed service. For flat rate telephone service, the primary calling area is that area within which no message charge is applicable for a sent-paid telephone call.

PRIVATE BRANCH EXCHANGE SERVICE

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnection PBX station lines by means of a switchboard or dial apparatus.

DEFINITION OF TERMS

PUBLIC SAFETY ANSWERING POINT (PSAP)

An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees or service agencies such as police, fire or emergency medical or by employees of a common bureau servicing a group of such entities, and not by agents or employees of the telephone company.

RATE CENTER

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

REGISTERED EQUIPMENT

The term registered equipment means equipment, which complies and has been approved within the Registration provision of part 68 of the Federal Communication Commission's Rules and Regulations.

RESALE OF SERVICE

The subscription to communications services and facilities by one entity and the reoffering of communications services to the public (with or without "adding value") for profit.

REWIRE

A rewire is a subscriber-initiated change in the termination of a line to a different key or jack in station key equipment, switchboard, or answering turret of the same subscriber in the same building.

ROOMING HOUSE

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

SAME BUILDING

Any single building, except that when a building has only one story above ground and is divided into units, such as stores, without access between the units, each unit is considered a building.

Abutting buildings, or sections of a structure divided above the basement by building walls, are classed as the same building only when openings such as doorways, through the walls above the basement are in general use and afford ready access at all times between the abutting buildings or the sections. When the openings through the dividing walls are accessible to one subscriber only, the abutting buildings or sections are classed as the Same Building for that subscriber only.

DEFINITION OF TERMS

SAME PREMISES

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

SCHOOL

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

SELECTIVE ROUTING (SR)

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

SERVING CENTRAL OFFICE

The central office from which local service is furnished.

SHARING OF SERVICE

Sharing is a "non-profit" arrangement in which several users collectively use communications services and facilities provided by a carrier with each user paying the communication related cost associated therewith according to the pro-rata usage of the communications services and facilities.

STATION

The term "Station" denotes the telephone set at the subscriber's premises, which enables the subscriber to establish communication connections and to effect communications through such connection.

SUBSCRIBER-PROVIDED TERMINAL EQUIPMENT

The term "Subscriber-Provided Terminal Equipment" denotes devices, apparatus and their associated wiring, provided by a subscriber, which enables the subscriber to establish communication connections and to effect communications through such connections.

SUBDIVISION

A tract of land divided into lots for the construction of new buildings, or the land on which new multiple-occupancy buildings are to be constructed, the development of either of which has been approved by governmental authorities having jurisdiction over land use.

DEFINITION OF TERMS

SUSPENSION

The terms "Suspended" or "'Suspension" shall mean the interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of incoming and outgoing service.

SWITCHBOARD

An apparatus which enables an operator to interconnect lines by means of keys or cords, or where interconnection is accomplished by means of dial apparatus.

SYNCHRONOUS

Transmission in which there is a constant time interval between bits, characters, or events.

SYSTEM

The term system represents the increment in which the service is offered. A system refers to one T-carrier system equivalent to 24 voice channels.

TELEPHONE CALL

A connection between two telephone stations through the exchange system.

TELEPHONE GRADE LINES

Lines furnished for voice transmission or for certain signaling purposes

TELETYPEWRITER GRADE LINES

Lines furnished for operation of teletypewriters or Morse service and for leased channels for certain purposes.

TERMINATION OF SERVICE

The terms "Terminated" and "Termination" shall mean the interruption of both going and incoming service.

TIE LINE

A line connecting two switchboards or dial systems.

DEFINITION OF TERMS

TOLL CALL

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

TRUNK LINE

See Central Office Line.

TURRENT LINE

A line connecting a private branch exchange to order equipment.

TWO-POINT LINES

Lines which have one originating and one terminating point.

UNDERGROUND TELEPHONE DISTRIBUTION SYSTEM

A distribution system in which all distribution cable sections and associated service wire runs are placed below ground, either direct, buried or in conduit, as specified need dictated and may include: rear wall cable placed on connected row houses and pedestal terminals necessary to facilitate installation, operation, and subsequent maintenance of the underground distribution system.

GENERAL REGULATIONS

A. APPLICATION OF RATES AND CHARGES

1. Business and Residence Rates

Determination as to whether subscriber service (as distinguished from public telephone service and exclusive of semi-public telephone service) should be classified as business or residence service is based on the character of the use to be made of the service.

Service is classified as business service where the use is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or advertised for business purposes. Where the business use, if any, is merely incidental and where the major use is of a social or domestic nature, service is classified as residence service.

An important index of the character of use of a service is found in the application of the subscriber as to the form of the directory listing desired. In any case where other than a residence designation is desired except as qualified in "a." below, the use is presumed to be of an occupational nature. Except for the residential Work @ Home Program which makes all Yellow Leaf No.s products available to any residential participant in the Program. The Work @ Home Program provides the following features:

- No White Leaf No.s listing of business name
- No free semi-bold listing in the Yellow Leaf No.s
- Business name not listed in directory assistance
- A credit application is required on every Work @ Home account

Where the Company reasonably believes that residence rates are being charged for service for which business rate properly apply, the Company shall so notify the customer, who must make arrangements for conversion of the service to business rates, or demonstrate that residence rates are properly applicable. In disputed cases, the customer must make reasonable accommodation for the company to observe the use of service at the location.

a. Business rates apply to service furnished:

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

2) In hotels, apartment houses, clubs and boarding and rooming houses except when all stations are within the subscriber's domestic establishment and no business listings are provided; colleges, college fraternity or sorority houses, hospitals and other institutions; and in churches except when the station is located in the clergyman's study and listed in the clergyman's name, not in the name of the church.

GENERAL REGULATIONS

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

1. Business and Residence Rates (Cont'd)

a. Business rates apply to service furnished: (Cont'd)

3) At any location when the listing, public advertising, or display of a business sign indicates a business, profession or office except as otherwise provided in this catalog.

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

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

6) At any location where the customer resells or shares exchange service.

7) Public Access Line Service. This service is classified as a business service regardless of the location.

8) At any location where zoning does not permit residential use.

b. Consideration for Business Rates

Business rates apply to service provided at any location used for business purposes. In determining whether a location is used for business purpose the Company may consider, among all item in (a) above and the following

1) The number of telephone lines servicing the location.

2) The type(s) of service(s) provided to the location.

3) The activities conducted at the location, as observed by or disclosed to Company employees.

4) The type and quantity of telephone equipment used at the location.

5) Employment information provided by the customer or applicant for service.

GENERAL REGULATIONS

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

1. Business and Residence Rates (Cont'd)

   c. Residence rates apply at the following locations:

      1) In private residences or residential apartments of hotels and apartment houses for domestic use and not for substantial occupational use.

      2) For service provided to individual members of clergy at a church when business service is already established at the church and the purpose of the residential service is for personal use.

      3) In college fraternity or sorority houses, convents and monasteries for domestic, rather than occupational, use in residential quarters.

      4) To the residential portion of a location used for both residence and business purposes, where the use of the service is for domestic purposes and where the business use, if any, is occasional.

   d. Residence rates do not apply to service furnished:

      1) In residential locations if the listing indicates a business or profession, except as otherwise provided by this catalog.

      2) In residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

2. Flat Rate Service and Message Rate Service on Same Premises Flat rate service and message rate service will not be furnished on the same premises except as follows:

   a. Flat rate service for the exclusive use of the subscriber may be furnished to a subscriber to semi-public service or to a hotel, apartment house, club or hospital that subscribes to message rate service for the use of its guests, tenants, patrons or patients.

   b. Flat rate service and message rate service may be furnished on the same premises only where the services are furnished from different exchanges.

3. Where the Company reasonably believes that residence rates are being charged for service for which business rates properly apply, the Company shall so notify the customer, who must make arrangements for conversion of service to business rates, or demonstrate that residence rates are properly applicable. In disputed cases, the customer must make reasonable accommodation for the Company to observe the use of service at that location.

GENERAL REGULATIONS

B. USE OF SERVICE AND FACILITIES

1. Use of Service

a. Business and Residence Service

The use of business service and facilities is restricted to the subscriber, and the customers of resellers of service in accordance with paragraph b. following except as otherwise provided by this catalog.

The use of residence service and facilities is restricted to the subscriber, the members of the subscriber's domestic establishment except as otherwise provided by this catalog.

Services and facilities are furnished only for communications in which the subscriber and the aforementioned persons have a direct interest and shall not be used for collection, transmission or delivery of communications for others except as otherwise provided by this Catalog.

The Telephone Company shall not be required to furnish service or facilities where the circumstances are such that the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Telephone Company's plant, property or service.

b. Resale and Sharing of Service

1) The Telephone Company will permit the resale or sharing of basic local exchange service and private line services, subject to the following terms and regulations:

a) "Resale" is the reselling by a subscriber of the subscriber's service to others for profit.

"Sharing" is the shared use by a subscriber with others on a shared cost (non-profit) basis of the subscriber's service.

b) Resellers are required to obtain a Certificate of Public Convenience and Necessity issued by the Public Service Commission, State of New York.

c) The Telephone Company will not be responsible for the manner in which the use of service charges are allocated to others by a subscriber who resells or shares service. All applicable rates and charges for such service will be billed to the subscriber.

d) Orders for service will be accepted by the Telephone Company only from the subscriber.

GENERAL REGULATIONS

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

1. Use of Service (Cont'd)

b. Resale and Sharing of Service (Cont'd)

2) Service on which resale or sharing is permitted:

a) Resale of exchange service will be permitted only on message rate or measured business rate individual and trunk lines. Flat rate exchange service, except specially rated lines connected to FCC registered customer owned coin operated telephones (COCOT).

b) Sharing of exchange service will be permitted on message rate or measured business rate individual and trunk lines. Flat rate exchange service, except specially rated lines connected to FCC registered customer owned coin operated telephones (COCOT).

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

d) Customers of resellers will be permitted to terminate their Telephone Company provided lines on a common PBX.

e) When a reseller provides service to a number of customers through a common PBX, the responsibility of the Telephone Company ends at the trunk lines which terminate in the switchboard.

3) Directory listings for the customers of subscribers who resell or share service will be provided at the rates for business additional listings as set forth in the company tariff. The reseller accepts responsibility for the composition and accuracy of these listings, as well as the monthly charges.

4) The Telephone Company shall not be required to permit resale or sharing of service provided by the Telephone Company where the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Telephone Company's plant, property or service.

GENERAL REGULATIONS

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

1. Use of Service (Cont'd)

b. Resale and Sharing of Service (Cont'd)

5) In the event that provision of interoffice circuits becomes a problem because of demand from resellers that could not reasonably be anticipated and included in Telephone Company forecasts, the Telephone Company may require a minimum of six months' notice of circuit requirements from resellers.

6) When an application is cancelled or changed prior to the establishment of service requested by a reseller, termination charges will apply.

7) Maintenance Service Charges included in the tariff apply as appropriate.

c. Protection of Telephone Company Plant, Property and Service

The telephone company shall not be required to furnish services to a reseller where the proposed use of the service would tend to injuriously affect the efficiency of the Telephone Company's plant, property or service.

2. Use and Ownership of Directories and Unauthorized Attachments

Telephone directories distributed from time to time by the Telephone Company remain the property of the Telephone Company, shall not be mutilated, and shall be surrendered upon request or upon delivery for the subsequent issue. No binder, holder, insert, auxiliary cover or attachment of any kind shall be attached to or used with the directories owned by the Telephone Company, which mutilates the directory or is so attached as to impede reference to essential service information or otherwise interfere with service.

3. Use and Ownership of Equipment and Unauthorized Attachments or Connections

Unauthorized attachments or connections of the Telephone Company's equipment, channels and lines shall be carefully used. Equipment furnished by the Telephone Company shall remain its property and be returned to it whenever requested, in as good condition as reasonable wear will permit.

GENERAL REGULATIONS

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

4. Broadcast of Recordings of Telephone Conversation and Incoming Messages

Broadcasting of a recording of a telephone conversation or incoming message during the period of recording is permitted provided that the recording is made in accordance with regulations set forth in this catalog and any applicable regulations from the FCC.

5. Content Related Services

Customers wishing to establish any content related services must adhere to the terms and conditions in this catalog.

GENERAL REGULATIONS

C. OBLIGATION OF TELEPHONE COMPANY

1. This Company does not transmit telephone messages, but offers, subject to the terms and conditions specified in this Catalog, the use of the facilities where available for communication between parties.

   The Telephone Company's obligation to furnish facilities and service is dependent upon its ability

   a. To secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment,

   b. To secure and retain, without expense to it, suitable space for its plant and facilities in the building where service is or is to be provided,

   c. To secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein, or

   d. To secure compliance with the provisions of this Catalog as to underground construction by the subscriber or any other party in interest, such as the applicant for service or the owner or operator of the premises where service is or is to be provided, and

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

D. LIABILITY

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

   The customer is required to reimburse the Telephone Company for any loss of, or damage to telephone facilities or equipment, on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

GENERAL REGULATIONS

D. LIABILITY (Cont'd)

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

a. Service Interruptions

A service interruption is considered to occur when the customer is unable to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors. Interruption does not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network difficulties such as slow dial tone, circuits busy or other network and /or switching capacity shortages. Nor shall the interruption allowance apply wherever service is interrupted by the negligence or will act of the customer, or where the Company, pursuant to the terms of this catalog, suspends or terminates service because of non-payment of bills due the Company, unlawful or improper use of the facilities or service, or any other reason covered by this catalog. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this catalog, the customer is responsible for providing electric power. Allowance for interruptions of message rate service will not affect the customer's local call allowance during a given billing period.

When, after notice by the customer to the Company of an interruption of service continues to be interrupted, a credit allowance will be given if the interruption continues for at least 24 hours. The allowance is equal to a portion of the tariffed monthly rate for all services and facilities furnished by the Company that are rendered useless or substantially impaired. The allowance shall apply as follows with respect to the period of interruption that continues after such notice:

b. If interruption continues for less than 24 hours:

If the allowance is requested of the business office by the customer on the grounds that his service for the day was substantially impaired by such interruptions, then, for that day:

1) $1/30^{th}$ of such monthly rate, if there was not a previous interruption of at least 24 hours in the same billing period.
2) $2/30^{th}$ of such monthly rate, if there was a previous interruption of at least 24 hours in the same billing period.

c. If interruption continues for more than 24 hours:

If the interruption is caused by storm, fire, flood or other condition out the of the Company's control, $1/30^{th}$ of such monthly rate for each 24 hours (or fraction thereof).

GENERAL REGULATIONS

D. LIABILITY (Cont'd)

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

c. If interruption continues for more than 24 hours: (Cont'd)

For other interruptions, 1/30th of such rate for the first 24 hours and 2/30th of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours more than once in the same billing period, the 2/30th allowance applies for the first 24 hours of the second and subsequent interruptions.

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

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

e. Use of facilities of other companies

When the facilities of other companies are used in establishing a connection, the Company is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.

f. Indemnification by Customer

The customer indemnifies and holds the Company harmless against claims for libel, slander, or infringement of copyright arising from the material transmitted over its facilities against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company or the customer.

GENERAL REGULATIONS

D. LIABILITY (Cont'd)

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

g. Customer-provided Equipment

The services and facilities furnished by the Company, in addition to the limitations set forth above, also are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omission, interruptions, delays, errors or defects in transmission or other injury, included but not limited to, injuries to person or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided equipment or premises wire.

h. Credit to Customer

Credits attributable to any billing period under the preceding paragraphs shall not exceed the total charges for that period for the services and facilities furnished by the Company rendered useless or substantially impaired.

i. Liability of the Company for Directory Listing Errors

In the absence of gross negligence or willful misconduct and except for the allowances states elsewhere in this catalog or with the tariff on file, no liability for damages arising from errors in directory listings or errors in listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. A listing is considered in error only when it makes it difficult to locate a customer's telephone number. An address is considered in error only when it shows the customer on the wrong street or in the wrong community. The customer must notify the company of an error.

Allowances or credits as specified shall be given upon notice to the Company by the customer that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the customer.

GENERAL REGULATIONS

E. TELEPHONE NUMBER CHANGES

The Company reserves all rights to the telephone numbers assigned to customers, including Customized Numbers. The customer has no right to be assigned a particular number unless they agree to pay Customized Number rates which are provided where facilities permit. The customer has no ownership of any telephone number.

When existing service is continued for a new customer, the telephone number may be retained by the new customer only if the former customer consents, and if all charges against the account are paid or assumed by the new customer. Unless the Company's billing facilities can do differently, only one bill covering the full month that the conversion to the new customer took place will be issued. It shall be the responsibility of the new customer to ensure that all charges from either party are fully paid. The Company is not responsible for the release of billing information for the previous customer on the bill, which is sent to the new customer.

F. ACCESS TO SUBSCRIBER'S PREMISES

The Telephone Company and its employees may have access to the subscriber's premises at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Telephone Company's facilities or making collections where coin telephone service is provided.

G. MINIMUM CHARGES

1. General

The minimum charge for exchange service and facilities, private line service and facilities and leased channels is the applicable cataloged/Tariffed rate for one month except as otherwise provided in this Catalog or in the Tariff. Customers must pay the regular cataloged rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the equipment is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is used in calculating the minimum period of service.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property by fire or similar cause requiring the premises to be abandoned or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer after the first month at the original customer's same premises, the minimum period of service requirements are assigned to the new customer if he agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service originally was furnished.

GENERAL REGULATIONS

G. MINIMUM CHARGES (Cont'd)

2. Seasonal Service [1] – Grandfathered as of May 12, 2020 (C)

a. Seasonal Service is available to customers that leave the Company's serving area for an extended period of time but switch to retain their existing telephone service while away.

b. All local service charges are reduced by the Seasonal Service discount which runs from May through to October.

c. In order to receive the seasonal discount during this time period a customer must first subscribe to regular exchange for the minimum regular service period listed. A customer cannot receive a seasonal discount for more than the maximum seasonal service period. A minimum period of service may also apply.

d. Only the basic monthly access line rate is reduced by the seasonal discount rate, unless otherwise stated.

e. The Company's practices covering the discontinuance of service for non-payment of any amount due the Company for telephone service will apply.

f. The Company may request that payment for service be made in advance.

g. If service is established at the same location for a second customer, the new customer must have regular exchange service for the number of months specified below in order to qualify.

h. Rates (All Exchanges)
Option 1

	Residential	Business
Minimum Period of Service	6 months	6 months
Minimum Regular Service Period	1 month	1 month
Maximum Seasonal Service Period	6 months	6 months
Reconnection Rate	$25.34	$25.34
Option 2		
Discount Rate (Outbound calls only)	50%	50%

[1] This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020. (N)

GENERAL REGULATIONS

G. MINIMUM CHARGES (Cont'd)

3. Vacation Get Away Service

a. General

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

b. 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.

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 service order confirmation will be sent to the customer at the time of restoral. (C)

7) (D) (D) (D)

8) Vacation Get Away Service will be available where technically feasible.

9) Charges for Vacation Get Away Service will be a monthly recurring fee. (C)

c.

Rates	Recurring Charge	(D)
Vacation Get Away Service	$5.00	(C)

GENERAL REGULATIONS

G. MINIMUM CHARGES (Cont'd)

4. Voluntary Suspension of Service [1] – Grandfathered as of May 12, 2020 (C)

Incoming and outgoing service will be suspended at the customer's request on all or part of the customer's central office lines. The facilities associated with a suspended central office line can also be suspended at the customer's request. The equipment is left in place and directory listing are continued without change.

