

**CITIZENS TELECOMMUNICATIONS COMPANY OF
NEW YORK, INC.
D/B/A FRONTIER COMMUNICATIONS OF NEW YORK**

GENERAL CUSTOMER SERVICES CATALOG

IN THE

STATE OF NEW YORK

INCLUDING

**RATES, REGULATIONS,
AND EXPLANATION OF TERMS**

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

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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

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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.

ADVANCE WIRING

Advance Wiring is the placement of station wiring within a customer's premises after inside walls and ceiling coverings are enclosed, but before exchange service is to be connected.

ADVANCE JACKING

Advance Jacking is the placement of jacks after prewiring or Advance Wiring is completed, but before exchange service is to be connected. Advance Jacking may be placed coincident with Advance Wiring.

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.

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.

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.

GENERAL CUSTOMER SERVICES CATALOG

DEFINITION OF TERMS

BUILDING

See Same Building.

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 ANSWERING DEVICE

A Certified Answering Device is an answering device which is certified in accordance with orders of the New York Public Service Commission in Case 26635, by a testing laboratory authorized to certify by the New York Public Service Commission. The Certified Answering Device automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a message from the calling party if so designed and arranged; automatically disconnects from the line in a prearranged manner on completion of the last of the functions just described for which it was designed and arranged. The Certified Answering Device may include remote interrogation and/or device function control.

CLUB

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

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.

CONCENTRATOR - IDENTIFIER LINE

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

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DEFINITION OF TERMS

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.

CUSTOMER-OWNED COIN-OPERATED TELEPHONE (COCOT)

Customer-Owned Coin-Operated Telephone (Paystation - COCOT) exchange service is one-party exchange service furnished solely for connection with customer-provided coin telephone equipment or coinless public telephone equipment.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

The term "Customer-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.

DEMARCATIION POINT ARRANGEMENT (DPA)

A wired outlet, consisting of station wire extending between the point of connection to an individual non-coin exchange access line or private line connected to an outlet, consisting of a standard modular jack.

DIGITAL CHANNEL SERVICE (DCS)

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

DIRECT ELECTRICAL CONNECTION

The term "Direct Electrical Connection" denotes a physical connection of the electrical conductors in the communications path.

EXCHANGE

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

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DEFINITION OF TERMS

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.

EXCHANGE LINE

A 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.

EXCHANGE STATION

A station on an Exchange Line.

FAULT CURRENT

A current which flows from a conductor to ground or to another conductor during an accidental short, cross or ground, including that caused by an arc.

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.

FOREIGN CENTRAL OFFICE

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

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.

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DEFINITION OF TERMS

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.

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.

ISOLATING TRANSFORMER

A transformer used to separate two sections of a circuit, often to prevent longitudinal currents by separating a grounded section from an ungrounded section.

KEY EQUIPMENT

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

LOCAL BATTERY

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

LOCAL CALL

A call between telephones within a 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.

GENERAL CUSTOMER SERVICES CATALOG

DEFINITION OF TERMS

LOCAL MESSAGE

The unit of charge for local calls.

LOCAL SERVICE

Telephone exchange service within a Local Calling Area.

LOCALITY RATE

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

MESSAGE UNIT

The unit of charge for Local Calls for services where Message Unit schedules apply.

NETWORK ACCESS

That portion of a complete telephone circuit originating at the central office to and including the Standard Protection at the subscriber's premises.

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.

NETWORK INTERFACE

A standard FCC Registration Program jack or equivalent that is installed by the Telephone Company as part of the network access line on a customer's premises at a location determined by the Company which is accessible to the customer and consistent with FCC Registration regulations governing the location of the Network Interface. The Network Interface is located on the customer's premises and serves as the point of connection for all premises services to the telecommunications network.

GENERAL CUSTOMER SERVICES CATALOG

DEFINITION OF TERMS

NETWORK TERMINATING WIRE

Wire installed for network service for a specific customer and used to connect the intrabuilding network cable or outside plant distribution facilities to the Network Interface.

NEUTRALIZING TRANSFORMER

A transformer used to counteract the ground voltage rise through induction while allowing the ability to pass direct current for uninterrupted signaling when a fault to ground exists on the telephone circuit.

NORMAL CENTRAL OFFICE

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

PREMISES

The buildings, portion or portions of a building on a continuous used and/or occupied at one time by the customer in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

PREMISE WIRE

All wire within a customer's premise located beyond the Network Interface. In the absence of an FCC approved Network Interface or jack in lieu of a standard network interface, Premises Wire is construed to be that wire which is located on the customer's side of the protector which links customer provided facilities with Telephone Company provided facilities. In the absence of a protector, Premise Wire is all telephone wire, excluding network terminating wire, beyond a minimum point of penetration on a customer's premises. Effective January 1, 1987, Premise Wire provided by the Company or customer, will be installed on a deregulated basis.

PREWIRING

Is the placement of station wiring within a customer's premises during initial construction, building, addition, or remodeling before inside walls and ceilings are enclosed, and before an order is placed for exchange service.

PBX

Private Branch Exchange Service (PBX) is a grade of exchange service providing facilities, on the subscriber's premises, consisting of a switchboard for connecting central office trunks and tie lines to PBX stations and for interconnecting the PBX stations.

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DEFINITION OF TERMS

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.

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.

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.

SERVICE POINT

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

SERVING CENTRAL OFFICE

The central office from which local service is furnished.

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DEFINITION OF TERMS

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.

SINGLE-ENDED TERMINAL DEVICE

A terminal device which terminates only one line at a given time (e.g., headset).

SPECIAL PROTECTION

Protection required over and above standard protection at telephone station installations to prevent, isolate or neutralize abnormal voltages and currents which may be introduced to the telephone lines from sources within the station environment.

STANDARD PROTECTION

Protection normally provided at all telephone station installations to protect against abnormal voltages and currents introduced from outside sources through the telephone lines.

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.

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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.

TELEPHONE CALL

A connection between two telephone stations through the exchange system.

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.

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.

TWO-POINT LINES

Lines which have one originating and one terminating point.

GENERAL CUSTOMER SERVICES CATALOG

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

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 CUSTOMER SERVICES CATALOG

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 of "office" is provided, or when the listing indicates a trade or profession, or when the substantial use of the service is occupational rather than domestic; and at any location when additional service is provided to a point not a part of the subscriber's domestic establishment.*
- 4) At any location where the subscriber resells or shares exchange service.
- 5) PBX trunk service catalog rates, may be substituted for business line service. It is the subscriber's responsibility to determine the compatibility of the station equipment with the type of supervisory signaling normally used on PBX trunks.
- 6) At any location where the service is originating calls on behalf of a third party

*EXCEPTION: A professional designation is permitted on residence service in the case of a physician, surgeon, dentist, osteopath, chiropractor, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon or registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business service of that subscriber or another subscriber in the same or different directory.

b. Residence rates apply at the following locations:

- 1) In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of the subscriber's domestic establishment.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

1. Business and Residence Rates (Cont'd)

b. Residence rates apply at the following locations: (Cont'd)

- 2) In the studies of clergymen located in churches when listed in the clergyman's name.
- 3) In a private stable, barn or garage when strictly used for residential purposes.
- 4) All semi-public service is classified as business service regardless of the location.
- 5) If a residential key system customer requires PBX trunk treatment on the key telephone lines, see Section 2.A.1.a.

2. Power Supply

The subscriber is responsible for providing suitable electric power at a suitable outlet when and where required. In the event of a power failure no allowance is made for interruption of service.

3. Special Charges

- a. In any case where the furnishing of facilities and service involves special installation work or unreasonable construction, maintenance or replacement costs or expenses on the part of the Telephone Company, the subscriber may be required to pay an additional installation or construction charge, monthly charge, or both, based on the additional costs and expenses involved. The subscriber may also be required to pay additional charges for work performed outside of the regular working hours at the request of the subscriber.
- b. Where the Telephone Company furnishes a facility or service for which a rate or charge is not specified in the Telephone Company's Catalog, charges based on cost apply.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

4. 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.
 - c. Flat rate service for the exclusive use of the subscriber may be furnished to a reseller of service that subscribes to message rate or measured service for resale to its customers.

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 to which mileage rates apply 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.

Unless specifically identified as such, two and four wire circuits provided in this catalog are not intended to support high-speed data applications.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

1. Use of Service (Cont'd)

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

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.

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.

GENERAL CUSTOMER SERVICES CATALOG

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:

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.