A customer can have service suspended for a maximum period of seven months at a discounted rate of 50% for business measured or Flat rate residential customers.

Monthly construction charges apply regardless of suspension

To suspend and subsequently restore service, applicable connection charges may apply for each line suspended.

Partial suspension of service on the same premises is not permitted. All services furnished the customer on the same premises and all associated mileage service must be suspended at the same time.

All suspended services on the same premises must be restored at the same time.

H. POWER SUPPLY

The customer is responsible for providing suitable electric power when and where required. In the event of a power failure, no allowance is made for interruption of the service connected to the customer's power supply.

[1] This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020. (N)

GENERAL REGULATIONS

I. PAYMENTS AND TERMINATION OF SERVICE

1. Advance Payment

   a. Any applicant for facilities or service who financial responsibility is not established to the satisfaction of the Company may be required to pay in advance a sum not to exceed two times the average monthly bill for basic local exchange service.

   b. Applicants for facilities or service to which construction charges are applicable may be required to prepay the monthly payments for such construction charges, the amount of such prepayment to be computed as provided in the catalog and tariff.

2. Deposits

   a. General

      Subject to the special provisions for residential customers, set forth below, any applicant or subscriber, whose financial responsibility is not established to the satisfaction of the Telephone Company, may be required to deposit a sum up to an amount equal to the total of the estimated charges for two months for the facilities and service. Such applicant or subscriber who requests or is furnished facilities and service for which a minimum charge of more than one month is specified in this Catalog, may, in addition, be required to deposit a sum to an amount equal to the total of the minimum charge less any installation charge paid by the subscriber.

      The fact that a deposit has been made shall in no way relieve the applicant for or subscriber from complying with the Catalog regulations for advance payments and for the prompt payment of bills on presentation.

      Either a new customer or an existing customer may be required to make a deposit. The need for a deposit is based on a new customer's ability to establish satisfactory credit and on an existing customer's payment history with the Company.

GENERAL REGULATIONS

I. PAYMENT AND TERMINATION OF SERVICE (Cont'd)

2. Deposits (Cont'd)

b. Special Provisions for Residential Customers

1) Deposits from existing customers.

Except as provided in (3) following, the company may require a deposit from a residential customer if the customer is delinquent in payment, or if the customer's service has been terminated for non-payment once within the preceding six-month period. "Delinquent in payment" means that a customer has received two consecutive telephone bills without making payment of one-half of the total of the two bills. (A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.)

An existing residential customer is any applicant for service who was a customer of the same telephone corporation within twelve months of making the request, provided that prior service was not terminated for non-payment, unless service is requested within 10 days of such termination for non-payment. Applicants for residential service and existing residential customers are permitted to pay deposits in installments over a period not to exceed 6 months.

2) Deposits from New Customers.

A new customer is any applicant for service who has not been a customer of the same the Telephone Company within twelve months of making the request. A new residential customer shall not be required to post a security deposit as a condition or receiving telephone service unless such new customer is a seasonal or short-term customer.

A seasonal customer is an individual who applies for and receives telephone service periodically each year, intermittently during the year or at other regular intervals. A short-term customer is an individual who requires telephone service for a specific period of time that does not exceed one year.

GENERAL REGULATIONS

I. PAYMENT AND TERMINATION OF SERVICE (Cont'd)

2. Deposits (Cont'd)

b. Special Provision for Residential Customers (Cont'd)

3) Deposits from new or existing customers 62 years of age or older.

All new customers or existing customers who are 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for non-payment during the preceding 6 months.

Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by the Company is not received within 30 days from the date of service is connected, or 30 days from the date that verification of age is requested from an existing customer, the Company may suspend or terminate service unless the customer pays the required deposit.

Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.

4) Income Assistance Recipients

The Company shall not require any person it knows to be a recipient of public assistance, supplemental security income or additional state payment to post a deposit.

5) Recent Payment History

Customers who have a recent payment history with the Company are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment. A customer who still owes money to the Company for residential service on a prior account in his or her name shall be offered a deferred payment plan not to exceed 3 months provided that the customer had service for 3 months and was not terminated for non-payment during that period.
(See also - Deferred Payment Agreements).

GENERAL REGULATIONS

I. PAYMENT AND TERMINATION OF SERVICE (Cont'd)

2. Deposits (Cont'd)

c. Interest on deposits:

Simple interest at the rate specified by the Public Service Commission shall be credited or paid to the customer while the Company holds the money. New deposits from residential customers are reviewed after the first 3 monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to residential customers after one (1) year, unless the customer is delinquent in payment, in which case the Company continues to hold it. When the service is discontinued, the amount of any deposit is applied against the final bill, and any balance is returned to the subscriber.

d. Inadequate deposit:

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

e. Return of deposit:

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

3. Responsibility for Local and Toll Message Charges

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

GENERAL REGULATIONS

I. PAYMENT AND TERMINATION OF SERVICE (Cont'd)

4. Payment of Charges

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

b. Bills are due on due date shown on the bill and are payable at any business office of the Telephone Company, or at any other office designated by the Telephone Company.

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

d. Charges for toll messages, and charges in connection with coin box service, are payable upon request.

GENERAL REGULATIONS

I. PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

5. Suspension or Termination for Non-Payment

a. General

In the event of non-payment of bills rendered for service or for failure to post a required deposit, the Telephone Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Restoral Charge as well as any payment due and any applicable deposits. Such suspension or termination shall not be made until:

1) At least five days (10 days for termination) after the customer has either signed for or refused a register letter containing written notification mailed to the billing address of the customer

2) Where termination follows suspension, at least five days must elapse following the date of suspension before service is terminated, unless the customer consents to earlier termination.

3) Telephone Service shall not be suspended or terminated for nonpayment of a bill rendered or required deposit on weekends, the holidays listed below, other federal and state holidays proclaimed by the President or the Governor or on days when the main business office of this Company is not open for business.

4) Telephone service shall not be suspended or terminated for non-payment of a bill rendered or a required deposit on: Weekends; or the following public holidays:

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

GENERAL REGULATIONS

I. PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

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

b. Special Provisions for Residence Customer

1) Suspension/termination notices may not be issued until at least 25 days after the date of the bill unless exceptional circumstances exist and then only in accordance with Commission approved procedures. Bills must be mailed to customers no later than six business days after the date of the bill. The 25 day period shall be extended one day for each day beyond the sixth business day when bills are mailed late.

2) Suspension shall not be made until at least 8 days (20 days for termination) after written notification has been issued.

3) Suspension/termination may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected on December 23, 26, 30 and January 2. At least one attempt shall be made during non-working hours to contact the residential customer by telephone before the date of suspension/termination.

4) No Lifeline customer can be disconnected from Local Service for non-payment of Toll charges. If a Lifeline customer makes a partial payment, the dollars must first be applied to Local Service charges, then applied to Toll Service charges.

c. Exceptions to Suspension and Termination

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

Telephone service shall not be suspended or terminated for:

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

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

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

GENERAL REGULATIONS

I. PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

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

d. Suspension or Termination - Medical Emergencies

For medical emergencies an additional 30 days will be allowed for residential customers before suspension or termination, provided a medical certificate is supplied. The medical emergency status may be extended beyond 30 days upon submission of specified documentation. During the pending emergency, customers will be able to defer payment of monthly charges in an amount set by the Commission until the emergency ceases or it is determined that customers have the ability to pay the charges.

e. Suspension or Termination - Elderly, Blind or Disabled

Where a residential customer is known to or identified to the telephone corporation as being blind, disabled or 62 years of age or older and all other occupants are under 18 years of age, 62 years of age or older, blind or disabled, an additional 20 days will be allowed before suspension or termination may occur. The company shall make a diligent effort to contact by phone or in person an adult resident at the location for purposes of devising a payment plan eight days before the date of suspension or termination.

In cases where service has been suspended or terminated and the Company subsequently learns that the customer is entitled to the protection established under this subdivision, the Company shall within 24 hours of such notification restore service for an additional 20 days and make a diligent effort to contact in person an adult resident at the customer's premises for the purposes of devising a payment plan.

GENERAL REGULATIONS

I. PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

6. Deferred Payment Agreements

a. Existing residential customers with three or more months service and for whom service has not been terminated in the initial three months shall be offered a deferred payment agreement prior to suspension/ terminations. Customers with medical emergencies and customers who are elderly, blind or disabled shall be exempt from such eligibility criteria.

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

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

d. Deferred payment agreements will be for a period of no less than 5 months unless otherwise agreed to by customers and for amounts of up to $150 unless greater amounts are agreed to by the telephone corporation.

e. Down payments shall not exceed the lesser of one-fifth of the amount deferred or three months of a customer's average billing, unless a greater amount is offered by the customer.

f. If a customer on a deferred payment agreement defaults on an existing deferred payment agreement a new DPA need not be offered provided, however that such a customer may have the existing payment agreement renegotiated once within a 24 month period if the customer can demonstrate that his/her financial circumstances have changed significantly because of conditions beyond their control. If a customer has renegotiated the existing DPA once within the last 24 months and has been served normal notification, no further extension of time is necessary before disconnection can occur.

7. Adjusted Payment Schedule

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

GENERAL REGULATIONS

I. PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

8. Verification of Non-payment

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

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

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

9. Disputed Bills

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

b. Telephone service may be suspended or terminated for non-payment of the undisputed portion of a disputed bill or deposit if the subscriber, having been asked to pay such undisputed portion, does not do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment, absent circumstances beyond the Company's control. When circumstances beyond the company's control exist, the service will be connected within 24 hours after the cessation of such circumstances.

c. The Commission or its authorized designee may direct reconnection of service which may be within less than 24 hours.

GENERAL REGULATIONS

I. PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

10. Termination for Cause Other Than Non-payment

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

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

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

b. The Telephone Company, however, shall have the right to take immediate action, including termination of the service and severing of the connection without notice to the subscriber when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur.

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

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

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

3) The use of profane or obscene language

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

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

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

GENERAL REGULATIONS

I. PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

10. Termination for Cause Other than Non-payment (Cont'd)

d. Where coin telephone service is furnished, the service may also be terminated by the Telephone Company without notice, for any of the following reasons:

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

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

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

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

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

2) Suspension/termination of residential service for abandonment or unauthorized use may occur only after such means are used which are reasonably calculated to determine occupancy or authorized use and a notice must be sent to the customer five days before such suspension or termination. The notification requirement is waived when previous mailings are returned by the Post Office or a new customer advises that he or she moved into the location.

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

a. No charge shall apply for the period during which service had been terminated and
b. No charge shall be made for reconnection of the service if the termination was in error.

GENERAL REGULATIONS

I. PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

11. Billing Discrepancies

Back billing

Charges for previously unbilled service or upward adjustments of bills previously rendered for service to residential customers may not be billed beyond 24 months after the error occurred unless the culpable conduct of the customer caused or contributed to the untimely billing. When such charges are billed, the Company must provide an explanation and advise customers that payment may be made under an installment plan that must not be for a shorter term than one month for each month that late-billed charges are being assessed. In addition, absent culpable conduct by the customer, the Company may not terminate service for non-payment of charges billed in excess of six months after the service was provided.

12. Interest on Customer Overpayments

a. The Company will provide interest on customer overpayments in excess of the correct charge for telephone service supplied to the customer an overpayment was due to erroneous billing by the Company.

b. The interest rate on the overpayment is the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed.

c. Interest will be paid from the date the customer overpayment is made, adjusted for changes in the deposit rate or late payment rate, and compounded monthly until the date the overpayment is refunded.

d. The Company will not be required to pay interest on customer overpayments that are refunded within 30 days after such overpayment is received by the Company.

13. Employee Discount

The Company reserves the right to furnish discounted service to such of its employees as it may consider necessary for the proper maintenance of its service

GENERAL REGULATIONS

I. PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

14. Payments and Deposits in Connection with Election Service

Any customer who is furnished facilities or services for use in connection with a federal, state or local election campaign for political office or in connection with a question, proposition or any other matter which is on an election ballot (Election Service) shall be required to deposit a sum equal to the total of the estimated charges for two months for the facilities or service; provided, however, that when the facilities or service are to be furnished for a period of less than two month, the subscriber shall be required to deposit a sum equal to the estimated charges for such facilities or service for such period.

In any case where the deposit is determined to be insufficient, the Company shall forthwith give written notice to the subscriber of the additional amount of deposit required and of its intention to suspend or terminate service in accordance with the provision of this catalog if such additional amount of deposit is not received by the date specified in the notice.

Any customer who is furnished facilities or service for use in connection with Election Service shall be required to sign a written application for election Service which shall identify the applicant or subscriber and which shall expressly state that the person or persons signing the application will be liable for payment of all charge and that the person or persons signing the application understands that the company will discontinue service under the provision of this catalog, if any amount due, or any deposit requested, is not paid.

Except as provided here, other regulations for deposits set forth in this catalog apply.

GENERAL REGULATIONS

J. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

1. General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this catalog at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Opinion and Order 97-11 Adopting Discounts for Services for Schools and Libraries, issued June 25, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R-) 54.500 et. seq.

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

2. Regulations

a. Obligation of eligible schools and libraries

1) Requests for service

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

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

c) Services requested will be used for educational purposes.

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

GENERAL REGULATIONS

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

2. Regulations (Cont'd)

b. Obligations of the Company

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

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

3) In competitive bidding situations, the Company may offer flexible pricing or rates other than in this catalog, where specific flexible pricing arrangements are allowed, subject to New York State Public Service Commission approval.

3. Discounted Rates for Schools and Libraries

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

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

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

GENERAL REGULATIONS

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

4. Discount Matrix

a. Services Ineligible for Schools and Libraries Discount

1) Voice Mail Services

b. Schools and Libraries Discount Matrix

HOW DISADVANTAGED	% DISCOUNT LEVEL	
% of students eligible for National school lunch program	Urban discount	Rural discount
<1	20	25
1 - 19	40	50
20 - 34	50	60
35 - 49	60	70
50 - 74	80	80
75 - 100	90	90

GENERAL REGULATIONS

K. HEALTH CARE PROVIDERS SUPPORT PROGRAM

1. General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services, available in this Catalog. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Order in Cases 94-C-0095 and 28425, issued November 4, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

2. Regulations

a. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.

b. Reduced rates are available only to the extent that they are funded by the federal universal service fund.

c. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.

GENERAL REGULATIONS

K. HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

3. Responsibility of Eligible Health Care Providers

a. Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.

b. Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.

c. Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.

d. A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.

e. Services cannot be sold, resold or transferred in consideration for money or any other thing of value.

4 Responsibility of the Company

a. The Company shall offer the rates and charges as specified in part 5. below, to eligible health care providers to the extent that facilities and services are available and offered at the rates specified.

b. The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.

c. In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to New York State Public Service Commission approval.

GENERAL REGULATIONS

K. HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

5. Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph (c), which shall be available to all eligible health care providers, regardless of location:

a. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest cataloged or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in New York State with a population of at least 50,000.

b. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in New York State with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.

c. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charge credits are available pursuant to applicable toll tariffs.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

RESERVED FOR FUTURE USE (T)

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GENERAL REGULATIONS

RESERVED FOR FUTURE USE (T)

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GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

A. INDIVIDUAL AND PARTY LINE SERVICE

Information and rates regarding Individual and Party line Service can be found in the Tariff currently on file with the NY PSC.

B. LOCAL EXCHANGE SCHEDULE

Information and rates regarding Local Exchange Service can be found in the Tariff currently on file with the NY PSC.

C. NEW YORK STATE UNIVERSAL SERVICE FUND SURCHARGE

Information and Rates regarding the NY State Universal Service Fund can be found in the Tariff currently on file with the NY PSC.

D. LATE PAYMENT CHARGE

Information and rates regarding a Late Payment Charge can be found in the Tariff currently on file with the NY PSC.

E. TAXES AND SURCHARGES

Information and Rates regarding Taxes and Surcharges can be found in the Tariff currently on file with the NY PSC.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES

1. Construction on Public Right-of-Way

a. General Regulations

1) The Telephone Company shall determine the type of plant on public highways to be used in furnishing telephone service.

2) Ownership of all plant on public highways (except as provided by Service Station subscribers) must be vested either in the Telephone Company or in some other company with which the Telephone Company has an agreement for the joint use of plant.

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

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

1. Construction on Public Right-of-Way (Cont'd)

b. Construction Charges

1) A monthly rate, based on the actual cost of construction less applicable allowances, will be contracted with the customer for up to a five year contract period of equal installments, for construction beyond existing facilities within the exchange in excess of the following allowance:

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

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

The measurement of the route distance for these charges will be the shortest route over which the desired point can be reached by following public right-of-way or other vested right-of-way privileges which the Company may hold by reason of its franchise or charter. If the Company chooses to construct along a route other than the route determined above, the customer would not be billed for any additional charges resulting from the variation of routing.

Applicants are considered a group if there is not more than 500 feet between successive applicants. The construction allowances for each individual, as listed above, are combined and applied to the distance to be covered without charge to the group. Charges for construction in excess of the cumulative allowance are then divided equally among the individuals that form the group.

2) If the dwellings of the members of a group are located in a development off the public highway where the facilities are being extended, the allowance is applied only to the construction along the public highway. Construction charges for the extension of facilities within this development are governed by rates and regulations as listed in residential subdivision construction as follows later in this section.

3) A customer who wishes to prepay all monthly payments or pay the remaining balance of payments at any time during the contract may do so. The total amount due at the time of payment is discounted 10%.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

1. Construction on Public Right-of-Way (Cont'd)

b. Construction Charges (Cont'd)

4) A customer paying the construction charge through monthly installments who discontinues service prior to the end of the contract period is required to pay a termination charge. The termination charge will be equal to the remaining unpaid balance of the charges. Charges to the other customers within the group are not affected. If service is connected at the same location by a new customer and the customer agrees in writing to assume responsibility for the remaining construction charges, the termination charge will not be applied.

5) When customers are added to the group within the five-year contract, the charges are recomputed on a pro rata basis based on the larger number of customers in the group. If this re-computation results in a lower construction charge per customer, the monthly payments for the existing customers will be reduced for the remainder of the five-year contract. If a customer has prepaid the total amount due, the amount over paid is refunded. The refund will be discounted by the 10% discount originally given to the customer. The new customers are responsible for payment of construction charges only for the remaining portion of the original five-year contract.

6) No allowance is given for construction required for foreign exchange service since the Company is not required to expand facilities in order to provide this service.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

2. Construction of Private Property

a. General

1) In all cases of plant construction on private property for local exchange service, the Company will construct, own and maintain its facilities either wholly or jointly with another utility, subject to a construction charge based on cost less any applicable allowances. The Company will determine the type of plant to be used. If a customer requests a type of construction different from that selected by the Company, the customer agrees to pay a charge equal to the additional amount that it will cost the company to construct the requested facilities. If it is determined that the construction requested by the customer does not meet generally accepted requirements that insure the safety of the network, the Company is not required to construct the facilities.

2) The customer is required to obtain and furnish all necessary rights-of- way authorizing the Company to place its plant. The Company shall have access to all facilities at all times for maintenance purposes. All rights-of-way secured must include authorization for future maintenance. Any cost involved in securing and/or retaining such rights-of-way is not the responsibility of the Company and must be paid by the customer.