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.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

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. Customer-provided communications systems may be connected with the facilities furnished by the Telephone Company for exchange and message toll telecommunications as set forth in Section 9 of this catalog.

4. Miscellaneous Devices Provided by the Subscriber

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

5. Accessories

Subscriber-provided accessories are defined in Section 1, "Definition of Terms" of this Catalog, may be used with the facilities furnished by the Telephone Company for exchange and message toll telecommunications service provided that such accessories are used in accordance with B.1.2.a. and b.

6. Transmission of Prerecorded Messages

Customer provided automatic answering and announcement service is subject to the following conditions in addition to the regulations as set forth in Section 9 of this catalog.

- a. The Telephone Company upon request, when given the telephone number, will furnish the name and address of customers who transmit recorded or taped public announcements over Telephone Company facilities.
- b. Failure to comply with the provisions of this Catalog shall be cause for termination of the service.

GENERAL CUSTOMER SERVICES 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 Subscriber for Loss of or Damage to Equipment

The subscriber is required to reimburse the Telephone Company for any loss of, or damage to telephone facilities or equipment, on the subscriber's premises, through theft, willful injury or any other cause whatsoever, other than by fire or unavoidable accidents. (The term "unavoidable accidents" does not include thefts.) Where coin telephone service is furnished, the subscriber is required to reimburse the Telephone Company for any loss, through theft, of money from the coin collecting equipment.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

D. LIABILITY (Cont'd)

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

a. Service Interruptions

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

When service is interrupted, the customer must notify the Telephone Company. When the service is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro rata adjustment will be allowed upon a request made by the customer for such adjustment. The credit will be based on the monthly charges for the services and equipment furnished by the Telephone Company which were unusable. The allowance will be as follows:

- 1) 1/30 of the specified charges for the first 24 hours or part of 24 hours after the Telephone Company has been notified;
- 2) 2/30 of the specified charges for each additional 24 hours or part of 24 hours before the service is repaired.
- 3) 2/30 of the specified charges for each 24 hours or part of 24 hours if the service has been repaired and then is out of order again during the same billing period.

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

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

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

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

D. LIABILITY (Cont'd)

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

a. Cont'd

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

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

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

b. 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.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

D. LIABILITY (Cont'd)

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

b. (Cont'd)

- 1) For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly tariff rate as specified in the tariff for a standard additional listing for each line affected for the life of the directory or the period during which the error, mistake or omission occurs.
- 2) For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- 3) For listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the customer, the Company shall be allowed a period of three business days for the correction to be effected. If the Company has not corrected the error, mistake or omission within three business days after notification by the customer, credit shall be given at the rate of 2/30 of the basic monthly rate for the line or lines affected for each day thereafter that the records remain uncorrected.

c. Credits for an error, mistake or omission in the free listing, the charge listing and listings obtainable from records used by the directory assistance operator shall be given as provided above, however, the total amount of the credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basic monthly rate for the line or lines affected.

d. The terms "error", "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular customer's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the customer on an incorrect street or in an incorrect community.

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 CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

D. LIABILITY (Cont'd)

3. Indemnifying Agreement

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

4. Liability of Company for Defacement of premises

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

5. Period for Presentation of Claims

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

E. TELEPHONE NUMBER CHANGES

The Telephone Company reserves the right to change the subscriber's telephone number or numbers or the central office designation associated with such telephone number or numbers, or both, as the conduct of the business may require.

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.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

G. MINIMUM CHARGES

1. General

The minimum charge for exchange service and facilities, private line service and facilities and leased channels is the applicable tariffed/catalog rate for one month except as otherwise provided in this Catalog or in the Tariff.

When service is established, the initial charge for local service, equipment and facilities for the fractional part of the current billing month is a pro-rata share of the monthly charge.

When a subscriber's telephone number is changed, for any reason, if such change involves a difference in the billing date but no change in the class of service furnished, the charge for local service, equipment and facilities for the interim between the date to which local service charges were billed on the next succeeding bill is a pro-rata share of the monthly charge.

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

When an application for facilities and service is cancelled in whole or in part prior to completion of the construction and installation, the subscriber is required to pay to the Telephone Company, upon demand, the total costs and expenses in connection with providing and removing such facilities, less the estimated recoverable value, if any, of the facilities involved, not to exceed in any event the applicable minimum and termination charges specified in this Catalog.