3) The customer is responsible for all tree trimming required to keep the private right-of-way in which the facilities are located clear and unobstructed. If the Company is forced to trim due to a customer's lack of trimming maintenance, the customer will be charged for the work at cost.

4) The customer is responsible for any expenses incurred in rearranging or changes involving relocation, removal or replacement of existing cable or wire facilities, either within or outside of buildings, including supporting structures such as poles and conduit, or trenches for buried cable that are required to provide the requested facilities. In the case of underground construction, the customer is responsible for the opening and closing of the trenches. The Company may perform the work required to open and close a trench at the customer's request. Charges for such work will be billed to the customer. The customer is also responsible for expenses incurred by the Company for any additional facilities required to provide, but not part of the actual facilities requested.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

2. Construction of Private Property (Cont'd)

b. Charges

1) A monthly rate, based on the actual cost of construction less applicable allowances, will be contracted with the customer for up to a five year contract period of equal installments, for construction beyond existing facilities within the exchange in excess of the following allowance:

500 feet of construction for service to be furnished on a full year basis and; no allowance for a central office line to be furnished for seasonal or temporary service.

2) The measurement of the route distance for these charges will be the shortest route over which the desired point can be reached by following private right-of-way or other vested right-of-way privileges which the Company may hold by reason of its franchise or charter. If the Company chooses to construct along a route other than the route determined above, the customer would not be billed for any additional charges resulting from the variation of routing.

3) If a customer elects to prepay all charges at the end of construction, a discount of 10% will be applied to the balance due.

4) A customer paying the construction charge through monthly installments who discontinues service prior to the end of the contract period is required to pay a termination charge. The termination charge will be equal to the remaining unpaid balance of the charges. Charges to the other customers within the group are not affected. If service is connected at the same location by a new customer and the customer agrees in writing to assume responsibility for the remaining construction charges, the termination charge will not be applied.

5) Applicants are considered a group if there is not more than 500 feet between successive adjacent applicants. Charges for construction in excess of the 500 foot allowance are divided equally among the individuals that for the group.

6) No allowance is given for construction required for foreign exchange service since the Company is not required to expand facilities in order to provide this service.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

2. Construction of Private Property (Cont'd)

b. Charges (Cont'd)

7) When customers are added to the group within the five-year contract, the charges are recomputed on a pro rata basis based on the larger number of customers in the group. If this re-computation results in a lower construction charge per customer, the monthly payments for the existing customers will be reduced for the remainder of the five-year contract. If a customer has prepaid the total amount due, the amount over paid is refunded. The refund will be discounted by the 10% discount originally given to the customer. The new customers are responsible for payment of construction charges only for the remaining portion of the original five-year contract.

3. Pole Line Construction

a. General

1) Poles on private property for telephone use only to serve the customer's principal location are furnished, owned and maintained by the Company subject to the allowance defined below and the cost of pole construction. The customer's dwelling is considered the principal location of residence service. In the case of business service the principal location is considered to be the main office on the premises of the customer, except that where customer provided equipment is furnished, the principal location is considered the building where the network interface or demarcation point is located.

2) Poles beyond the principal location on the customer's premises are the responsibility of the customer. The customer may furnish, erect, own and maintain these poles at his/her expense. Construction of such poles must meet the Company's approval based on industry – standards. The Company will provide these poles at the customer's request. The customer will be billed for these facilities based on cost. Maintenance of these poles remains the responsibility of the customer. The Company may elect to retain ownership of the poles it installs. If the Company elects to retain ownership of the poles, the Company assumes all maintenance responsibility.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

3. Pole Line Construction (Cont'd)

a. General (Cont'd)

3) For all new construction to a customer's principal location, the Company will install all necessary poles. The cost for these facilities will be included in the calculation of the construction charges as outlined above. Existing customer-owned poles may be used for the construction of facilities to a customer's principal location if they meet the Company's standards. Maintenance of customer-owned poles that serve only the customer's principal location is the responsibility of the customer. At the customer's request, the Company will replace customer-owned poles with new poles at cost and assume ownership of the poles. It will then become the responsibility of the Company for maintenance of the pole. The customer must provide, at their expense, the necessary rights-of-way.

4) Where the customer requests Company owned poles to be relocated, such relocation of poles will be made by the Company at the customer's expense.

5) Where additional pole facilities are necessary to properly attach a drop line to the premises, the Company will supply those facilities. The customer will be billed for the additional facilities based on cost. The responsibility for maintenance of those facilities is then the Company's.

b. Charges

1) Construction required for private lines, teletypewriter services, leased channels, extension lines, turret lines and tie lines is furnished at charges based on cost.

2) For main exchange telephone service to the principal location of a customer, the Company will furnish the poles deemed necessary by the Company for the distance associated with the allowance previously specified.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

4. Buried and Underground Construction

a. General

1) When a customer or any other party in interest (including the applicant for service, or the owner or operator of a building or premises where service is or is to be provided) desires, or where local, municipal, or county law, ordinance or regulation specifies that circuits be placed underground between a building to be served and the Company's general distributing plant, and the undergrounding of utility plant is not otherwise required by state law, ordinance or regulation, the customer or any other party in interest is responsible for either reimbursing the Company its excess costs of placing underground facilities or for providing, without expense to the Company, the opening and closing of any trench and placing of any manholes and conduit, which are determined to be necessary by the Company for the placing of underground facilities from the building to be served to a point of connection to the distribution facilities designated by the Company. The Company will make every reasonable effort to locate this point so as to be mutually acceptable to both the customer and the Company. The Company will provide conduit material, manhole covers and frames regardless of which party opens and closes the trench and places manholes and conduit.

2) Where existing distribution facilities are aerial, the Company will designate the pole, which will be the point of connection to the distribution facilities.

3) Where existing distribution facilities are underground, the Company will designate the point on the customer's property line, which will be the point of connection to the distribution facilities.

4) Where the customer requests underground instead of aerial, the customer must reimburse the Company its excess costs of placing underground facilities instead of aerial. The Company will furnish the customer or other party in interest an estimate of the excess costs of undergrounding.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

4. Buried and Underground Construction (Cont'd)

a. General (Cont'd)

5) The excess costs of placing underground facilities shall be computed by subtracting from the total cost of placing such facilities from the point of connection to the distribution facilities, the cost of providing equivalent aerial facilities, including poles and anchors. Where the building or premises is served by adequate existing aerial facilities, the excess cost of placing underground facilities shall be computed by subtracting the net salvage, if any, from the total cost of undergrounding and the cost of removal of the aerial facilities. The Company shall determine the requirements and design of facilities for the underground and aerial plant.

6) If the point of connection to the general distribution plant is changed, at the request of the customer, for any reason, the Company shall provide service by a temporary connection until a permanent connection can be furnished. Charges based on cost shall apply for providing such temporary connection. Provision of a permanent service connection shall be in accordance with the regulations of this Catalog.

7) Where a customer or any other party in interest requires or it is otherwise necessary that circuits be placed under-ground between points or buildings on the same premises of the customer or any other party in interest, the customer or any other party in interest is responsible and shall, without expense to the Company, provide for opening and closing of the necessary trench and, where manholes and conduit are required by the Company, for furnishing such manholes and conduit satisfactory to the Company.

8) Where underground conduit, which is satisfactory to the Company, exists and can be made available to it without expense on the part of the Company, such conduit may be used.

9) For any rearrangement or relocation of the underground cable or conduit initiated by the customer or any other party in interest, the customer or any other party in interest is responsible for opening and closing the necessary trench, and for reimbursing the Company its costs of rerouting or rearranging facilities, except for the costs of additional capacity, if any.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

4. Buried and Underground Construction (Cont'd)

a. General (Cont'd)

10) For any repairs, maintenance or replacement of the underground cable or conduit for any reason not directly caused by the company, the customer or any other party in interest is responsible for opening and closing a trench (and associated restoration work), to the point of connection to the distribution facilities or between points or buildings on the same premises, to facilitate repairs, and for repair or replacement of the conduit, if required. In addition, for any repairs, maintenance or replacement of the underground cable necessitated by damage caused by the customer or any other party in interest, the customer or any other party in interest is responsible for reimbursing the Company its costs of maintaining, repairing or replacing the cable. If the customer or any other party in interest is unable or unwilling to open and close the trench, the Company may perform such work and the customer or other party in interest shall reimburse the Company its associated costs.

11) Trench or conduit utilized by the Company shall not be used by others for any purpose without the approval of the Company.

12) The customer or any other party in interest is required to obtain and furnish any and all necessary permits and rights-of-way authorizing the placing and maintaining of the underground facilities.

13) The customer agrees to open and close all trenches for initial and maintenance work or, if the Company is able to perform the work, to pay for the trenching costs associated with running a drop from the main line to the premises.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

5. Underground Extensions for New Residential Subdivisions

a. General

1) All telephone service shall be placed underground in residential developments of five or more adjoining lots in a recorded plan for the construction of single- family residence (detached or otherwise) including mobile homes intended for year-around occupancy, or one or more adjoining lots for the construction of one or more apartment houses containing an aggregate of five or more family units, if telephone service to each residential or apartment house lots necessitates extending the Company's existing distribution lines.

2) All telephone service shall be placed underground in residential developments of five or more adjoining lots in a recorded plan for the construction of single-family residence (detached or otherwise) including mobile homes intended for year-around occupancy, or one or more adjoining lots for the construction of one or more apartment houses containing an aggregate of five or more family units, if telephone service to each residential or apartment house lots necessitates extending the Company's existing distribution lines.

3) Where any distribution lines for providing electric service within the subdivision are installed overhead, the Company may install overhead distribution lines necessary to furnish permanent telephone service within that subdivision. Applicants requesting buried telephone facilities when the electric system is overhead must agree to reimburse the Company for the cost of construction. Construction will not be delayed by the utility so that the applicant will be delayed in the sale or other disposal of the buildings, except where such delay is caused by strikes, fire, food, inclement weather, unavailability of materials, civil disorders, or other conditions beyond the control of utility. No overhead circuits shall thereafter be installed by a utility within a subdivision having underground telephone lines.

4) All distribution and service lines, except pedestals, installed within a development shall be installed underground; shall conform to the Company's construction standards and shall be owned and maintained by the Company. Such installations shall be performed by the Company or by such other entity as the Company may authorize to do the work. The company shall not be liable for injury or damage occasioned by the willful or negligent excavation, breakage or other interference with its underground lines by other than its own employees or agents.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

5. Underground Extensions for New Residential Subdivisions (Cont'd)

b. Responsibility of the Developer

The developer shall:

1) At his own cost, provide the Company with easements satisfactory to the Company for occupancy and maintenance of distribution and service lines and related facilities except in the public ways which the Company has the legal right to occupy.

2) At his own cost, clear the ground in which the aforesaid line and related facilities are to be laid, of trees, stumps and other obstructions and backfill within six inches of final grade or pay such related costs. Developer may be responsible for additional costs associated with trenching if the trenching requirements are beyond the normal requirements as determined by a joint agreement between the Company and the developer. Absent such agreement, the Company is responsible.

3) Request the installation of distribution and service lines at such time that the lines may be installed before curbs, pavements and sidewalks are laid; keep the route of lines clear of machinery and other obstructions when the line installation crew is scheduled to appear; and otherwise cooperate with the Company to avoid unnecessary costs. At the request of the Company, the applicant shall provide a survey map certified to by a licensed professional engineer or land surveyor and certified to as final by the applicant showing the location of each lot, sidewalk and roadway and, prior to and during construction by the Company shall place and maintain survey stakes indicating grade and property lines. A map showing all other existing and proposed underground facilities shall be furnished to the Company by the applicant as soon as the location of such facilities shall be known.

4) If the developer fails to comply with above or changes the plot plan after installation of the Company's lines has begun, or otherwise necessitates additional costs by his act or failure to act, such additional costs shall be borne by the developer or his agent.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

5. Underground Extensions for New Residential Subdivisions (Cont'd)

c. The connection from the underground distribution lines installed within the applicant's subdivision to the existing telephone distribution system shall be made in accordance with the following requirements:

1) The Company will install underground, without contribution from the applicant, an amount of supply circuit from the boundary line of the subdivision equal to 25 route feet per dwelling unit or 200 feet, whichever is greater, but, except as otherwise ordered by the Public Service Commission, the Company will not be required to provide more than 500 feet without contribution by the applicant.

2) The Company may, at its discretion and expense, place underground additional portions of such connecting supply circuit.

3) Any distribution or feeder facility necessary to furnish permanent telephone service to one or more multiple occupancy buildings (including four or more dwelling units) shall be installed underground and any such facility necessary to furnish permanent telephone service within a subdivision in which it is planned to build five or more new residential buildings shall be installed underground if:

a) The subdivision will require no more than 200 trench feet of facilities per dwelling unit planned within the subdivision; or

b) The Company's catalog provides for such underground service without contribution; or

c) A governmental authority with jurisdiction to do so has required undergrounding; or

d) An applicant requests undergrounding.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

5. Underground Extensions for New Residential Subdivisions (Cont'd)

d. The number of dwelling units is the criterion to be used to determine whether installation is required to be underground. In order to ascertain the number of dwelling units, it is necessary to consult the approved subdivision map to determine how many dwelling units are planned. Each lot shown on the map should, in the case of a single- family dwelling, be considered to contain one dwelling unit unless there is sufficient contrary evidence to render it unlikely that each lot will contain a separated dwelling unit (e.g., a foundation is constructed occupying two lots). The measurement of trench footage should be the shortest distance required to serve the homes within the subdivision, consistent with the utility's obligation to provide safe and adequate service.

e. After distribution or feeder facilities are installed underground in a residential subdivision; no overhead circuits shall be installed by a utility within such subdivision.

f. The Company may install overhead distribution or feeder facilities in a residential subdivision or a section thereof otherwise required to have underground distribution facilities in accordance with subdivision (c) of this section when:

1) The developer of the subdivision is not primarily engaged in the construction of dwelling units within the subdivision.

2) No governmental authority having jurisdiction to do so has required underground installation; and

Either:

a) Five years have elapsed from the sale of the first lot within the subdivision to the first application for service and the utility has no indication that there will be new requests for service in the subdivision within six months.

b) Five years have elapsed from the date of the final approval of the subdivision or section thereof, and less than 25 percent of the lots have been sold in the subdivision and every section thereof, except where ten percent or more of the lots in the subdivision or any section thereof have been sold within the last two years.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

5. Underground Extensions for New Residential Subdivisions (Cont'd)

f. The Company may install overhead distribution (Cont'd)

3) In cases where overhead installation would be permissible in accordance with condition (3) above, except that less than five years have elapsed and the Company has reason to believe that the subdivision will not be developed sufficiently soon to permit the orderly utilization of underground facilities installed to serve the initial subscriber(s), the Company may petition the Commission to allow overhead installation, which petition shall set forth the relevant economic, engineering and environmental factors.

4) If the Company receives an application for service within a residential subdivision which is governed by the provisions of this section and the per foot cost of installing the necessary distribution or feeder facilities will be greater than two times the cost per foot of installing overhead distribution or feeder facilities, the Company or applicant may petition the Secretary of the Public Service Commission to allow overhead installation, which petition shall set forth the relevant economic, engineering and environmental factors.

5) The petition shall be reviewed by Staff. Staff shall notify the petitioner within 60 days of receipt of the petition either that the petition is granted or that Staff objects to it. If Staff objects to the petition, the petition shall be referred to the Commission for further review. The petition shall be granted or denied based on economic, engineering or environmental factors. If the necessary facilities are proposed to be in a VSR, the procedures set forth in this catalog shall apply. If the residential subdivision is located within the Adirondack Park, the utility shall send a copy of the petition to the Adirondack Park Agency.

6) Where any part of a feeder facility in excess of that required is to be placed overhead, the applicant must submit a written application to the utility at least 75 days prior to the projected commencement of construction of the feeder facility and the Company must report such projected construction to the Commission no later than 45 days before such construction commenced, the Commission reserving the right to require the underground installation of particular facilities on basis of the relevant economic, engineering or environmental factors.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

5. Underground Extensions for New Residential Subdivisions (Cont'd)

f. The Company may install overhead distribution…(Cont'd)

7) In the event the Company places its facilities underground at its discretion or is required to do so at an applicant's residential subdivision, it shall inform the electric company and cable television company serving the area in which the subdivision is located. If a new common access route from existing systems to the subdivision will be used, the connecting facilities of the utility, the electric company and cable television company shall be placed underground.

8) Deposits by Applicant

In order to guarantee performance, the Company may require from the applicant before construction is commenced, a deposit equal to the estimated cost of construction. This deposit is in addition to the applicant's payment of its share of costs for installation. This deposit shall be returned to the applicant, with interest at the rate specified in this Catalog, on a pro rata basis as dwelling units are certified for occupancy. Any portion of the deposit remaining unrefunded five years from the date the Company is first ready to render service from the underground telephone distribution lines shall be retained by the Company. Upon the mutual agreement of both the Company and the applicant, a bond may be posted in lieu of any deposit.

9) Special Conditions

In unusual circumstances when the application of these rules appears impracticable or unjust to either party, or discriminatory to other customers, the Company or applicant may refer the matter to the Public Service Commission of New York State for special ruling or for the approval of special conditions which may be mutually agreed upon, prior to commencing construction.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

5. Underground Extensions for New Residential Subdivisions (Cont'd)

g. Responsibility of Applicant

1) All reasonable and necessary rights-of-way and easements suitable to the Company for the extension of telephone distribution lines must be furnished by the applicant in reasonable time to meet service requirements. Where such lines are required to be underground in accordance with Paragraph I1 or I3 or at the request of an applicant, rights-of-way and easements must be cleared of tree stumps, brush and other obstructions at no charge to the Company and must be graded to within six inches of final grade by the applicant before the Company will commence construction. Such clearance and grading must be maintained by the applicant during construction by the Company.

2) At the request of the Company, the applicant shall provide a survey map certified to by a licensed professional engineer or land surveyor and certified to as final by the applicant showing the location of each lot, sidewalk and roadway and, prior to and during construction by the Company shall place and maintain survey stakes indicating grade and property lines. A map showing the location of all other existing and proposed underground facilities shall be furnished to the Company by the applicant as soon as the location of such facilities shall be known.

3) The Company may require that all sewers, water facilities, drainage facilities and curbs be installed before it commences construction.

6. Other Special Construction

When some special or abnormal installation or arrangement of facilities is desired, the applicant may be required to furnish at his own expense all necessary conduits, outlets and other fixtures. The Company will install and maintain its facilities in such conduits and fixtures, provided they are constructed in such a manner as to meet the Company's needs and approval.

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

7. Pole Attachments

a. Regulations

1) Cables, equipment and facilities attached to utility owned poles shall be placed and maintained in accordance with the requirements and specifications stipulated in the Pole Attachment Agreements which are consummated between the Company and the utility.

2) Such pole attachments shall be negotiated between the utility and the Company upon request.

3) The Company reserves the right to deny attachment if general company specifications are not met or if sufficient space is not available.

4) The charge for each piece of equipment attached shall be computed as the product of: (i) the per-foot rate listed above; and (ii) the overall length of the equipment and mounting hardware (excluding conduit and cable risers installed vertically on a pole, and electrical meters), plus six inches, rounded up to the next whole foot. Thus, equipment with a total length of three feet and six inches would be deemed to occupy four feet of space for rental purposes, while equipment with a total length of three feet eight inches would be deemed to occupy five feet of space for rental purposes. This methodology will apply to equipment attachments regardless of the equipment installed and the authorized area of the pole the attachment occupies; provided, however, that for wireless pole top attachments, the charge will be the per-foot rate listed above. (N) (N)

b. Rates and Charges

Rates for each pole attachment are on an monthly basis.

Pole Attachment Rate	$0.62
Wireless Facilities	$0.62 / foot

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

8. Cancellation or Change of Application

a. General

1) When an application for facilities and service is canceled in whole or in part prior to completion of the construction, the applicant is required to pay to the Company, upon demand, the total costs and expenses in connection with providing and removing such facilities involved not to exceed the applicable minimum and termination charges specified in this Catalog.

2) When a customer requests a change in the location of all or part of the facilities covered by the customer's application prior to completion of the construction thereof, the customer is required to pay the difference between the total costs and expenses incurred by the Company in completing the construction and that which would have been incurred had the final location of facilities been specified initially in the application.

3) When an application is canceled in whole or in part after completion of the construction but prior to the establishment of service the customer is required to pay to the Company, upon demand, the applicable connection and construction charges as well as the monthly rate, as specified in this Catalog, for the service for the minimum service period.

FOREIGN EXCHANGE SERVICE

A. FOREIGN EXCHANGE SERVICE

1. General

Foreign Exchange Service is telephone service, which is extended beyond the normal boundaries of the exchange where the customer is physically located. Foreign Exchange Service can be provided on an intracompany (within this company) or intercompany (between this company and another) basis.

Foreign Exchange Service is not a general service offering, but may be provided where facilities are available to furnish satisfactory telephone transmission, as determined by the Company.

If, in the judgment of the Company, satisfactory transmission could be provided by use of additional facilities, and the customer is willing to pay the cost of having the additional facilities furnished, service may be provided.

2. Regulations

a. Foreign Exchange Service is provided only on individual lines.

b. Public Access Line Service is not furnished on a Foreign Exchange Service basis.

c. A foreign exchange customer will be listed in the alphabetical directory for the territory in which the serving central office is located.

d. A customer to exchange service furnished from a foreign central office is required to subscribe to exchange service in the normal central office when the foreign central office is neither adjacent to the normal central office nor within the primary calling area of the normal central office.

e. The minimum service period for Foreign Exchange Service is six months. A Foreign Exchange Service customer who disconnects service before the end of the minimum service period will be required to pay an amount equal to the monthly charge for Foreign Exchange Service times the number of months left in the minimum service period.

g. All other regulations for local exchange service, as stated in this catalog or the tariff on file, apply to Foreign Exchange Service.

FOREIGN EXCHANGE SERVICE

A. FOREIGN EXCHANGE SERVICE (Cont'd)

3. Rates and Charges

There are several combinations of service conditions, which determine how charges for Foreign Exchange Service will be computed and billed. The methods for determining the appropriate rates and charges for each of these conditions are as follows:

a. Intercompany Non-adjacent Exchange - Toll Charges or No Toll Charges Between the Exchanges

Normal Company

1) The customer will be billed 50% of the monthly exchange access line rate applicable in the normal exchange.

2) Foreign exchange mileage is measured airline from the central office of the exchange in which the customer is located (normal exchange) to the central office where dial- tone is provided (serving exchange). The mileage rate for Foreign Exchange Service will be the rate specified in the Company's Intrastate Access Service Tariff. The Company will bill for its portion of the circuit based on the meet-point.

3) Locality/Exchange Access Line Mileage also applies from the normal central office to the customer's premises.

b. Intercompany - Non-adjacent Exchange - Toll Charges or No Toll Charges Between the Exchanges

Serving Company

1) The customer will be billed 50% of the monthly exchange access line rate applicable in the serving exchange.

2) Foreign exchange mileage is measured airline from the central office of the exchange in which the customer is located (normal exchange) to the central office where dial-tone is provided (serving exchange). The mileage rate for Foreign Exchange Service will be the rate specified in the Company's Intrastate Access Service Tariff. The Company will bill for its portion of the circuit based on the meet-point.

FOREIGN EXCHANGE SERVICE

A. FOREIGN EXCHANGE SERVICE (Cont'd)

3. Rates and Charges (Cont'd)

c. Intercompany – Adjacent Exchange-Toll Charges Between the Exchanges

Serving Company

1) The customer will be billed 50% of the monthly exchange access line rate applicable in the serving exchange.

2) Foreign exchange mileage measured airline from the point of connection with the facilities provided by the connecting company to the nearest point on the base rate area boundary of the serving exchange. The customer will be billed in 1/4 mile increments for mileage at the rate listed.

d. Intercompany -- Adjacent Exchange -- Toll Charges Between Exchanges

Normal Company

1) The customer will be billed 50% of the monthly exchange access line rate applicable in the normal exchange.

2) Foreign exchange mileage measured route distance from the customer's premises to the point of connection with the lines of the connecting company. The customer will be billed in 1/4 mile increments for mileage at the rate listed.

e. Intercompany -- Adjacent Exchange -- No Toll Between the Exchanges

Serving Company

1) The customer will be billed 50% of the monthly exchange access line rate applicable in the serving exchange.

2) Foreign exchange mileage measured airline from the point where a line connecting the central offices crosses the boundary between the two exchanges, to the central office of the serving exchange. The customer will be billed in 1/4- mile increments for mileage at the rate listed.

FOREIGN EXCHANGE SERVICE

A. FOREIGN EXCHANGE SERVICE (Cont'd)

3. Rates and Charges (Cont'd)

f. Intercompany -- Adjacent Exchange -- No Toll Between the Exchanges

Normal Company

1) The customer will be billed 50% of the monthly exchange access line rate applicable in the normal exchange.

2) Foreign exchange mileage measured airline from the central office of the normal exchange to the point where a line connecting the central offices crosses the boundary between the two exchanges. The customer will be billed in 1/4-mile increments for mileage at the rate listed.

3) Locality/Exchange Access Line Mileage also applies from the normal central office to the customer's premises.

g. Intracompany -- Adjacent Exchange -- Toll Charges Between the Exchanges

1) The customer will be billed the monthly exchange access line rate applicable in the serving exchange (dial-tone).

2) Foreign exchange mileage measured route distance from the customer's premises to the base rate area boundary of the foreign exchange (serving office). The customer will be billed in 1/4-mile increments for mileage at the rate listed.

h. Intracompany Adjacent Exchange No Toll Charges Between the Exchanges

1) The customer will be billed the monthly exchange access line rate applicable in the serving exchange (dial-tone).

2) Foreign exchange mileage measured airline from the central office of the exchange in which the customer is physically located (normal office) to the central office where dial-tone is provided (serving office). The customer will be billed in 1/4-mile increments for mileage at the rate listed.

3) Locality/Exchange Access Line Mileage also applies from the normal central office to the customer's premises.

FOREIGN EXCHANGE SERVICE

A. FOREIGN EXCHANGE SERVICE (Cont'd)

3. Rates and Charges (Cont'd)

i. Intracompany -- Non-adjacent Exchange -- Toll Charges or No Toll Charges Between the Exchanges

1) The customer will be billed the monthly exchange access line rate applicable in the serving exchange (dial-tone).

2) Foreign exchange mileage measured airline from the central office of the exchange in which the customer is located (normal exchange) to the central office where dial-tone is provided (serving exchange). The customer will be billed in 1/4-mile increments for mileage at the rate listed.

3) Locality/Exchange Access Line Mileage also applies from the normal central office to the customer's premises.

j. An Administrative Charge applies to each foreign exchange circuit.

FOREIGN EXCHANGE SERVICE

A. FOREIGN EXCHANGE SERVICE (Cont'd)

3. Rates and Charges (Cont'd)

All Exchanges

Foreign Exchange Service

Mileage Rate

	Monthly Rate
Intracompany Circuits (per ¼ mile)	
Adjacent Exchanges without Toll Charges	$1.87
Non-Adjacent Exchanges without Toll Charges	$1.87
Intercompany Circuits (per ¼ mile)	
Adjacent Exchanges without Toll Charges	$1.87
Administrative Charge	$1.65

GENERAL CUSTOMER SERVICES CATALOG

INTERCONNECTION SERVICE

A. Connection of Customer-Provided Facilities

1. General

a. Terminal equipment and communications systems provided by the customer may be connected at the customer's premises to telecommunications services furnished by the Company if such connections are made in accordance with the provisions of Telecommunications services as used herein include exchange service (except Company-provided coin services), Long Distance Message Telecommunications Service, and Wide Area Telecommunications Service (WATS) [1]. (C)

b. Telephones connected to party-line service may require special modification before connecting the set to party line service. Connections of customer owned coin operated telephones are subject to regulations

2. Responsibility of the Customer

a. The customer shall be responsible for the installation, operation and maintenance of any customer-provided facilities. No combination of customer-provided facilities shall require change in or alteration of the equipment or services of the Company, (unless the change or alteration is specifically permitted under the provisions of this Catalog), cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject facilities, the calling or called party. Upon notice from the Company that customer-provided facilities are causing such hazard, damage, malfunction or degradation of service, the customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.

b. The customer shall be responsible for the payment of all applicable charges for each visit by the Company to the customer's premises where a service difficulty or trouble report is caused by customer- provided facilities. The charge applies regardless of if the customer's facilities are connected in accordance with catalog or tariffed regulations or not. Before any repair visit to a premise where the Company is aware that customer-provided facilities are connected in accordance with catalog or tariffed regulations, the customer shall be advised that charges will apply if trouble is not found in the Company's facilities.

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

INTERCONNECTION SERVICE

A. Connection of Customer-provided Facilities (Cont'd)

2. Responsibility of the Customer (Cont'd)

c. Time spent in determining the trouble location will commence when a service technician is dispatched to the customer's location and ends when the technician returns to the office.

Company employees will not test or attempt to clear trouble in customer-provided facilities.

The Maintenance Service Charge does not apply if a tested trouble condition no longer exists at the time of a repair visit to the customer's premises.

Where no trouble condition is indicated, but the customer insists upon a repair visit, the Maintenance Service Charge will apply if no trouble exists in Company-provided facilities.

d. The customer shall not connect registered equipment to a Company line if:

1) The Ringer Equivalence of such equipment in combination with the total Ringer Equivalence for other equipment connected to the same line exceeds the allowable maximum of five or as otherwise determined by the Company, or

2) The ringer type is not a ringer type designated by the Company as suitable for that particular line.

3. Responsibility of the Company

a. Connections of customer-provided facilities may be made to Company-provided telecommunications services; however, these services are not represented as adapted to the use of customer- provided facilities. Where customer-provided facilities are used with Company-provided services, the responsibility of the Company shall be limited to the furnishing of service and service components suitable for telecommunications services and for the design, maintenance and operation of service components in a manner proper for such services.

b. Subject to this responsibility, the Company shall not be responsible for (i) the through transmission of signals generated by the customer-provided facilities or for the quality of, or defects in, such transmission, or (ii) the reception of signals by customer-provided facilities or (iii) address signaling where such signaling is performed by customer-provided signaling equipment.

INTERCONNECTION SERVICE

A. Connection of Customer-provided Facilities (Cont'd)

3. Responsibility of the Company (Cont'd)

c. The Company will, at the customer's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit customer-provided facilities to operate in a manner compatible with telecommunications services.

d. The Company may make changes in its telecommunications services, equipment, operations or procedures, where such action is consistent with applicable Federal Communications Commission's Rules and Regulations. If such changes can be reasonably expected to render any customer's facilities incompatible with telecommunications services, or require modification or alteration of such customer-provided facilities, or otherwise materially affect its use or performance, the customer will be given notice to allow the customer an opportunity to maintain uninterrupted service.

e. When connections of telecommunications services are made to customer-provided facilities at a premises where the customer does not originate or terminate communications, the Company may require that the telecommunications service be furnished from a Company central office different than the central office designated to serve that premises, if the Company does not have adequate facilities to provide service from that central office. Under these circumstances, foreign exchange line mileage charges, as listed in this Catalog, apply between the central office that would normally serve the customer's premises and the central office from which the service is actually provided.

4. Violation of Regulations

a. When any customer-provided terminal equipment or communications system is used with telecommunications services in violation of any of the provisions in this section, the Company will take such immediate action, including disconnection of the service, as necessary for the protection of the telecommunications network and Company employees, and will promptly notify the customer of the violation. The customer shall discontinue such use of the terminal equipment or communication system or correct the violation, and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above will result in suspension of the customer's service until such time as the customer complies with the provisions of this Catalog.

INTERCONNECTION SERVICE

B. Recording of Two-Way Telephone Conversations

1. General

a. Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, customer- provided voice recording equipment may be directly, acoustically or inductively connected with telecommunications services. When such connections are made, the customer-provided voice recording equipment shall be so arranged that at the will of the user it can be activated or deactivated. In addition, one of the following conditions must apply:

b. All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of, the recording, or

c. A distinctive recorder tone, repeated at intervals of approximately fifteen seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of (a) the recording equipment, (b) customer-provided registered or grandfathered protective circuitry, or (c) a grandfathered Company-provided connecting arrangement.

A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:

i. the licensee informs each party to the call of its intent to broadcast the conversation; or

ii. each party to the call is aware of the licensee's intent to broadcast the call; or

iii. such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.

The FCC has established exceptions to the foregoing requirements, which will permit the recording.

INTERCONNECTION SERVICE

C. Interpositioning of Customer-provided terminal equipment and communications systems

1. General

a. Interpositioned customer premises equipment arrangements (i.e., arrangements of terminal equipment and communications systems) are those arrangements, which require that Company-provided equipment, gain access to the telecommunications network through customer- provided equipment.

b. Customer-provided equipment may be interpositioned at the customer's premises either between Company-provided equipment and the telecommunications network or between items of Company-provided equipment in an interpositioned configuration for use with telecommunications services in accordance with the following:

1) Customer-provided equipment to be connected in an interpositioned configuration must meet the requirements of the Federal Communications Commission's Rules and Regulations.

2) The connection between equipment's of the interpositioned configuration must conform to recognized standard interfaces such as those specified by the Electronics Industries Association (EIA) or authorized by the Federal Communications Commission's Rules and Regulations.

3) The interpositioning must occur at the same premises at which the associated telecommunications service is terminated.

4) Any premises wiring which is provided by the customer must be provided in accordance with provisions of the Federal Communications Commission's Rules and Regulations.

c. The Company reserves the right to determine whether or not any individual interpositioned configuration is technically feasible and compatible with Company-provided services and equipment; however, if such a configuration is provided:

1) The Company makes no representation as to the quality of transmission over an interpositioned configuration. Maintenance responsibility for Company-provided equipment so connected is limited to assuring that the Company-provided equipment is functioning properly.

2) When interpositioned connections are made, it shall be the responsibility of the customer to ensure the continuing compatibility of the customer-provided equipment with Company-provided services and equipment.

INTERCONNECTION SERVICE

D. Connections of Registered Equipment

1. General

a. Customer-Provided Registered Terminal equipment, Registered Protective Circuitry and Registered Communications Systems

Customer-provided registered terminal equipment, registered protective terminal equipment, registered protective circuitry, and registered communications systems may be directly connected at the customer's premises to the telecommunications network, subject to applicable Federal Communications Commission's Rules and Regulations and the following:

All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated, and maintained so that the requirements of the Federal Communications Commission's Rules and Regulations are continually satisfied.

The Company may discontinue service or impose other remedies as provided for the Federal Communications Commission's Rules and Regulations for failure to comply with these provisions.

Unless a specific waiver has been granted by the Federal Communications Commission or except as otherwise provided in (5) following, all connections of registered equipment to services furnished by the Company shall be made through standard jacks or, in the case of registered communications systems, through a Standard Network Interface (SNI) or Network Interface (NI) as defined below; or through Data Interface Arrangement (DIA) as specified in this section, or through standard jacks wired in other than a standard manner, when non-standard wiring is agreed to by the Company.

1) Registered communications systems connecting to the Company network utilizing a SNI or NI must comply with the following:

a. one SNI or NI per line.
b. furnished at a location within the customer's premises. c. accessible to the customer and the Company.
d. placed as close as practicable to the protector or equivalent point, where the Company's facilities enter the premises.

2) The regulations elsewhere in this Catalog pertaining to SNIs and NIs also apply.

The requirement for the use of a standard jack as described in the preceding is waived for registered equipment, which is located in hazardous or inaccessible locations.

INTERCONNECTION SERVICE

E. Acoustic or Inductive Connections

1. General

a. Customer-provided voice or data terminal equipment (including telephotograph equipment) and customer-provided communications systems may be acoustically or inductively connected at the customer's premises to the telecommunications network provided the acoustic or inductive connection is made externally to the network control signaling unit when such unit is provided by the Company.

b. Customer-provided tone-type address signaling is permitted through such connections, however, the services of the Company are not designed for such use, and the Company makes no representation as to the reliability of address signaling which is performed in such manner.

2. Minimum protection Criteria

a. To prevent excessive noise and cross talk in the network, it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input to the Company line) does not exceed 9dB below one mill watt when averaged over any three second interval. However, to permit each customer, independent of distance from the central office, to supply signal power which at the central office approximates l2dB below one mill watt when averaged over any three second interval, the Company, at the customer's request, will specify, for each customer location, the signal power at the output of the network control signaling unit, which shall in no case exceed one mill watt.

INTERCONNECTION SERVICE

E. Acoustic or Inductive Connections (Cont'd)

2. Minimum protection Criteria (Cont'd)

b. To protect other services, it is necessary that the signal, which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises, meet the following limits at the output of the network control-signaling unit:

1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18dB below the power of the signal as specified in (l) preceding.

2) The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16dB below one mill watt.

3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24dB below one mill watt.

4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36dB below one mill watt.

5) The power in the band above 40,000 Hertz shall not exceed 50dB below one mill watt.

c. To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit shall at no time have energy solely in the 2450 and 2750 Hertz band. If there is signal power at the output of the network control- signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 or 2450 Hertz band.

F. Connections of facilities furnished by the customer, which involved hazardous or inaccessible locations

1. Except as otherwise provided in b. following, facilities furnished by the customer, which involve hazardous or inaccessible locations, may not be connected to the telecommunications network.

2. Effective January 1, 1980, new installations of, or additions to, customer-provided terminal equipment and communications systems subject to applicable Federal Communications Commission's Rules and Regulations, connected to the telecommunications network must conform with applicable Federal Communications Commission's Rules and Regulations.

INTERCONNECTION SERVICE

G. Connection of Customer-Provided Non-Key Equipment

1. General

a. Connection to the Company's network must be made in accordance with regulations of the Federal Communications Commission, the New York State Public Service Commission and generally accepted industry standards. The customer is responsible for providing all facilities beyond the network interface provided by the Company.

b. The Company will make available to the customer standards and guidelines for connection to the network through the interface device.

c. The customer is responsible for applicable charges, as defined in this Catalog, for visits to a customer's premises because of a service difficulty or trouble report caused by the customer's facilities.