When a subscriber requests a change in location of all or a part of the facilities covered by the subscriber's application prior to completion of the construction and installation thereof, the subscriber is required to pay to the Telephone Company, upon demand, the difference between the total costs and expenses incurred by the Telephone Company in completing the construction and installation and that which would have been incurred had the final location of facilities been specified initially in the application. When an application is cancelled in whole or in part after completion of the construction and installation but prior to the establishment of service the subscriber is required to pay to the Telephone Company, upon demand, the applicable minimum and termination charges specified in this Catalog and the applicable connection and construction charges.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

G. MINIMUM CHARGES (Cont'd)

3. Seasonal and Vacation Service ¹ – Grandfathered as of May 12, 2020 (C)
- a. Seasonal Service is available in all exchanges. It is not available to customers who are permanent residents of the exchange. It is available to customers who have had full flat rate access line service for a minimum of six months.
 - b. Seasonal Service is furnished on a six months full flat rate and six months reduced rate basis. The minimum charge for access line service furnished during any portion of the seasonal period is six months.
 - c. The Seasonal Service reduced rate consists of one-half (1/2) the access line rate at the existing grade of flat rate service plus one-half (1/2) the Federal Subscriber Line Charge. All other charges are billed at applicable rates.
 - d. The Subsequent Service Order Charge and Line Connection Charge applies for Seasonal Service customers who request a change in grade of service more than once in any consecutive 12 month period. (Twelve months must elapse between regrades in order for the regrade to be done at no charge.)
 - e. Vacation Service is available to all customers who do not subscribe to Seasonal Service.
 - f. Customers are allowed one reconnection from Vacation Service per calendar year without Service Charges. Additional reconnections will be billed at applicable rates.
 - g. The Vacation Service rate applies as follows:
 - 1) Less than one month Reduced rate does not apply.
 - 2) One month to six months, in any 12 month period Reduced rate as listed in continuous, in G.3.h. below applies
 - 3) More than six months Reduced rate does not apply.
 - h. The Vacation Service reduced rate consists of one-half (1/2) the access line rate at the existing grade of flat rate service plus one-half (1/2) the Federal Subscriber Line Charge. All other charges are billed at applicable rates.
 - i. The Company is not responsible for the interception or forwarding of Seasonal Service and Vacation Service customer calls during the reduced rate period.

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

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

G. MINIMUM CHARGES (Cont'd)

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

c. Rates and Charges

	<u>Nonrecurring Charge</u>
Vacation Get Away Service	\$39.99

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

G. MINIMUM CHARGES (Cont'd)

5. Charge Based on Period of Actual Service

(T)

Charges are based on period of actual service when service for which the minimum charge is one month is terminated within the first month, or service on a season basis is terminated within the period covered by the minimum season rate, under the following conditions:

- a. Condemnation of property, damage to property by fire or similar cause necessitating abandonment of the premises.
- b. Death of the subscriber.

H. PAYMENTS AND TERMINATION OF SERVICE

1. Advance Payment

- a. Applicants for telephone service and facilities may be required to pay non-recurring service and installation charges at the time application is made. Applicants for other than Seasonal Service may also be required to make an advance payment equal to at least one month's rental, the latter payment being applied to any indebtedness for the service, including charges for both local and toll messages. Applicants for Seasonal Service may be required to make an advance payment equal to the full season rate for local service and equipment. Applicants for service under annual schedules may be required to make an advance payment equal to the full annual rate. Advance payments are, in all cases, subject to adjustment to conform to any decrease or increase in the schedule of rates and charges in force and effect during the period to which the advance payment applies.
- 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 Section 4.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

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.

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.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

2. Deposits (Cont'd)

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

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.

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.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

2. Deposits (Cont'd)

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

4) Recent payment history

Customers who have a recent payment history with the Company or another New York Telephone Utility 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).

5) 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.

6) Inadequate deposit:

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

7) 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.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

2. Deposits (Cont'd)

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

8) For non-residential customers:

A deposit of an amount equal to the charges for the estimated telephone usage for two calendar months will be required of any applicant, unless waived by the Company upon a showing of satisfactory credit reference. An applicant or subscriber requesting the installation of a switchboard system may also be required to deposit a sum equal to the total estimated installation and removal costs for the equipment installed less any installation charges paid by the subscriber. If a non-residential customer is not delinquent as defined above, in payment of any bill for a period of two years, the deposit and interest shall be refunded promptly at the end thereof.

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.

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 shown in 2.b(5) 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 even 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 die in connection with coin box service, are payable upon request.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

5. Suspension or Termination for Non-Payment

a. Non-Residential

In the event of non-payment of bills rendered for service or for failure to post a required deposit, the Telephone Company may:

- 1) Suspend service until all charges due have been paid. Such suspension shall not be made until at least 5 days after written notice has been served personally upon the subscriber; or at least 8 days after mailing written notice in post-paid wrapper to the subscriber, addressed to such subscriber at premises where service is rendered; or at least 5 days after the subscriber has either signed for or refused a registered letter containing written notice addressed to such subscriber at premises where service is rendered.
- 2) Terminate the service until all charges due have been paid. Such termination shall not be made until at least 10 days after written notice has been served personally upon the subscriber; or at least 13 days after mailing written notice in post-paid wrapper to the subscriber, addressed to such subscriber at premises where service is rendered; or at least 10 days after the subscriber has either signed for or refused a registered letter containing written notice, addressed to such subscriber at premises where service is rendered.
- 3) Notwithstanding any provision of this section, service to a subscriber whose service has been suspended for non-payment of bills rendered or for failure to post a required deposit shall not be terminated until 5 days after the date on which suspension of service shall have occurred.
- 4) Message toll service may be refused, however, if upon request of the Telephone Company, the subscriber fails to make a reasonable deposit to guarantee payment for said service or pay the toll charge in advance.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

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

a. Non-Residential (Cont'd)

5) No Suspension on Weekends or Certain Holidays (Cont'd)

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 or

Other Federal or State holidays proclaimed by the President or the Governor.

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

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

H. 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. Dishonored Checks

If a business subscriber who has received a notice of discontinuance pays his bill with a check that is subsequently dishonored, his account will remain unpaid and the Company is not required to issue any additional notice before discontinuing service. When a check received from a residence customer is dishonored, the Company will make an attempt to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer previously has not submitted a dishonored check within the past 12 months.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

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

d. Exceptions to Suspension and Termination

The monthly rental charge does not apply during the period of suspension or termination for non-payment. No reduction in billing for excess or special construction charges will be given during the period of suspension. 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.

e. 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.

f. 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.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

H. 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.

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.

Quarterly Payment Plan: Effective November 29, 1985, as required by Public Service Law 92-b, the Company shall offer any residential customer, 62 years of age or older, a plan for payment on a quarterly basis of charges for service rendered, provided that such customer's average annual billing is not more than \$150.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

H. 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 CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

10. Termination for Cause Other Than Non-payment

- a. The Telephone Company, after notice in writing in 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 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 CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

H. 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 CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

11. Billing Discrepancies

Backbilling

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.

Overbilling

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

- a. With respect to claims for overbilling or incorrect billing, the Company will not be liable for refunds of excess charges in any case where the claim is not presented in writing within six years after the alleged overbilling or incorrect billing occurs.
- b. For purposes of billing discrepancies, an exchange access line and its associated features and equipment shall be deemed to still be in service, where dial tone exists at the customer's demarcation point or similar authorized point of interconnection. Private line and its associated features and equipment shall be deemed to still be in service where a continuous dedicated circuit exists between the relevant points of interconnection.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

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. Interest will be paid on customer refunds made on and after August 24, 1992.
- e. 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

I. ORDER OF PRECEDENCE DURING PERIOD OF FACILITY SHORTAGE

Whenever facilities are not immediately available to furnish service to all applicants, the order of precedence, by categories, will continue to be that followed under the Civilian Production Administration Utilities Order U-2, as amended August 7, 1946.

J. CONNECTION TO SUBSCRIBER-PROVIDED COMMUNICATIONS SYSTEMS

Subscriber-provided communications systems may be connected with the facilities furnished by the Telephone Company for exchange and message toll telecommunications as set forth in Section 9 of this Catalog.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

K. CONNECTION WITH REGULATED MISCELLANEOUS COMMON CARRIERS

1. General

Interconnected service from and to mobile units of customers of a Miscellaneous Common Carrier whose rates are regulated by the Public Service Commission and with which arrangements have been made for the interchange of telephone traffic is available through interconnecting equipment and local connecting circuits provided by the Telephone Company.