2. Demarcation Point Arrangement (DPA)

Customer-provided facilities may be connected to Company facilities at a company-provided DPA. The DPA is the point at which a company- provided interface device is installed for the connection of customer- provided facilities and the company-provided, regulated access line.

The DPA is for use of combination of company- and customer-provided wire on a customer's premises.

DPAs are subject to the following regulations:

a. The DPA shall be furnished at a location satisfactory to both the customer and the Company.

b. An existing wired outlet may be designated as a DPA.

c. Multiple DPAs may be furnished on the same individual service line at the customer's request.

INTERCONNECTION SERVICE

G. Connection of Customer-Provided Non-Key Equipment (Cont'd)

3. Standard Network Interface (SNI) or Network Interface (NI):

Customer-provided wiring may be connected to Company facilities at a Standard Network Interface (SNI) or Network Interface (NI) provided by the Company. The SNI consists of a standard registration jack with loop test capability. The NI consists of a standard registration jack without loop test capability. The SNI or NI shall be furnished at a location within the customer's premises, accessible to the customer and as close to the protector or equivalent point, where the Company facilities enter the customer's premises, as practicable.

4. Service Terminating Arrangement (STA)

a. General

The connection is made through a Service Terminating Arrangement furnished by the Company.

The Service Terminating Arrangement provides a clearly delineated interface which facilitates the design, isolation and testing of telecommunication services. Where a protective connecting arrangement is required, the Service Terminating Arrangement is provided as part of the protective connecting arrangement.

The STA is connected through switching equipment or directly to the Company-provided connecting arrangement if the customer- provided facilities are arranged to promptly return the exchange telephone service to an idle (on-hook) state if the system fails. In addition, when the system fails, the customer shall notify the Company.

CENTREX SERVICE

A. CENTREX SERVICE

1. General

a. Centrex Service consists of digital switching equipment on Company premises, connected to station lines on the customer's premises.

b. A Customer's multiple Centrex stations are able to dial each other and dial outgoing calls directly to any station. Incoming calls to the customer's main listed Centrex number are connected to a designated station. The customer can then complete the call to the desired party by using the call transfer feature.

c. Centrex Service will include a Basic Feature Package.

d. Attendant consoles are located on customer premises and are the responsibility of the customer.

e. Centrex Service is offered only as a complete service.

f. Residential Centrex service is available on a flat rate, single line basis only.

2. Regulations

a. Centrex Service, including all specified features, is subject to the availability of the necessary switching equipment and facilities.

b. Where facilities in excess of that considered adequate by the Company are required by the customer, such additional facilities will be furnished at rates and charges based on cost.

c. Recurring rates, connection and termination charges as outlined elsewhere in this tariff.

CENTREX SERVICE

A. CENTREX SERVICE

3. Features

a. The Basic Business Feature Package will include the following features:

Add On-Consultation Hold-Incoming Only

Call Forwarding-Remote
Call Forwarding-Variable
Call Forwarding-Incoming Only
Call Forwarding-Busy Line
Call Forwarding-Busy Line-Incoming Only
Call Forwarding-Don't Answer
Call Forwarding-Don't Answer-Incoming Only
Call Forwarding-Within Group Only
Call Hold
Call Pick-Up
Call Transfer - Internal Only
Call Transfer - Outside
Call Transfer - Individual-Incoming Only
Call Transfer - Individual-All Calls
Call Waiting - Terminating
Call Waiting - Incoming Only
Call Waiting - Originating
Cancel Call Waiting
Customer Changeable Speed Calling
Direct Inward Dialing (DID)
Direct Outward Dialing (DOD)
Directed Call Pick-up
Group Numbering Plan
Identified Outward Dialing (IOD)
Smart Set Interface
Speed Calling
Station Busy-Camp On
Station Line Hunting
Station-to-Station Calling
Three-Way Calling
Tie Line Access
Touch Calling Calling

b. The Basic Residential Feature Package will include the following features.

Call Forwarding-Remote Access
Call Forwarding-All Calls
Call Forwarding-Busy
Call Forwarding-Don't Answer
Call Waiting
Cancel Call Waiting
Direct Inward Dialing (DID)
Direct Outward Dialing (DOD)
Speed Calling
Three Way Calling
Touch Calling
Tie Line Access
Identified Outward Dialing

Issued by: Pricing and Tariff Manager, 21 West Ave, Spencerport NY 14559

CENTREX SERVICE

A. CENTREX SERVICE

4. Rates and Charges

The following rates and charges are applicable to Centrex Service. Customers must request both a Port and a Link component for each Centrex line subscribed to.

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

Nonrecurring Charges as specified may also apply.

a. Business Service

(Service charges may also apply).

			Under 20 lines	20 to 50 lines
1.	Month to month	Port	$9.00	$9.00
		Link	$10.25	$10.25
2.	Three Years	Port	$8.82	$7.92
		Link	$10.05	$9.02
3.	Five Years	Port	$7.92	$7.20
		Link	$9.02	$8.20
4.	Seven Years	Port	$7.20	$6.30
		Link	$8.20	$7.18

5. Service Arrangements for periods longer than seven years or greater than 50 lines will be determined on an individual case basis.

a. Residential Service

	Rate
Service	$16.15

CENTREX SERVICE

B. AUTOMATIC ROUTE SELECTION

1. General

Automatic Route Selection (ARS) is an optional feature of Centrex that allows calls from a Centrex group to be automatically directed over a pre-selected routing pattern for toll calls. Service is only available where facilities permit.

2. Regulations

a. Centrex groups can receive specific routing patterns for any of the following toll call categories:

IntraLATA toll - Non-local calls completed within the 974 LATA.

InterLATA toll - Non-local calls completed outside the 974 LATA , but within New York State.

Interstate toll- Non-local calls terminating outside New York State.

b. Customers assume responsibility for adequate facilities in order to handle calls directed with ARS.

c. Calls to specialized numbers (900,700,971,etc.) are not included in ARS.

d. Rates and charges for ARS are in addition to other applicable service charges.

e. The Company is not liable for any toll charges that result from a completion of toll calls contrary to the chosen ARS.

f. Specialized arrangements are available on an individual case basis.

3. Rates and Charges

Automatic Route Selection, per routing pattern within a group.

		Rate
a.	Installation Charge	$300.00
b.	Monthly Charge	
	1-50 Lines	$50.00
	over 50 Lines	ICB

CENTREX SERVICE

C. EXTENDED TOLL SERVICE

1. General

Extended Toll Service is an optional service through which customers subscribing to Centrex service may be routed directly to Ogden Telephone leased toll facilities for the completion of intraLATA toll calls. Service is only available where the company possesses adequate facilities.

2. Regulations

a. Customers purchasing this option may be requested to provide the Company with an estimate of traffic volume in order for the company to insure the availability of facilities.

b. Customers who utilize this package are considered a Centrex group for purposes of utilizing other Centrex capabilities.

c. Customers choosing to establish alternative terminal groups for use in conjunction with this service may do so under terms, conditions and charges outlined in other portions of this section or under individual case pricing for unique circumstances.

d. Customers may purchase extended toll service in one hour increments.

e. Additional usage will be billed on a per minute basis rounded up to the nearest whole minute.

f. In addition to the charges for the service, business customers utilizing this feature will pay measured services charges pursuant to Section 3 of this tariff for these calls.

g. Basic Plan includes 1 hour of toll free calling.

h. Additional usage charges apply for traffic exceeding the basic plan.

i. High usage plans are only available to those customers who also purchase a basic plan.

j. High usage charges apply for those customers purchasing one or more High usage plans who exceed their plan volumes.

CENTREX SERVICE

C. EXTENDED TOLL SERVICE

3. Rates and Charges

Extended Toll Service, per line

a. Residential Services

		Rate
1)	Installation Charge	$12.57
2)	Monthly Charges:	
	Basic Plan	$2.25
	Additional Use - Per Minute	$0.040
	High Usage Plan	$1.40
	High Usage - Per Minute	$0.035

b. Business Services:

1)	Installation Charge	$15.00
2)	Monthly Charges	
	Basic Plan	$0.00
	Additional Use Per- minute	$0.00
	High Usage Plan	$0.00
	High Usage -per minute	$0.00

CENTREX SERVICE

D. TIE-LINE SERVICE

1. General

Tie-Line termination charges apply for each termination of a tie-line on a switch.

2 Regulations

a. Minimum purchase period for a tie-line is 1 year.

3. Rates and Charges

Tie-line Service

		Rate
a.	Installation Charges	$250.00
b.	Monthly Charge	$400.00

MISCELLANEOUS SERVICE

A. CUSTOM CALLING SERVICES

1. General

All custom calling features listed in this section are available on an individual basis or as part of a specially designed multiple feature package on exchange lines. All features are provided subject to availability within the specific Central Office and are limited to private lines only. Some features may be mutually exclusive offerings. Transmission levels may not be sufficient in all cases.

2. Description

Custom Calling Services are provided to enable the customer to perform one or more of the following functions by operating the dial and switch-hook of the telephone.

a. Basic Call Forward (T)

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

b. 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.

c. 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.

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. (T)

MISCELLANEOUS SERVICE

A. CUSTOM CALLING SERVICES (Cont'd)

2. Description (Cont'd)

e. Call Waiting/Cancel Call Waiting (T)

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.

f. 3 Way Calling

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

The pay per use charge is activated irrespective of whether the call is completed or not. (T)

g. Call Waiting Plus [1]

Allows the customers already on the telephone to know that another call is wainting and who the call is from. The name of the calling party is announced ot the customer in addition to the call waiting beep. A customer must subscribe to call waiting to have this feature. This service is avaiaible where technically feasible.

h. Call Transfer Call Transfer allows a customer to transfer any established call to another station. Either the calling or called party can transfer the call if they have this feature. This is a modification of the Three-Way Calling (TWC) feature that allows the party that initatied the TWC to hang up without the other two parties being disconnected. The customer is responsible for all long distance and local measured charges. (T)

(T)

[1] This service is limited to existing customers at existing locations.

MISCELLANEOUS SERVICE

A. CUSTOM CALLING SERVICES (Cont'd)

2. Description (Cont'd)

i. Speed Call 8 [2]

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.

j. 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.

3. Rates

a. All Service Areas, each service, per line equipped

	Monthly Rate			Per Activation	
	Residence	Business		Residence	Business
Basic Call Forward	$9.25	$8.50			
Call Forward Busy	$9.00	$8.50			
Call Forward Busy/No Answer	$9.25	$8.50			
Call Forward No Answer	$9.25	$8.50			
Call Waiting/Cancel Call Waiting	$9.75	$34.75	(I)		
3 Way Calling	$9.75	$8.75		$3.50 [1]	$3.00 [1]
Call Transfer	$5.99	$4.65			
Call Waiting Plus [2]	$5.99	$5.99			
Speed Call 8 [2]	$6.50	$4.99			
Speed Call 30	$6.50	$5.50			

[1] Monthly Maximum for per activation rates is $15.00.
[2] This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

MISCELLANEOUS SERVICE

A. CUSTOM CALLING SERVICES (Cont'd)

3. Rates (Cont'd)

b. Normal connection charges apply when a customer requests connection to one or more custom calling features. Orders requested for the same customer account made a the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises, which results in the same connection charges.

c. The company may elect to offer a trial of any new custom calling feature(s) to customers within 90 days of the establishment of the new feature or establishment of a new customer's service. The Company in accordance with the trial waiver options outlined later in this section may offer a trial of any feature. The Company will inform all eligible customers about the trial. The notification will include the specific details about the trial and its duration. Free connection to the feature(s) will be provided during the trial period. If the Company automatically connects customers to the trial feature, a customer must contact the Company if they wish to retain the feature(s). If the Company requires that the customer request the trial feature(s) in order to be connected, the customer will be automatically subscribed to the feature(s) at the end of the trial unless the Company is told otherwise.

MISCELLANEOUS SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS)

1. Conditions

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

2. Description

a. *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.

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.

Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature. (T)

MISCELLANEOUS SERVICE

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

2. Description (Cont'd)

c. Priority Call (T)

Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. A Distinctive Ring pattern accompanies incoming calls from numbers on that list. If the customer is engaged in another call, and a call from one of the designated numbers arrives, a distinctive Call Waiting tone accompanies the incoming call.

d. Distinctive Ring

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

e. Selective Call Forward

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

f. 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" form 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. (T)

MISCELLANEOUS SERVICE

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

2. Description (Cont'd)

g. Selective Call Acceptance (T)

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.

h. Call Trace

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

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

i. Calling ID (T)

Permits a customer to view the calling party's telephone number for calls placed to that customer, if that call is not placed from outside of the calling number identification service area, through an operator or via telephone credit card, and provided the calling party has not activated the per call or per line blocking options.

The Calling Number Identification Service feature requires a telephone number display device designed for use with Calling Number Identification Service. The Company is not responsible for obtaining, maintain, or repairing any such device except as it may separately agree to in writing with the customer.

MISCELLANEOUS SERVICE

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

2. Description (Cont'd)

j. Caller ID with Name (T)

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.

k. Caller ID Blocking - per call (T)

Allows the calling customer to permit or withhold delivery of the customer's telephone number on each call. To block delivery of the number, the customer first dials an access code, then the customer dials the telephone number.

l. Caller ID Blocking - per line (T)

Provides default blocking of delivery of the calling customer's telephone number. Blocking can be deactivated by the customer by dialing an access code before each call. When the customer hangs up, the default blocking is reinstated.

m. Call Screening (T)

Feature allows a customer to store a limited quanity of directory numbers in screening lists for the purposes of rejecting certain incoming calls. When the call-screening feature is activated, those calls that originated form directory numbers contained int eh screening list are rejected and are notified to that effect by an announcement.

MISCELLANEOUS SERVICE

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

2. Description (Cont'd)

n. Anonymous Call Block/Rejection (ACR) (T)

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "*77" ("1177" on rotary phones) and can be deactivated by dialing "*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

o. Multiple Simultaneous Call Forwarding (T)

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

p. Remote Activated Call Forward

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.

MISCELLANEOUS SERVICE

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

2. Description (Cont'd)

q. Remote Call Forward (RCF) Service (T)

Remote Call Forward (RCF) is a local exchange service that utilized a directory number and local central office facilities to automatically forward all incoming calls to another directory number designated by the customer.

1) Regulations

a) RCF service is offered subject to availability of suitable facilities.

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

c) All charges for the call to the customer designated number from the RCF central office shall be the responsibility of the customer.

d) Identification of the originating telephone number is not provided.

e) Transmission may not be satisfactory on all RCF calls.

f) RCF is not represented as suitable for the transmission of data.

g) RCF service cannot be terminated on a line equipped with call forwarding.

h) The Minimum service period for RCF service is three months.

i) Each RCF group is entitled to one alphabetical and one classified listing at no additional charge in the directory, which services the RCF office. Overflow paths associated with foreign exchange trunk groups are not listed. All other listing regulations apply.

j) A Rewire charge applies each time the customer designated directory number is directed to be changed at the customer's request. A change of directory listing for RCF will incur a Record Order Charge.

MISCELLANEOUS SERVICE

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

3. Rates

a. The following charges are for the features only and are in addition to applicable charges for the underlying service. Except for the Call Restrict features, Service Charges apply as set forth in the company tariff, except as shown herein.

	Monthly Rate		Per Activation	
	Residence	Business	Residence	Business
*69 Call Return	$6.50	$6.99	$3.50 [1]	$3.00 [1]
*66 Busy Number Redial	$6.50	$6.99	$3.50 [1]	$3.00 [1]
Priority Call	$6.50	$5.00		
Distinctive Ring	$6.99	$5.00		
Selective Call Forward	$3.80	$4.15		
Selective Call Rejection	$3.80	$6.99		
Selective Call Acceptance	$6.50	$4.99		
Call Trace			$7.25 [2]	$7.00 [2]
Caller ID	$10.50	$10.99		
Caller ID with Name	$13.75	$39.00	(I)	
Caller ID Blocking - per call	$5.00	$5.00		
Caller ID Blocking - per line	$5.00	$5.00		
Call Screening	$2.80	$3.15		
Anonymous Call Block/Rejection	$5.00	$6.50		
Multiple Simultaneous Call Forward	N/A	$11.00		
Remote Activated Call Forward	$7.00	$5.50		
Remote Call Forward, each path	$26.00	$36.50		

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

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

MISCELLANEOUS SERVICE

C. TOLL CONTROL SERVICE

1. General

Toll Control Service is an enhanced toll blocking service. With this service, the customers' line in conditioned so that all directly dialed long distance calls (1+,10XXX+1, or seven digit dialed long distance calls) are denied unless a five digit PIN follows the dialed number. The customer will be notified to input the PIN via a two-beep signal. If no pin is entered, or is incorrectly entered, the caller will receive a message via intercept that toll access is denied. The PIN will be selected by the customer and activated or changed by the company

Call preceded by 0-, 00-, 0+, 00+, will be class marked as having special billing arrangements and will be passed to the appropriate operator for completion. All incoming collect, third number billed, and calling cards will not be blocked by this service. All Local and 911 calls will be completed.

MISCELLANEOUS SERVICE

D. AUDIO TELECONFERENCING SERVICE (ATS)

1. General

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

2. Definitions

a. Customer – The entity requesting the Audio Teleconferencing Service.

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

3. Descriptions

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

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

4. Types of Audio Teleconferencing Service

a. We Call You – a conference coordinator to establish the teleconference calls Conferees.

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

c. Combination Calling - a conference coordinator may call some conferees while other conferees may call a specified telephone number to establish the teleconference.

d. Meet-Me-Unattended – A customer may establish a teleconference by having each conferee call a specified telephone number. A conference coordinator is not available to the conferees during the conference.

MISCELLANEOUS SERVICE

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

5. ATS Features

The customer can establish and/or control the teleconference utilizing touch-tone signaling or its equivalent for ATS features.

ATS features enable the customer to:

a. Access operator assistance (for an ATS arrangement ordered on a reservation basis there is no access to an operator during the last four minutes of the teleconference or during an unattended teleconference).

b. Add additional stations.

c. Transfer control of the teleconference to another station.

d. Restore a station, which has been disconnected from the teleconference.

e. Terminate the teleconference.

f. Arrange to have an operator provide the capability for which each conferee will call a specified telephone number at a specified time (this feature is called a "meet-me" teleconference). This ATS feature is available only on a reservation basis and must be ordered by the Customer at least 30 minutes prior to the start of the teleconference. In addition, this ATS feature is available only for a voice grade ATS arrangement. Any conferees not able to join the teleconference due to network limitations must be added to the teleconference by the originating conferee.

g. The Company may choose to offer optional features, such as recording, Transcription, and/or Pre-notification. When the service is offered by the Company and provided to the customer, charges will be applied as listed.

MISCELLANEOUS SERVICE

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

6. Availability

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

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

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

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

7. Regulations

a. All charges incurred for the conference call will be billed to the originating telephone number unless other billing arrangements are made.

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

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

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

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

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

g. When a teleconference is initiated or ordered on a reservation basis, the Customer must specify the number of ports required. One port is required for each station on the teleconference. The customer will be billed for the number of ports specified in the reservation request.

MISCELLANEOUS SERVICE

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

8. Rates and Charges

Rates for Audio Teleconference Service may include, but are not limited to:

Usage Charges
Set-up Charges
Cancellation Charges

a. Usage Charges – When a teleconference is initiated, the customer must specify the number of ATS ports (number of stations on the teleconference) required. One port is required for each station on the teleconference. A Usage Charge will be billed for all ports used by the customer.