The rates set forth in K.3. following are applicable to calls originated by mobile units of customers of a Miscellaneous Common Carrier, for that portion of the service furnished by the Telephone Company, i.e., between stations on its system and the point of connection with the facilities of the Miscellaneous Common Carrier.

Additional charges are applicable to the Miscellaneous Common Carrier's portion of the interconnected service as set forth in the tariffs of the Miscellaneous Common Carrier.

2. Regulations

The customers of a Miscellaneous Common Carrier mobile radio system are furnished interconnected service in connection with which a charge applies for each call from a mobile unit within range of the Miscellaneous Common Carrier base station to stations within the local calling area of the exchange in which the point of connection is located.

3. Rates

Interconnected service is furnished to mobile units of a Miscellaneous Common Carrier at the following rates:

a. Local Calls

Trunk lines associated with this service are furnished on a message basis and local messages made over the trunk lines will be billed at the message unit rate. No message unit allowance will be provided with this service.

b. Toll Calls

Rates apply between the exchange in which the point of connection with the facilities of the Miscellaneous Common Carrier is located and the exchange in which the called station is located.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

L. SERVICE STATIONS

1. Regulations

(Existing Subscribers carried on an obsolete basis.)

Exchange switching service and facilities are furnished by the Telephone Company to service line subscribers only in rural sections beyond the base rate area of a central office district where the Telephone Company is not furnishing any other class of subscriber's service, and where the cost to the Telephone Company of providing its own outside plant facilities for furnishing service would be excessive compared with the revenue return.

Service station subscribers are allowed unlimited service to all stations in the local service area of the connecting central office, at a rate of \$2.21 each per month for business and residence stations, provided, however, that the minimum rate for local service for each service station line is the established rate for six stations. Not more than fifteen stations may be connected to one line. The contract for each service is taken on the Telephone Company's form of agreement for service stations.

Exchange switching service is furnished by means of circuits and station equipment owned and maintained as follows:

- a. Subscribers construct, own and maintain the necessary circuit or circuits between the service stations and the system of the Telephone Company to an agreed upon junction. A monthly rental of \$.96 per 1/4 mile will be charged for that portion of the circuit owned and maintained by the Telephone Company between the base rate area and the junction point.
- b. Station equipment must be owned and maintained by subscribers. Equipment owned by the subscriber is repaired by the Telephone Company, if desired, at actual costs.
- c. Service station subscribers are required to appoint an Agent who is expressly authorized to execute and deliver to the Telephone Company contracts for the furnishing of service, to pay to the Telephone Company any sums which may become due, and generally to transact all telephone business for the subscribers with the Telephone Company. Such authorization on the part of the subscribers does not, however, relieve subscribers from individual liability.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

L. SERVICE STATIONS (Cont'd)

1. Regulations (Cont'd)

- d. Service station subscribers are also required to pay all taxes, license fees and assessments of every kind on, or on account of, any sub-station sets and circuits furnished and assume all liability for any damages which may result from said instruments and circuits. They are also required to keep their portion of the line and sub-station equipment in good working order at all times.
- e. Service arrangements may be terminated by thirty days' notice in writing by the subscriber to the Company or vice versa, except that upon termination for whatever cause within a period of less than one year following its establishment, the subscriber is charged an amount based on the schedule rate for a full year's service.

M. OPINION NO. 85-17 REVENUE

This catalog reflects changes authorized by Opinion No. 85-17 issued on October 11, 1985 pursuant to Case 28961. Since the changes authorized by Opinion 85-17 were scheduled to take effect on November 17, 1985, customers will be given a one time refund for Opinion No. 85-17 revenues collected during the period October 24, 1985 through November 16, 1985. The refund will be at the rate of 2.26% of all service and equipment charges (except late payment charges and equipment for use by the disabled) for a one-month period.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

N. BUSINESS ECONOMIC DEVELOPMENT PLAN

1. General

Under the Business Economic Development Plan, a Business Economic Zone discount is applicable to all business customers, except governmental agencies and resellers, who are located and receive service at a premises within an area currently designated, for a 10 year period, as an Economic Development Zone under the New York State Economic Development Zones Act and who are certified as eligible to receive the benefits referred to in Section 966 of Article 18-B of the New York State General Municipal Law.