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

b. Set-up Charges – The Set-up charge is billed for all ports used by the customer, regardless of the type of teleconference the customer subscribes to.

c. Cancellation Charges – If a customer changes, cancels or does not use the teleconference, the customer will be liable for the Cancellation charges, unless notification is made to the Company at least 30 minutes prior to the scheduled conference start time.

Audio Teleconference Service	
Conference Set-Up Charge (per conferee)	$3.00
Usage Charges (per minute, per port)	
We call you (conference coordinator dialed domestic)	$0.50
We call you (conference coordinator dialed International)	$1.75
Meet-Me 800	$0.45
Meet-Me Toll/Local	$0.45
Meet-Me- Unattended Toll/Local	$0.35
Meet-Me-Unattended 800	$0.35

Audio Teleconference Service	
Cancellation Fee (per port)	$2.50
Pre-Notification (per port)	$2.50
Conference Recording/Playback	$40.00
a. First Tape	$15.00
b. Additional Tape (s)	$7.50
Transcription (Set-up)	$40.00
Transcription (Hourly)	$35.00

MISCELLANEOUS SERVICE

E. PRIVATE LINE SERVICE

1. Switched 56 Kbps Service

a. General

Switched 56 Kbps Service uses the public switched network for data transmission. This is a digital end-to-end switched full duplex service, available either at low or high speed.

Switched 56 Kbps Service customers access the service by means of a dedicated access line. A customer may access other Switched 56 Kbps Service or Switched 56 Kbps Service-like customers only on a two-point connection basis. There are no voice capabilities over the facilities used for this service.

b. Regulations

Switched 56 Kbps Service requires a digital subscriber loop facility. Where only loaded facilities are available, the Company will, at the customer's request, deload the facilities (when technically feasible) at charges based on cost. The Company cannot guarantee the quality of a deloaded circuit. An access line provisioned by an interconnector must conform to the same facilities criteria.

1) All other applicable rules and regulations, including those specified in this catalog, apply.

2) Provision of this service is subject to the availability of facilities and does not create an obligation on the Company to construct facilities especially for this service. If the Company agrees to construct facilities to provide the service, construction charge regulations as listed in this catalog will apply.

3) A customer premises data unit must be compatible with the Company's central office Switched 56 Kbps facilities, and is subject to the limitations specified in BELLCORE Technical Reference TR- EOP-000277 or other Company-specified technical requirements. The customer premises data unit is not a part of this offering and must be secured separately by the customer.

MISCELLANEOUS SERVICE

E. PRIVATE LINE SERVICE (Cont'd)

1. Switched 56 Kbps Service (Cont'd)

b. Regulations (Cont'd)

4) Switched 56 Kbps Service, via a dedicated access line, is available at low speed asynchronous 300 bps to 19.2 kbp/s, low speed synchronous 1.2 kbp/s to 19.2 kbp/s, or high speed synchronous 48 kbp/s or 56 kbp/s.

5) Monthly rates do not include detailed call billing.

6) Customers not served directly by a suitably equipped central office will require an interoffice channel from their serving wire center to a switched 56KBPS equipped central office within the LATA. The interoffice channel will be billed to the customer under mileage rates for a voice grade circuit. The interoffice mileage rates applicable are found in the Company's catalog.

7) The minimum period for which service is furnished and for which charges are applicable is one month unless otherwise stated by the Company.

8) Temporary or voluntary suspension of service arrangement is not provided with this service.

c. Rates and Charges

	Monthly Rate
Service Establishment Charge (per ¼ hr) (Min 1 hr charge)	$15.00
Circuit Switched Data - Low speed	$25.00
Circuit Switched Data - High speed	$25.00
Network Call Usage (per call)	$0.085
Local Calls (per minute)	N/A

The Federal Subscriber Line Charge applies on a per line basis.

MISCELLANEOUS SERVICE

F. DIRECT INWARD DIALING (DID) SERVICE

1. General

Direct Inward Dialing (DID) is a service which allows an incoming exchange call to be dialed directly by the calling party to a station associated with a switching system located at the customer's premises without attendant assistance. Digits are outpulsed by Company equipment to the switching equipment on the customer's premises. The number of digits outpulsed will be uniform for both the listed number to the attendant's console and for the stations associated with the switching equipment.

2. Regulations

a. DID Service may be furnished from the customer's normal serving office or from a foreign central office. Normal Foreign Exchange Service regulations apply to DID Service which is connected to a foreign central office. The Company will determine the type of central office facilities used to furnish this service.

b. The central office designation used for DID Service shall be the one associated with the central office from which DID Service is provided.

Customer requested changes in the central office designation used to provide DID Service will be considered a disconnect of existing DID Service and a connection of new service. Remaining minimum charges for the existing service will apply. The new service will be subject to a new minimum service period.

c. If DID Service is provided from a foreign central office, monthly foreign exchange charges will be billed to each DID trunk, in addition to the charges specified for DID Service.

d. Customer provided PBX systems are subject to the regulations contained in the Interconnection section of this Catalog.

e. Number groups reserved at the customer's request will be provided at the charges specified in the Company's catalog, subject to the availability of facilities and will be provided only in blocks of consecutive hundred numbers as defined by the Company.

MISCELLANEOUS SERVICE

F. DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

2. Regulations (Cont'd)

f. The customer must provide for the automatic intercept of assigned but unused station numbers including vacant station number groups, as required. When a recording device is used for the automatic intercept of such numbers, connections to the announcement machine should not return off-hook (answer) supervision.

g. DID Service may be provided on some or all trunks arranged for inward service. All DID calls must be routed over the same PBX trunk group. Trunks arranged for DID Service may not be mixed with trunks not so arranged within the same trunk group.

h. If only a portion of the PBX system stations are to receive DID Service, a separate trunk must be provided and all calls to the primary listed directory number must be routed over the non-DID trunk group.

i. Outgoing calls may not be placed over PBX exchange trunks arranged for DID Service.

Outgoing service will be provided from the normal central office at local PBX trunk rates. If outgoing foreign exchange service is required, a separate trunk group shall be furnished.

j. The customer must subscribe to a sufficient number of trunks in the DID trunk group to maintain a p.01 grade of service. After the service has been established, the Company may require the customers to increase the number of trunks or it may recommend that the number of trunks be decreased to satisfy the call completion criteria.

k. DID Service will be provided subject to a minimum service period as specified in the Company's catalog. If a customer terminates DID Service before the end of the minimum service period, the customer is still responsible for the payment of charges equal to the total monthly rate for the DID Service multiplied by the remaining number of months in the minimum service period. A reduction that exceeds 10% of the total DID stations or 20% of the DID trunks under contract will be subject to payment for services under the minimum service period.

MISCELLANEOUS SERVICE

F. DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

2. Regulations (Cont'd)

l. DID Service is designated for voice communication and not for the transmission of data. Data terminals must be accessed from the exchange network by other than DID facilities.

m. One free directory listing shall be provided per DID service. Additional directory listings may be provided in accordance with the rates, charges, rules, and regulations specified in the Directory section of the tariff.

n. Digits may be dial outpulsed or multi-frequency outpulsed.

o. All calls intercepted by the attendant will be considered to be completed and subject to charge.

p. DID Service for Radio Telephone Utilities will be provided subject to these regulations.

3. Rates and Charges

All Exchanges

Monthly Trunk Rate Tone	$25.44
Monthly Directory Rate (per 100 directory Numbers)	$12.59

Notes: (1) 3- Year Minimum Service Period
(2) The Charge specified above are in addition to those charges applicable to PBX trunks as specified elsewhere in this catalog.

MISCELLANEOUS SERVICE

G. CRITICAL FACILITIES ADMINISTRATION SERVICE (CFAS)

1. General

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

2. Customer Obligations

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

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

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

d. Customers must agree to treat all network information provided to them regarding their subscribed circuits as confidential and comply with any security procedures established in support of CFAS. This may include, but will not be limited to, provision of appropriate passwords prior to forwarding of CFAS information.

3. Obligations of the Company

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

b. Company will identify the physical path of each subscribed circuit whenever requested by the customer so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit. Where Company systems permit, information will be transmitted to the Customer in the form of an AutoCAD file with the coordinates included. The Customer must provide its own software capable of reading an AutoCAD file.

MISCELLANEOUS SERVICE

G. CRITICAL FACILITIES ADMINISTRATION SERVICE (CFAS) (Cont'd)

3. Obligations of the Company (Cont'd)

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

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

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

4. Rates and Charges

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

b. Monthly Charge

Business Critical Facilities Administration Service	$136.04

MISCELLANEOUS SERVICE

H. TELECOMMUNICATIONS SERVICE PRIORITY (TSP)

1. General

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

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

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

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

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

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

MISCELLANEOUS SERVICE

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

2. TSP Request Process

a. TSP Request Process - Restoration

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

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

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

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

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

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

5) Submit the SF 315 to the OPT.

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

MISCELLANEOUS SERVICE

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

2. TSP Request Process (Cont'd)

b. TSP Request Process - Provisioning

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

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

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

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

3. Responsibilities of the End-User

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

a. Identify telecommunications services requiring priority.

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

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

d. Accept TSP services by the service due dates.

MISCELLANEOUS SERVICE

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

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

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

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

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

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

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

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

MISCELLANEOUS SERVICE

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

4. Responsibilities of the Company

The Company will perform the following:

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

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

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

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

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

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

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

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

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

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

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

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

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

MISCELLANEOUS SERVICE

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

5. Preemption

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

Non-TSP Services

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

6. Rates and Charges

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

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

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

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

Initial Service Charge, per line	See Company Tariff
Change in TSP Priority Code	Service Order Charge
Business Monthly Recurring Charge	$54.63

MISCELLANEOUS SERVICE

I. BLOCKING SERVICE

1. General

a. Blocking Service is a feature wherein the Company will restrict, to the maximum extent technically possible, a customer's access to either 900 services alone or to all Dedicated Mass Announcement Network, Interactive Information Network, Group Bridging Services, and 700 and 900 services. Those services can be identified by specific central office prefixes and service access codes. The Company does not represent, warrant, or guarantee that all calls can be blocked. The blocking is provided only on the specific access line it is requested for.

b. Blocking Service is available and offered only where facilities are available.

c. Blocking Service is available on individual lines for residence and business customers.

d. Blocking Service is continued until such time as a line is terminated. Or the customer requests cancellation of Blocking Service.

e. Blocking Service or a telephonic block can only be removed pursuant to a written request by the customer of record, or the customer of record providing the correct password over the telephone, or by a request made in person by such customer. The customer of record can provide a personal password to use to remove Blocking Service at the time Blocking Service is established.

f. The Company may provide options to Block Services. The following are offered.

Option 1	976 Services Only
Option 2	900 Services Only
Option 3	900 and 700 Services
Option 4	Group Bridging Services Only

g. International Access Toll Blocking is a blocking service that restricts access to direct dialed International numbers beginning with the prefix 011. Calls to countries participating in the North American Numbering Plan use area code prefixes and would not be blocked.

2. Rates and Charges

The following rates apply for Blocking Service

	Residential	Business
Third Number Billing Restrict	$2.20	$2.00
Collect Call Restrict	$2.20	$2.00
Customer Request Toll Blocking	$2.20	$2.00

MISCELLANEOUS SERVICE

J. BUSINESS TRAFFIC STUDY SERVICE

1. General

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

2. Regulations

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

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

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

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

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

f. Studies are done in 7-day intervals.

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

3. Rates

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

MISCELLANEOUS SERVICE

K. OPERATOR SERVICES

1. Definitions

(D)
(D)

a. Operator Assisted Station to Station (T)

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

b. Collect (T)

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

c. Person to Person (T)

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

d. Operator Assisted Time and Charges (T)

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

e. Operator Assisted -Corrections (T)

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.

f. Billed to Third Number (T)

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.

MISCELLANEOUS SERVICE

K. OPERATOR SERVICES (Cont'd)

2. Rates

	Rates
Operator Assisted Time and Charges	$1.50
Operator Assisted Corrections	$2.00
Collect	$2.00
Operator Assisted Third Number Billing	$2.00
Person-to-Person	$3.50
Operator Assisted Station to Station	$2.00

MISCELLANEOUS SERVICE

M. LIRECTORY LISTINGS

1. Types of Listings

a. Non-Listed

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

b. Foreign Listing

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

2. Rates for Charge Listings (Additional Listings)

The monthly rate for each listing, in excess of the allowance of free listings is as follows:

	Business	Residence	
Non-Listed	$6.50	$6.50	(I)
Foreign Listing	$6.50	$6.00	

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICE

M. CUSTOMIZED NUMBER SERVICE

1. General

Customized Number Service provides for the assignment of a customer specified telephone number rather than the next available number from the assignment control list.

Customized Number Service is provided to Business or Residence customers and is furnished subject to the availability of facilities and requested telephone numbers.

This service is offered to customers who request a unique or specific telephone number.

The customized number charge shall not apply to a request by a customer for the reassignment of his previous telephone number, if available, upon reconnection of previously terminated service.

The Company will not be responsible for the manner in which customized numbers are used for marketing purposes by the customer.

When a new customer assumes an existing service, which includes Custom Number Service, the customer may keep the custom number at the cataloged rate with the consent of the former customer.

The company reserves and retains the right:

a. To discontinued, change or reassign telephone numbers in any exchange area when it is deemed necessary or appropriate in the conduct to fit business, or in accordance with the rules and procedures of the Company. Should this occur, the Company will attempt to assign another specialized number of the customer's choice without applying service charges.

b. To reject any request for specialized telephone numbers and to refuse requests for specialized numbers for any reasons, including, but not limited to, numbers that may in the Company judgment be offensive to good taste, limited Central office capacity, or relocation of a central office.

c. Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in the company catalog or tariff.

4.To assign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of it's business.

Issued by: Pricing and Tariff Manager, 21 West Ave, Spencerport NY 14559

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICE

M. CUSTOMIZED NUMBER SERVICE (Cont'd)

2. Conditions

Customized Number Service applies when a customer:

a. Request a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request. A customer who's service has been terminated may be reassigned their previous telephone number, if available, without additional service charges applying, if reassignment occurs within 12 months.

b. Requests a number change from their present number to a customized telephone number.

The company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after establishment of service. In any case, the Company shall not be liable to any person: firm or corporation for any amount greater than such person; firm or corporation has actually paid to the Company for the Customized Number Service.

3. Rates and Charges

A one-time charge for each search of up to three numbers after the initial search of three number applies.

The rates listed below apply in addition to the appropriate Connection Charges and all other applicable rates and charges.

Customer Number Listing

	Business	Residential
Monthly Number Charge	$10.00	$3.50
Initial Search Charge	$100.00	$100.00

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GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICE

N. CONVENIENCE FEE (N)

1. GENERAL

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

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

2. RATES AND CHARGES

	Nonrecurring Charge	
Convenience Fee, per occurrence	$10.00	(N)

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

A. FronTIER Choices Bundles*

1. General

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

Basic Bundle

Access Line	Speed Calling 8 – Number list
Call Forwarding	Speed Calling 30 – Number list
Call Forward – Busy or No Answer	Busy Redial
Call Waiting	Call Return
Call Waiting with Cancel Call Waiting	Caller ID with Name
Call Waiting ID	Message WAitign Indicator
Three Way Calling with Transfer	Customized Ringing
10 Local Directory Assistance Calls	Call Transfer

Additional Line Bundle

Access Line	Customized Ringing
Speed Calling 8 – Number list	Call Transfer
Speed Calling 30 – Number list	Call Forwarding
Busy Redial	Call Forward – Busy or No Answer
Call Return	Additional Access Line
Caller ID with Name	Call Waiting
Message Waiting Indicator	Call Waiting with Cancel Call Waiting
Call Waiting ID	Three Way Calling with Transfer
Voice Mail/Standard Service	10 Local Directory Assistance Calls

2. Regulations

a. Bundles are available where technically feasible.

b. Bundled rates are based on the current access line rate groups.

c. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

d. It is the responsibility of the subscriber to enroll in the package.

e. Residential customers currently subscribing to all services in the Bundles Package may request billing at the package price.

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

BUNDLED SERVICES

A. FronTIER Choices Bundles* (Cont'd)

2. Regulations (Cont'd)

f. When the customer changes or disconnects any component of the Bundles, then the remaining components of the package will be billed at their individual rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.

g. Customers may add or delete any features offered in the package without a Service Order Charge.

h. Customers may change Bundles without incurring a Service Order Charge.

i. The Bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.

j. The free directory assistance calls encompass any free DA offering that may be available.

k. CALC Charges will be billed separately from the basic bundles offering. ALl other surcharges and taxes will apply.

3. Demonstration Period

a. General

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

b. Regulations

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

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

4. Rates and Charges

	Monthly Rate	
Frontier Choices Basic Bundle	$34.00	(I)
Additional Line Bundle	$47.00	

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

BUNDLED SERVICES

B. FrontierWorks

1. General

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

a. Bundle 1

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

2) Frontier dial-up Internet Service (Non-regulated).

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

b. Bundle 2

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

2) 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed).

3) Frontier DSL Max Internet Service (Non-regulated).

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

BUNDLED SERVICES

B. FrontierWorks (Cont'd)

1. General (Cont'd)

c. Bundle 3

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

2) Frontier dial-up Internet Service (Non-regulated).

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

d. Bundle 4

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

2) 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed).

3) Frontier DSL Max Internet Service (Non-regulated).

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

e. Bundle 5

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

2) 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed).

3) Frontier 512 Kbps Business DSL Internet Service (Non-regulated).

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

BUNDLED SERVICES

B. FrontierWorks (Cont'd)

1. General (Cont'd)

f. Bundle 6

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

2) 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

3) Frontier 1 Mbps Business DSL Internet Service (Non-regulated)

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

g. Bundle 7

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

2) Frontier BDSL which will feature ADSL speeds of 1M/128k, 2 M/256K or 3M/384k (speed will vary by availability) (Federally Tariffed)

3) Frontier BDSL Internet service (non-regulated)

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

BUNDLED SERVICES

B. FrontierWorks (Cont'd)

1. General (Cont'd)

h. Bundle 8

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

2) Frontier BDSL which will feature ADSL speeds of 1M/128k, 2 M/256K or 3M/384K (speed will very by availability) (Federally Tariffed)

3) Frontier BDSL Internet Service (Non-regulated)

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

i. Bundle 9 (FrontierWorks Small Business Solutions Additional Access Line)

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

j. Optional Services

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

1) FrontierWorks Select5

Choice of five of the following:

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

BUNDLED SERVICES

B. FrontierWorks (Cont'd)

2. Regulations

a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

b. The bundles are offered only under one-year, two-year, and three-year term contracts.