2. Eligibility

- a. Only businesses jointly certified by the Commissioners of Economic Development and Labor and the local zone administrator and which are new or expanding will be eligible for the Business Economic Development Zone discount.
- b. In order to receive the Business Economic Development Zone discount a business customer must submit to the Telephone Company a joint state local zone certificate and a notarized letter signed by the business owner or corporate officer stating that the business is new or expanding.

3. Regulations

- a. A 5% reduction applies to all intrastate-intraLATA current charges, except late payment charges, for services provided by the Telephone Company.
- b. The reduction applies to certified new businesses, or certified existing businesses in recognition of a business commitment to expand, as demonstrated by added capital investment and/or an increase in the number of people employed by that business.
- c. The reduction will apply once the customer has submitted the documentation to the Telephone Company described in paragraph 2.b. of the eligibility section above, providing such application is made within 3 years from the date the Economic Development Zone is designated.
- d. The reduction becomes effective no later than the customer's second bill date following the date the required documentation is received by the Telephone Company.
- e. The reduction terminates when the Economic Development Zone terminates or after 10 years, whichever is earlier.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

O. SIDNEY FIBER ENERGY CREDIT

Customers whom are selected to receive fiber optic technology in their local loop will be given a \$.50 a month credit on their telephone bill to compensate them for electrical power use. This credit will be given per customer interface unit for those customers selected to participate in the Company's fiber to the home experiment in the Sidney exchange. This credit will be limited to a five year period from the initiation of fiber service.

P. MAINTENANCE SERVICE INCENTIVE AND REBATE PLAN

1. The Company will provide a rebate with respect to local exchange service to customers of business and/or residence access lines in the amount and under the conditions set forth below, in accordance with Subchapter C, Chapter VI, Title 16 of New York State Codes, Rules, and Regulations, Part 603, Service Standards for Telephone Companies.

a. Effective with the first service report month after September 1, 1990, in the event that:

- 1) Central office entity having more than 3,000 access lines has a Customer Trouble Report Rate of 9.4 or more for three consecutive months (three month triggering period); or
- 2) Central office entity having 3,000 or fewer access lines has a Customer Trouble Report Rate of 9.4 or more for five consecutive months (five month triggering period);

b. Effective with the first service report month after September 1, 1991, in the event that:

- 1) a central office entity having more than 3,000 access lines has a Customer Trouble Report Rate of 8.4 or more for three consecutive months (three month triggering period); or
- 2) a central office entity having 3,000 or fewer access lines has a Customer Trouble Report of 8.4 or more for five consecutive months (five month triggering period);

then a rebate shall be made to each consumer of record of one or more residence and/or business access lines in the central office entity in the month subsequent to any three or five month triggering period, whichever is applicable, in an amount equal to 20% of the basic local service charges of the Company (as defined in U.2 following).

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

P. MAINTENANCE SERVICE INCENTIVE AND REBATE PLAN (Cont'd)

1. (Cont'd)
 - c. The first triggering period with respect to which rebates become payable begins with the first service report month after September 1, 1990.
 - d. As of the third service report month after September 1, 1992, rebates will be payable in a central office entity of 3,000 or fewer access lines if the entity has a Customer Trouble Report Rate of 8.4 or more for three consecutive months unless the Company can establish, based on its experience, that the five month triggering period continues to be appropriate.
 - e. Any rebate amounts paid pursuant to this plan are recoverable in the Company's rates for access lines without any additional justification except quantification of the amount of rebates made.
 - f. The costs of administration of the Maintenance Service Incentive and Rebate Plan shall be treated as normal operating expenses which may be recovered by the Company upon appropriate justification and quantification.
2. Local service charges are equal to the total of the Company's basic exchange access line charge, excluding: (i) charges for units of usage; (ii) other federal, state and local charges or surcharges; and (iii) charges for any discretionary features or services (including but not limited to Touch-Calling).
3. The Company may petition for an exemption from paying rebates where the qualifying service performance in any month in the triggering period is caused by events specified in Subsection 603.1(b) of the Service Standards.
4. For any particular service report month to contribute to a triggering period, the Customer Trouble Report Rate for that service report month must have been at the Customer Trouble Report Rate rebate level in effect for the service report month under U.1.a. and b.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