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

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

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

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

a. The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the Rate Group 1 rate for a three-year term and the Rate Group 1 rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the Rate Group 1 term rate for the contract term and the month-to-month rates applicable to customers in Rate Group 1 for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) <u>for</u> which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

BUNDLED SERVICES

B. FrontierWorks (Cont'd)

2. Regulations (Cont'd)

b. The bundles are offered only under one-year, two-year, and three-year term contracts. (Cont'd)

4) (Cont'd)

b. The calculations described in paragraph a. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.

c. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

d. In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.

c. The FrontierWorks Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

d. The FrontierWorks Select5 package is available only in association with a FrontierWorks Small Business Solutions bundle.

e. The bundle rate will appear as a single line item on the customer's bill.

f. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.

g. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

h. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

BUNDLED SERVICES

B. FrontierWorks (Cont'd)

3. Rates and Charges

a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

b. Service Charges apply if the customer switches from a bundle to an unbundled service.

c. Service Charges do not apply if the customer switches to another FrontierWorks Small Business Solutions bundle of greater value.

d. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.

e. Monthly Rates

Bundle (Local Service Portion)

	Term		
	One Year	Two Years	Three Years
Paul Smiths	$25.66	$24.67	$23.68
Ausable Forks	$23.11	$22.27	$21.43
Keeseville	$23.11	$22.27	$21.43
Wilmington	$24.39	$23.47	$22.56

	Monthly Rate
FrontierWorks Select5, all Exchanges	$9.95

4. Endnotes

a. 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.

b. 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.

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

BUNDLED SERVICES

C. FrontierWorks Business Connections

1. General

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

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

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

b. Optional Feature Services

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

1) Business Connections Select5

<u>Choice of five of the following:</u>
Call Forward or Call Forward Variable
Call Waiting with Cancel Call Waiting
Speed Calling 8 Code or Speed Calling 30 Code
Three-Way Calling
Busy Redial
Call Return
Hunting
Selective Call Forwarding

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

2) Centrex Connections Features
Busy Redial
Automatic Call Back
Call Forward Busy
Call Forward No Answer
Speed Call 8 [1] or Speed Call 30
Selective Ring
Call Waiting/Cancel Call Waiting

[1] This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

C. FrontierWorks Business Connections (Cont'd)

2. Regulations

a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

b. The bundles are offered only under one-year, two-year, and three-year term contracts.

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

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

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

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

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

6) The early termination liability charges described in the paragraph above does not apply within 90 days of activation.

7) Customer contract will automatically renew at the current rate for one year if no cancellation notification is received.

BUNDLED SERVICES

C. FrontierWorks Business Connections (Cont'd)

2. Regulations (Cont'd)

b. The bundles are offered only under one-year, two-year, and three-year term contracts. (Cont'd)

8) The FrontierWorks Business Connections Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

c. The FrontierWorks Business Connections Select5 package is available only in association with a FrontierWorks Business Connections Solutions bundle.

d. The bundle rate will appear as a single line item on the customer's bill.

e. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.

f. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

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

h. FrontierWorks Business Connections cannot be used in association with a key system or a PBX service.

i. In the FrontierWorks Business Connections Select5 package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.

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

k. Individual promotional periods will not exceed 120 days.

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

BUNDLED SERVICES

C. FrontierWorks Business Connections (Cont'd)

3. Rates and Charges

a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

b. Service Charges apply if the customer switches from a bundle to an unbundled service.

c. The customer may add or delete the features within the FrontierWorks Business Connections Feature package without incurring a Service Charge.

d. Monthly Rates

	Monthly Rate
1) Basic Business Bundle	
One Year	$29.50
Two Year	$27.76
Three Year	$26.03
2) Centrex Bundle	
One Year	$59.00
Two Year	$55.52
Three Year	$52.06
3. Business Connections Select5	$9.99
Centrex Connections Features, per feature	$1.99

BUNDLED SERVICES

D. Frontier Small Business Advantage

1. General

Frontier Small Business Advantage is a package offering available to Business customers that subscribe to flat rate Business service. The package includes two Basic Business lines; a combination of enhanced calling features, certain designated non-regulated and price-listed services.

a. Bundle 1 – Basic Bundle 300 Minutes

Two Basic Business Lines or two Centrex Lines
Call Forward
Call Transfer
Call ID Name
Multiline Hunting (where available)
Three Way Calling
Station to Station Calling
300 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

b. Bundle 2 – Basic Bundle 600 Minutes

Two Basic Business Lines or two Centrex Lines
Call Forward
Call Transfer
Call ID Name
Multiline Hunting (where available)
Three Way Calling
Station to Station Calling
600 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

BUNDLED SERVICES

D. Frontier Small Business Advantage (Cont'd)

1. General (Cont'd)

c. Bundle 3 – Basic Bundle 900 Minutes

Two Basic Business Lines
Call Forward
Call Transfer
Call ID and Name
Multiline Hunting (where available)
Three Way Calling
Station to Station Calling
900 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

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

<u>Additional Features:</u>
Repeat Dialing
Call Return
Call Forward Busy
Call Forward No Answer
Speed Calling 8 or Speed Calling 30
Selective Ring
Call Waiting/Cancel Call Waiting

2. Regulations

a. A bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

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

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

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

BUNDLED SERVICES

D. Frontier Small Business Advantage (Cont'd)

2. Regulations (Cont'd)

c. Early termination liability charges shall apply if the customer cancels the bundled service before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled.

1) The early termination liability charges shall be calculated as follows: A Maximum Termination Liability of $500.00 applies. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

a) The ratio of the number of months remaining in the contract period over the total months in the contract period multiplied by the Maximum Termination Liability.

b) The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundle within 30 days of activation.

c) Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.

d. The bundle rate will appear as a single line item on the customer's bill.

e. Frontier Small Business Advantage is a service mark of Citizens Communications Company.

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 will be billed separately from 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 in addition to the bundle rate.

h. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Small Business Advantage long-distance plan.

i. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.

BUNDLED SERVICES

D. Frontier Small Business Advantage (Cont'd)

2. Regulations (Cont'd)

j. No Utility initiated change in a term contact that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition and the change being made in that term or condition. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A utility may not use this contract change provision to change term-contract rates or charges.

3. Rates and Charges

a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

b. Service Charges apply if the customer switches from a bundle to an unbundled service.

c. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

		Monthly Rate
1)	Basic Business Bundle	
	Bundle 1	$64.99
	Bundle 2	$74.99
	Bundle 3	$84.99
2)	Additional Features	$1.99

BUNDLED SERVICES

E. Frontier Digital Phone Silver *+

1. General

The Frontier Digital Phone Silver is a package offering that gives residential customers a combination of local services. The package includes one Flat Rate Access Lines and a combination of local features. Customers can take any combination of features for the same flat rate charge

Basic Bundle

Access Line
Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer
Local Extended Area Toll Calls
Call ID Plus Name

Frontier Digital Phone Silver 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.

Automatic Redial
Call Return
3-way Calling
Speed Dialing 30
Call Forwarding

2. Regulations

a. The Frontier Digital Phone Silver is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

c. It is the responsibility of the subscriber to enroll in the package.

d. Residential customers currently subscribing to all services in the Frontier Unlimited Bundle package may request billing at the package price.

e. When the customer changes or disconnects any component of the bundles, then the remaining components of the package will be billed at their individual rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.

* The service offering is limited to all existing subscribers at their existing locations.
\+ The bundle was previously called Frontier UnlimitedNY.

BUNDLED SERVICES

E. Frontier Digital Phone Silver *+ (Cont'd)

2. Regulations (Cont'd)

f. Customers may add or delete any features offered in the package without service order charge.

g. The bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

3. Demonstration Period

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

b. Regulations

1) The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the bundles product at any time upon 1 days' notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

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

* The service offering is limited to all existing subscribers at their existing locations.
\+ The bundle was previously called Frontier UnlimitedNY.

BUNDLED SERVICES

E. Frontier Digital Phone Silver *+ (Cont'd)

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

   a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.

   b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

   f. The cost of the service includes the CALC.

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

   h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

5. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Silver – Month to Month	$28.00	(I)
Enhanced Feature Pack	$7.49	
Stay Connected Seasonal Offering	$9.99	

* The service offering is limited to all existing subscribers at their existing locations.
\+ The bundle was previously called Frontier UnlimitedNY.

BUNDLED SERVICES

F. Frontier Choices

1. General

Frontier Choices gives the customer all of the following features

Call Forwarding
Call Forward – Busy or Don't Answer
Call Waiting
Call Waiting with Cancel Call Waiting
Three Way Calling
Call Transfer
Distinctive Ringing
Speed Calling 8 or 30 Code
Automatic Redial
Call Return
Caller ID Name
Call Waiting Whisper

2. Rates and Charges

	Monthly Rate
Business	$17.95
Residential	$19.95

(I)

G. Frontier Freedom Pack – Grandfathered as of May 9, 2019

1. General

Frontier Freedom Pack gives the customer all of the following features.

Caller ID Name	Three Way Calling
Call Waiting	Call Forward
Call Return	Speed Calling 8 Code
Automatic Redial	

2. Rates and Charges

	Monthly Rate
Residential Only	$15.50

BUNDLED SERVICES

H. Frontier Savers Pack – Grandfathered as of May 9, 2019 (C)

1. General

Frontier Savers Pack includes the following features

Caller ID Name
Choice of 2 of the following features
Call Waiting
Call Return
Automatic Redial
Call Forward Busy or Don't Answer
Three Way Calling
Speed Calling 8 Code

2. Rates and Charges

	Monthly Rate
Residential Only	$9.95

I. Frontier Feature5 Package (Small Business Only)

1. General

Caller ID Name
Call Forwarding
Call Forward – Buys or Don't Answer
Choice of 3 Custom Calling Features from the following:
Call Waiting
Three-Way Calling
Speed Calling 8
Automatic Redial
Call Return
Call Transfer
Multiline Hunt Service

2. Rates and Charges

	Monthly Rate
Small Business Only	$11.95

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

BUNDLED SERVICES

J. Frontier Digital Phone Service – Grandfathered as of May 9, 2019 (C)

1. General

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

Basic Bundle

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

Digital Phone Enhanced Feature Pack

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

3-way Calling	Anonymous Call Block/Rejection	Automatic Call Return
Automatic Busy Redial	Call Trace	Caller ID
Caller ID Name/Number	Call Forwarding-Variable	Call Forwarding fixed
Call Waiting ID	Call Forwarding Do Not Answer	Call Waiting
Call Acceptance/Selective	Distinctive Ring	Speed Calling 8
Selective Call Rejection	Speed Calling 30	VIP Alert
Call Forwarding Plus		

2. Regulations

a. The Frontier Digital Phone Bundle is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the catalog.

c. It is the responsibility of the subscriber to enroll in the package.

d. Residential customers currently subscribing to all services in the Frontier Digital Phone Bundle package may request billing at the package price.

e. When the customer changes or disconnects any component of the bundles, then the remaining components of the package will be billed at their individual rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.

f. Customers may add ro delete any features offered in the package without a service order charge.

BUNDLED SERVICES

J. Frontier Digital Phone Service – Grandfathered as of May 9, 2019 (Cont'd)

2. Regulations (Cont'd)

g. The Bundle will appears as a single line item on the bill.

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

i. The bundles price is a set price. No discounts will be given to subscribers that do not use all the feature or have some freatues turned off.

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 of customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

f. The cost of the service includes the CALC.

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

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

4. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Service– Month to Month	$31.99	(I)
Digital Phone Enhanced Feature Pack	$7.49	
Stay Connected Seasonal Offering	$9.99	

BUNDLED SERVICES

K. Frontier Business Unlimited Service

1. General

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

Basic Bundle

Single Party Flat Rate Access Line
Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Caller ID w/Name
Two Features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30 Code	Call Forwarding
Distinctive Ringing	Repeat Dialing
Multiline Hunt Service	
Call Forwarding Remote Programming	

2. Regulations

a. The bundle is available only where facilities and operating systems are available and technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the catalog.

c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

d. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

BUNDLED SERVICES

K. Frontier Business Unlimited Service (Cont'd)

2. Regulations (Cont'd)

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 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, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

j. The bundle is offered on a month-to-month commitment basis.

3. Rates And Charges

a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. Unless otherwise stated elsewhere in this section, Connection Charges as apply to the installation of individual components of the bundle.

c. Frontier Business Unlimited Service is provided at the following rate:

	Monthly Rate	
Basic Bundle	$39.00	(I)
Frontier Business All In Feature Package	$4.99	

BUNDLED SERVICES

L. Frontier Digital Phone Bronze *+

1. General

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

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call ID plus Name	
Extended Area Service	

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 the rate section.

Automatic Redial	Speed Dialing 30 Number
Call Return	Call Forwarding
3-way Calling	

2. Regulations

a. The Frontier Digital Phone Bronze is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually rates.

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

e. Customers may add or delete any features offered in the package without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

* The service offering is limited to all existing subscribers at their existing locations.
\+ The bundle was previously called Frontier Digital Phone Essentials.

BUNDLED SERVICES

L. Frontier Digital Phone Bronze *+ (Cont'd)

2. Regulations (Cont'd)

h. The bundles are offered on a month to month.

i. The bundle will appear as a single line item on the bill.

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

f. The cost of the service includes the CALC.

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

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

4. Rates and Charges

	Monthly Rate	
Digital Phone Bronze – Month to Month	$21.99	(I)
Digital Phone Enhanced Feature Pack	$7.49	
Stay Connected Seasonal Offering	$9.99	

* The service offering is limited to all existing subscribers at their existing locations.
\+ The bundle was previously called Frontier Digital Phone Essentials.

BUNDLED SERVICES

M. Frontier Business Essentials

1. General

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

Basic Bundle

Flat Rate Business Line	Call Forward Busy/No Answer
Extended Area Service	
Two features from the Frontier Business All in Feature package listed below	

Optional Features Package: [1]

Busy Redial	
Call Return	Speed Call 8 [2] or Speed Call 30
Three-way calling	Call Forward Variable

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Caller ID Name
Speed Calling 8 [2] or 30 Code	Repeat Dialing
Distinctive Ringing	Call Transfer
Multiline Hunt Service	Call Forwarding
Call Forwarding Remote Programming	

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

BUNDLED SERVICES

M. Frontier Business Essentials (Cont'd)

2. Regulations

a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

b. The bundles are offered on a month to month basis.

c. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

d. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

e. The bundle cannot be used in association with a Residential Line, PBX Service, or ISDN service.

f. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge

g. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

	Monthly Rate
Business Essentials - Monthly Rate	$39.99
Digital Phone Enhanced Feature Pack*	$3.99
Frontier Business All In Feature Package	$4.99

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

N. Frontier Digital Phone Plus Service – Grandfathered as of May 9, 2019 (C)

1. General

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

Basic Bundle

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

Digital Phone Enhanced Feature Pack

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

3-way Calling	Anonymous Call Block/Rejection	Automatic Call Return
Automatic Busy Redial	Call Trace	Caller ID
Caller ID Name/Number	Call Forwarding - Variable	Call Forwarding - Fixed
Caller Waiting ID	Call Forwarding Do Not Answer	Call Waiting
Call Acceptance/Selective	Distinctive Ring	Speed Calling 8
Call Forwarding Plus	Speed Calling 30	VIP Alert
Call Rejection - Selective		

2. Regulations

a. The Frontier Digital Phone Plus Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

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 rules.

d. Customers may add or delete any features offered in the package without a service order charge.

e. No discounts will be given to subscribers that do not use all the features or have some features turned off.

f. Federal Subscriber Line Charge will be billed separately. All other surcharges and taxes will apply.

BUNDLED SERVICES

N. Frontier Digital Phone Plus Service – Grandfathered as of May 9, 2019 (Cont'd)

2. Regulations (Cont'd)

g. The bundle is offered on a one, two or three year term.

1) If the 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. 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.

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

f. The cost of the service includes the CALC.

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

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

4. Rates and Charges

	Monthly Rate
Digital Phone Plus Service	$31.99
Digital Phone Enhanced Feature Pack	$7.49
Stay Connected Seasonal Offering	$9.99

(I)

BUNDLED SERVICES

O. Frontier Digital Phone 100 * – Grandfathered as of May 9, 2019 (C)

1. General

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

Basic Bundle

Flat Rate Access Line	Speed Call 8
Extended Area Calling	Touch Calling

2. Regulations

a. The Frontier Digital Phone 100 is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

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 rules.

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

e. The bundles are offered on a month to month.

f. The bundle will appear as a single line item on the bill.

g. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

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

* This bundle was previously called Frontier Digital Phone Essentials.

BUNDLED SERVICES

O. Frontier Digital Phone 100* – Grandfathered as of May 9, 2019 (Cont'd)

2. Regulations (Cont'd)

3-way Calling	Anonymous Call Block/Rejection	Automatic Call Return
Automatic Busy Redial	Call Trace	Caller ID
Call Forwarding-Variable	Call Forwarding Fixed	Call Waiting
Call Acceptance/Selective	Distinctive Ring	Speed Calling 30
Speed Call 08	Calls Rejection-Selective	Caller Waiting ID
VIP Alert	Call Forwarding Plus	Caller ID Name
Call Forwring Do Not Answer		

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

   a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.

   b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

   f. The cost of the service includes the CALC.

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

   h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

4. Rates and Charges

	Monthly Rate	
Digital Phone Plus 100	$20.99	(I)
One Additional Feature	$5.99	
Two Additional Features	$7.99	
Three Additional Features	$9.99	
All Additional Features	$12.99	
Stay Connected Seasonal Offering	$9.99	

* This bundle was previously called Frontier Digital Phone Essentials.

BUNDLED SERVICES

P. Frontier Unlimited State – Grandfathered as of May 9, 2019 (C)

1. General

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

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Calling

2. Regulations

a. The Frontier Unlimited State is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

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

e. The bundles are offered on a month to month.

f. The bundle will appear as a single line item on the bill.

g. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

h. Features will be available to the Frontier Unlimited State bundle at a special price. The following features are available:

BUNDLED SERVICES

P. Frontier Unlimited State – Grandfathered as of May 9, 2019 (Cont'd)

2. Regulations (Cont'd)

3-way Calling	Anonymous Call Block/Rejection	Automatic Call Return
Automatic Busy Redial	Call Trace	Caller ID
Call Forwarding-Variable	Call Forwarding Fixed	Call Waiting
Call Acceptance/Selective	Distinctive Ring	Speed Calling 30
Speed Call 8	Calls Rejection-Selective	Caller ID Name
VIP Alert	Call Forwarding Plus	Caller Waiting ID
Call Forwarding Do Not Answer		

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

f. The cost of the service includes the CALC.

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

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

4. Rates and Charges

	Monthly Rate	
Frontier Unlimited State	$20.99	(I)
One Additional Feature	$5.99	
Two Additional Features	$7.99	
Three Additional Features	$9.99	
All Additional Features	$12.99	
Stay Connected Seasonal Offering	$9.99	

BUNDLED SERVICES

Q. Frontier Digital Phone Essentials 4 – 2010 *

1. General

The Frontier Digital Phone Essentials 4 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call ID Plus Name
Call Waiting/Cancel Call Waiting	Extended Area Calling
Call Waiting ID	Touch Calling

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 4 bundle at a special price. The following features are available:

3-way Calling	Distinctive Ring
Automatic Busy Redial	Calls Rejection-Selective
Call Acceptance/Selective	Call Forwarding Plus
Speed Call 08	Automatic Call Return
VIP Alert	Caller ID
Anonymous Call Block/Rejection	Call Forwarding Fixed
Call Trace	Call Waiting
Call Forwarding-Variable	Speed Calling 30
Call Forwarding Do Not Answer	

2. Regulations

a. The Frontier Digital Phone Essentials 4 is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

e. Customers may add or delete any features offered in the package without a service order charge.

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

BUNDLED SERVICES

Q. Frontier Digital Phone Essentials 4 – 2010* (Cont'd)

2. Regulations (Cont'd)

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

h. The bundles are offered on a month-to-month basis.

i. The bundle will appear as a single line item on the bill.

3. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 4 while they are away, a minimum of one month and up to nine months for a reduced rate.

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b. A re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

f. The cost of the service includes the SLC.

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

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

4. Rates and Charges

	Monthly Rate	
Digital Phone Essentials 4 Package	$21.99	(I)
Stay Connected Vacation Service	$9.99	
Unlimited Feature Pack	$7.49	

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

R. Frontier Business Metro

1. General

Frontier Business Metro is a package offering available to Business Customers. The package includes up to ten Basic Business Lines; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line Bundle

Flat Rate Business Line	Call Waiting
Extended Area Service	Call Forward
Call ID Plus Name	Call Waiting ID (where applicable)

Add-On Feature Pack

Busy Redial	Call Return
3-Way Calling	Speed Call 30 or Speed Call 8 [1]
Call Forward Variable	

2. Regulations

a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

b. The bundles are offered on a monthly basis.

c. The bundle rate includes Extended Area Service (EAS)

d. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Business Unlimited long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.

e. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

f. Subscriber line charge is included in the price of the bundle. All other applicable surcharges and taxes will be billed separately from and in addition to the bundle price.

[1] This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

R. Frontier Business Metro (Cont'd)

3. Rates and Charges

a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

b. Service Charges apply if the customer switches from a bundle to an unbundled service.

c. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

Rates

	Monthly Rate
Frontier Business Metro Bundle	$39.99
Add-on Feature Pack	$3.99

BUNDLED SERVICES

S. Frontier Digital Phone Nationwide Unlimited with Essentials 4 – 2010*

1. General

The Frontier Digital Phone Nationwide Unlimited with Essentials 4 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)
Caller ID – Name and Number
Call Waiting/Cancel Call Waiting

Digital Phone Enhanced Feature Pack

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

Speed Calling 8 or 30
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Three-Way Calling
Call Return
Selective Call Acceptance
Selective Call Rejection
Remote Call Forward
Automatic Redial

2. Regulations

a. The Frontier Digital Phone Nationwide Unlimited with Essentials 4 - 2010 is available where technically feasible.

b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere.

c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing rules.

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.

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

BUNDLED SERVICES

S. Frontier Digital Phone Nationwide Unlimited with Essentials 4 – 2010* (Cont'd)

2. Regulations (Cont'd)

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

g. The bundles are offered on a month to month.

h. The bundle will appear as a single line item on the bill.

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide Unlimited with Essentials 4 while they are away, a minimum of one month and up to nine months for a reduced rate.

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

f. The cost of the service includes the Subscriber Line Charge.

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

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

4. Rates and Charges

	Monthly Rate	
Monthly Rate	$21.99	(I)
Digital Phone Enhanced Feature Pack	$7.49	
Stay Connected	$9.99	

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

BUNDLED SERVICES

T. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 -2010 *

1. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 – 2010* Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)
Caller ID – Name and Number
Call Waiting/Cancel Call Waiting

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 section.

Speed Calling 8 or 30
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Three-Way Calling
Call Return
Selective Call Acceptance
Selective Call Rejection
Remote Call Forward
Automatic Redial

2. Regulations

a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 -2010 is available where technically feasible.

b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere.

c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing rules.

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.

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

BUNDLED SERVICES

T. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 – 2010 * (Cont'd)

2. Regulations (Cont'd)

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

g. The bundles are offered on a month to month.

h. The bundle will appear as a single line item on the bill.

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide Unlimited Plus with Essentials 4 – 2010* while they are away, a minimum of one month and up to nine months for a reduced rate.

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

f The cost of the service includes the Subscriber Line Charge.

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

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

4. Rates and Charges

	Monthly Rate	
Monthly Rate	$21.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)
Stay Connected	$9.99	

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

BUNDLED SERVICES

U. Frontier Digital State Unlimited with Essentials 4 *

1. General

The Frontier Digital State Unlimited with Essentials 4 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Call Waiting ID
Caller ID plus Name	Touch Calling
Call Forwarding	

2. Regulations

a. The Frontier Digital State Unlimited with Essentials 4 is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

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

e. The bundles are offered on a month to month.

f. The bundle will appear as a single line item on the bill.

g. Features will be available to the Digital Phone State Unlimited with Essentials 4 bundle at a special price. The following features are available:

Speed Call 8 or 30	Anonymous Call Block/Rejection
Selective Call Acceptance	3-Way Calling
Call Trace	Call Forward Plus
Remote Call Forward	Automatic Redial
Call Return	

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

U. Frontier Digital State Unlimited with Essentials 4*

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State with Essentials 4 while they are away, a minimum of one month and up to nine months for a reduced rate.

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

f. The cost of the service includes the Subscriber Line Charge.

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

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

4. Rates and Charges

	Monthly Rate	
Monthly	$21.99	(I)
One Feature	$5.99	
Two Features	$7.99	
Three Features	$9.99	
All listed features	$12.99	
Stay Connected	$9.99	

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

V. Frontier Business Nationwide Unlimited Service III * (C)

1. General

Frontier Business Nationwide Unlimited Service III is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components:

Features and Services

Single Party Flat Rate Access Line
Unlimited Extended Area Service
Call Forwarding Busy/No Answer
Caller ID with Name
Four features from the Frontier Business All In Feature package listed below

Frontier Business All In Feature Package

Speed Calling 8 or 30 Code	Call Waiting/Cancel Call Waiting
Distinctive Ringing	Three-Way Calling
Multiline Hunt Service	Anonymous Call Block/Rejection
Call Forward Don't Answer	Priority Ringing (call)
Special (Selective) Call Acceptance	Call Return
Call Transfer	Caller ID Blocking
Automatic Busy Redial	Call Forwarding
Call Forwarding – Busy	Call Waiting ID
Selective Call Forwarding	Call Screening (Selective Call Rejection)

2. Regulations

a. The Frontier Business Nationwide Unlimited Service III is available where technically feasible.

b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere.

c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

d. Customers may add or delete any features offered in the bundle without a service order charge

* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (N) (N)

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

V. Frontier Business Nationwide Unlimited Service III *

2. Regulations (Cont'd)

e. The bundle rate will appear as a single line item on the customer's bill.

f Up to eleven additional bundles can be purchased at a discount rate.

g. The bundles are offered on a month to month.

h. The bundle can't be used in associated with a Residential Line, PBX Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

i. Frontier Business Nationwide Unlimited Service III includes basic local service and non-basic local Services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of basic local service.

3. Rates and Charges

The Federal Subscriber Line charge and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

	Monthly Rate	
Basic Bundle	$49.99	(I)
Additional Bundle	$40.99	(I)
Frontier Business All In Feature Package	$4.99	

* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

BUNDLED SERVICES

W. Frontier Business Local Unlimited III * (C)

1. General

Frontier Business Local Unlimited III is a bundled offering available to Business customers. The bundle includes the following components:

Features and Services

Single Party Flat Rate Business Access Line
Unlimited Extended Area Service (where applicable)
One features from the Frontier Business All In Feature package listed below

Frontier Business All In Feature Package

Speed Calling 8 or 30 Code	Call Waiting/Cancel Call Waiting
Distinctive Ringing	Three-Way Calling
Multiline Hunt Service	Anonymous Call Block/Rejection
Call Forward-No Answer	Priority Ringing (Call)
Special (Selective) Call Acceptance	Call Return
Call Transfer	Caller ID Blocking
Automatic Busy Redial	Call Forwarding
Call Forwarding – Busy	Call Waiting ID
Selective Call Forwarding	Call Screening (Selective Call Rejection)
Caller ID Name	Call Forwarding Busy/No Answer

2. Regulations

a. The Frontier Business Local Unlimited III is available where technically feasible.

b. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the customer's monthly telephone bill.

c. The bundle rate will appear as a single line item on the customer's bill.

d. Customer may select any one feature in the Frontier Business All in Feature Package for no extra charge.

e. If a customer wants more than one feature in the Frontier Business All In Feature Package then they must purchase the feature package in addition to the bundle price.

* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (N) (N)

BUNDLED SERVICES

W. Frontier Business Local Unlimited III *

2. Regulations (Cont'd)

f. The bundles are offered on a month to month.

g. The bundle can't be used in associated with a Residential Line, PBX Service, or ISDN Service.

3. Rates and Charges

The Federal Subscriber Line charge and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

	Monthly Rate	
Basic Bundle	$32.99	(I)
Frontier Business All In Feature Package	$4.99	

* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

X. Frontier Digital Phone Essentials* (C)

1. General

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

Basic Bundle

Flat Rate Access Line	Call Waiting ID
Extended Area Calling	Call ID Plus Name
Touch Calling	Call Waiting/Cancel Call Waiting

Feature Package

Three Way Calling	Call Forward
Automatic Busy Redial	Speed Call 8 [1] or 30
Call Return	Distinctive Ring
Anonymous Call Block/Rejection	Call Waiting
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring

2. Regulations

a. The Frontier Digital Phone Essentials is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

e. Customers may add or delete any features offered in the package without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

[1] This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

* This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

BUNDLED SERVICES

X. Frontier Digital Phone Essentials* (Cont'd)

2. Regulations (Cont'd)

h. The bundles are offered on a month to month basis.

i. The bundle will appear as a single line item on the bill.

j. Frontier Digital Phone Essentials is available to residential customers only.

k. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans of customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do not apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

f. The cost of the service includes the Subscriber Line Charge.

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

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

4. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Essentials	$23.99	(I)
Digital Phone Enhanced Feature Package	$7.49	
Stay Connected Seasonal Offering [1]	$9.99	

[1] This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.
* This service is grandfathered and limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

Y. Frontier Digital Phone Unlimited* (C)

1. General

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

Basic Bundle

Call Waiting ID
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting	Three Way Calling
Call Forward	Speed Call 8 [1] or 30
Distinctive Ring	Anonymous Call Block/Rejection
Priority Ring	Call Forward Variable or Fixed
Call Forward Busy	Selective Call Forwarding
Selective Call Rejection	Selective Call Acceptance
Automatic Busy Redial	Call Return

2. Regulations

a. The Frontier Digital Phone Unlimited Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

e. Customers may add or delete any features offered in the package without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

[1] This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

* This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

BUNDLED SERVICES

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

2. Regulations (Cont'd)

h. The bundles are offered on a month to month basis.

i. The bundle will appear as a single line item on the bill.

j. 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 of customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

k. Nonrecurring Service Order Charges do not apply.

3. Stay Connected Seasonal Offering [1] allows the customer to suspend the Frontier 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.

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do not apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

f. The cost of the service includes the Subscriber Line Charge.

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

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

4. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Unlimited	$23.99	(I)
Digital Phone Enhanced Feature Package	$7.49	
Stay Connected Seasonal Offering [1]	$9.99	

[1] This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.
* This service is grandfathered and limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

Z. Frontier Digital Phone Unlimited Plus* (C)

1. General

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

Basic Bundle

Call Waiting ID
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting	Three Way Calling
Call Forward	Distinctive Ring
Anonymous Call Block/Rejection	Priority Ring
Call Forward Busy	Call Forward Variable or Fixed
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Speed Call 8 [1] or 30
Automatic Busy Redial	Call Return

2. Regulations

a. The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

e. Customers may add or delete any features offered in the package without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

[1] This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

* This service is grandfathered and limited to all existing subscribers at their existing locations. (N)

BUNDLED SERVICES

Z. Frontier Digital Phone Unlimited Plus* (Cont'd)

2. Regulations (Cont'd)

h. The bundles are offered on a month to month basis.

i. The bundle will appear as a single line item on the bill.

j. 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 of customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

k. Nonrecurring Service Order Charges do not apply.

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do not apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

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

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

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

f. The cost of the service includes the Subscriber Line Charge.

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

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

4. Rates and Charges

	Monthly Rate	
Monthly	$23.99	(I)
Digital Phone Enhanced Feature Package	$7.49	
Stay Connected Seasonal Offering [1]	$9.99	

[1] This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.
* This service is grandfathered and limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

AA. Frontier Simply Unlimited Service * (C)

1. General

Frontier Simply Unlimited Service Leader is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Flat Rate Business Access Line
Call Forwarding busy/Don't Answer
Caller ID with Name
Four features from the Frontier Business All In Feature Package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Anonymous Call Block/Rejection
Busy Redial	Call Return
Selective Call Acceptance	Selective Call Rejection
Selective Call Forwarding	Priority Call
Distinctive Ring	Speed Call 8 or 30
Three-Way Calling	Call Transfer
Caller ID Blocking	Call Waiting ID
Multi-Line Hunting	Call Forwarding
Call Forwarding –Busy	Call Forwarding – No Answer

2. Regulations

a. The Frontier Simply Unlimited Service Leader is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

c. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

d. Frontier Simply Unlimited Service Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.

* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (N) (N)

BUNDLED SERVICES

AA. Frontier Simply Unlimited Service (Cont'd)

2. Regulations (Cont'd)

e. Customers may add or delete any features offered in the package without a service order charge.

f. The bundle will appear as a single line item on the customer's bill.

g. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

h. The bundles are offered on a month-to-month basis.

i. Bundles four through twelve are given an additional discount.

3. Rates and Charges

a. The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.

b. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.

	Monthly Rate	
Frontier Simply Unlimited Service (Lines 1 to 3)	$42.99	(I)
Each Additional Package (Lines 4 to 12)	$27.99	(I)
Frontier Business All in Feature Package	$4.99	

BUNDLED SERVICES

AB. FRONTIER EMERGENCY CONNECT SERVICE (N)

1. General

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

2. Regulations

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

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

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

d. The customer only has the following dialing options:

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

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

f. Applicable Non-Recurring charges may apply.

g. NO LIABILITY SHALL ATTACH TO THE COMPANY REGARDING USE OF SERVICES OR THE FAILURE OF OR INABILITY TO USE THE SERVICES. FURTHER, COMPANY SHALL NOT BE LIABLE FOR DAMAGES (INCIDENTIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY OR ATTORNEY'S FEES) ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES).

3. Rates and Charges

	Monthly Rate
Frontier Emergency Connect Service	$4.99

BUNDLED SERVICES

AC. Frontier OneVoice

1. General

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

Basic Bundle

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

Premium Feature Package

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

2. Regulations

a. The bundle is available only where facilities and operating systems are available and technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

c. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

BUNDLED SERVICES

AC. Frontier OneVoice (Cont'd)

2. Regulations (Cont'd)

d. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

e. Customers may add or delete any features offered in the package without a service order charge.

f. The bundle will appear as a single line item on the customer's bill.

g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

h. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.

i. This bundle is offered on a month-to-month, or one year term basis.

3. Rates and Charges

a. Applicable surcharges and taxes will be billed separately from and are in addition to the package rate.

b. New customers will incur a nonrecurring charge up to $95.00, per account. This charge supersedes the Initial Order and Connection charges.

	Monthly Rate	
Monthly Rate Basic Bundle	$69.99	(I)
Term Price with a one year commitment	$54.99	(I)
Premium Feature Package	$9.99	

BUNDLED SERVICES

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

1. General

Integrated Services Digital Network (ISDN) **-** Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

2. Regulations

a. ISDN PRI Bundle Service is available where technically feasible.

b. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.

c. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.

d. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).

e. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office

f. Ports will be provided at the T-1 level only.

g. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

BUNDLED SERVICES

AD. ISDN - Primary Rate Interface (ISDN-PRI) Bundle (Cont'd)

2. Regulations (Cont'd)

h. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

i. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.

j. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges following.

3. Rates and Charges

	Monthly Rate
2-Year Term [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
3-Year Term [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
5-Year Term [1]	
ISDN-PRI Bundle	$425.00
ISDN-PRI Bundle with 20 DID Numbers	$440.00
ISDN-PRI Bundle with 50 DID Numbers	$445.00
ISDN-PRI Bundle with 100 DID Numbers	$450.00

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

BUNDLED SERVICES

AE. Frontier Commercial Voice Unlimited * (C)

1. General

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

<u>Basic Bundle</u>
Single Party Flat Rate Access
Line
Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
(Call Waiting ID) where applicable
Three Way Calling
Hunting

2. Regulations

a. The bundle is available only where facilities and operating systems are available and technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.

c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

d. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

f. The bundle rate will appear as a single line item on the customer's bill.

* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (N) (N)

BUNDLED SERVICES

AE. Frontier Commercial Voice Unlimited

2. Regulations (Cont'd)

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 Servic Remote Call Forward Service, ISDN Service, Toll Free Service, and Exchange Services.

i. The bundle is offered on a month-to-month, or one year term basis.

j. Customers in a term plan will be charged a termination fee for cancelling befo the term is up. The early termination fee is the monthly charge times the remaining months in the term.

k. At the end of the one year term, customers will be moved to the month to mon pricing.

3. Rates and Charges

a. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

	Monthly Rate	
Basic Bundle		
Month to Month	$33.00	
One Year Term	$28.00	
Two Year Term	$28.00	(N)

BUNDLED SERVICES

AF. Frontier Residential Unlimited Voice Service (N)

1. General

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

Basic Bundle

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

2. Regulations

a. The bundle is available only where facilities and operating systems are available and technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.

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

d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

g. The bundle is offered on a month-to-month basis.

h. The bundle will appear as a single line item on the bill. (N)

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AF. Frontier Residential Unlimited Voice Service (Cont'd) (N)

2. Regulations (Cont'd)

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.

3. Rates and Charges

a. All other surcharges and taxes apply and will be billed in addition to the bundle.

b. An Activation charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

c. Frontier Residential Unlimited Voice Service is provided at the following rates:

	Monthly Rate
Frontier Residential Unlimited Voice Service	$20.00

(N)

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AG. Frontier Unlimited Voice and Feature Bundle (N)

1. General

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

Basic Bundle

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

2. Regulations

a. The bundle is available only where facilities and operating systems are available and technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Catalog.

c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Catalog rules.

d. Customers may add or delete any features offered in the bundle without a service order charge.

e. No discounts will be given to subscribers that do not use all the features or have some features turned off. (N)

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

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

2. Regulations (Cont'd)

f. The bundle is offered on a month-to-month basis.

g. The bundle will appear as a single line item on the bill.

h. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

i. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

j. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America, Inc. Domestic Price List.

k. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Unlisted, Non-Published and Foreign Listing.

l. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

3. Rates and Charges

a. All other surcharges and taxes apply and will be billed in addition to the bundle.

b. An Activation charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

c. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	Monthly Rate
Frontier Unlimited Voice and Feature Bundle	$50.00

(N)

PROMOTIONS

OneVoice Nationwide Promotion

Beginning April 1, 2016 and extending until June 30, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 6/30/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

OneVoice Nationwide Promotion

Beginning July 1, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 8/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 9/19/17 and 12/31/17 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a $5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

Digital Phone

Beginning July 22, 2018 through October 19, 2018 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up and a monthly rate of $19.99 for two years.

Digital Phone

Beginning May 19, 2019 and continuing through November 19, 2019 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

PROMOTIONS

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. (N)

Frontier OneVoice

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