Q. INSTALLATION SERVICE INCENTIVE AND REBATE PLAN

1. The Company will rebate a portion of the local exchange service access line installation charges for certain residence and business customers in the amount and under the conditions set forth below, in accordance with Subchapter A, Chapter VI, Title 16 of New York State Codes, Rules, and Regulations, Part 602, Customer Relations and Part 603, Service Standards Applicable to Telephone Corporations.
2. The Rebate Plan is applicable for service installations requiring a premises visit to residential customers and small business customers with one or two access lines.
3. The Company will provide a rebate if the missed appointment was the Telephone Company's fault as described in Subsection 602.4(g), Customer Relations, and the appointment was not rescheduled by 5:00 p.m. of the prior day.
4. The Company will be exempt from paying a rebate under the following conditions:
 - a. When the missed appointment was due to the customer's fault as described in Subsection 602.4(g), Customer Relations.
 - b. When the service installation is delayed due to events specified in Subsections 603.1(b) or 603.15(b)(3)(ii) of the Service Standards.
 - c. When, prior to the scheduled appointment date, the Company attempts to contact the customer once during normal working hours and once after normal working hours to reschedule the appointment and is unable to do so through no fault of its own.
5. The rebate exclusion available to the Company through prior rescheduling of the appointment can be used only once for each installation order. The rebate percentages apply if further rescheduling is required.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

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

6. The amount of the rebate for those ordered services regulated by the New York P.S.C. which were not installed and made operative on or before the scheduled appointment date will be:
 - a. First missed appointment - 25% of the connection/installation charges.
 - b. Second missed appointment - An additional 40% (total of 65%) of the connection/installation charges.
 - c. Third missed appointment - An additional 35% (total of 100%) of the connection/installation charges.
7. Any rebate amounts paid pursuant to this plan are recoverable in the Company's rates for Service Connection Charges without any additional justification except quantification of the amount of rebates made.
8. The costs of administration of the Installation Service Incentive and Rebate Plan shall be treated as normal operating expenses which may be recovered by the Company upon appropriate justification and quantification.

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

R. 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 CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

R. 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 CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

R. 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

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

GENERAL CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

S. 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 CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

S. 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 CUSTOMER SERVICES CATALOG

GENERAL REGULATIONS

S. 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 tariffed 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

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GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

A. ROTARY LINE SERVICE

1. Regulations

Rotary lines are numbered consecutively with the main individual line and the call number of the main individual line only is listed in the directory, permitting all lines to be operated as a unit. In the event two lines cannot be numbered consecutively without changing the call number of the main individual line, the Telephone Company will arrange for such a change and assignment of consecutive call numbers if the subscriber so desires.

2. Rates

The rate for rotary lines is the individual line rate, except where such line is connected with a private branch exchange switchboard, in which case the trunk line rate applies.

B. JOINT USER SERVICE *

1. Regulations

Subject to the following conditions, the joint use of business subscriber's flat rate individual line service and PBX service is available to an individual, firm or corporation whose relation with the subscriber does not permit the furnishing of an additional directory listing under regulations governing directory listings as contained in this Catalog:

- a. The individual, firm or corporation sharing a subscriber's services is known as a "joint user".
- b. The joint user must be located on the premises where the telephone to be used is located and the telephone must be readily accessible to him.
- c. The application for joint use privileges must be signed by the subscriber who is held responsible for all charges in connection with the joint use privilege.
- d. The charge for joint use privilege including one directory listing is one-half the established rate for the class of service enjoyed and is applicable from the date of establishment of service.
- e. The number of joint users who may share service furnished under one contract is limited to twice the number of individual lines jointly used.
- f. Joint user service will not be furnished where the subscriber is engaged primarily in performing service of a secretarial nature or is in the business of renting office space to transient or permanent tenants.
- g. Joint user service may be terminated subject to the provisions and charges covered in Section 2 of this Catalog.

* Obsolete Service: Limited to existing customers only.

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GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

B. JOINT USER SERVICE * (Cont'd)

2. Termination of Service

a. In the case of the termination of the subscriber's service, the charge for joint user service is to the date of termination of the subscriber's service, but the minimum charge is the established rate for one month. If the listing of the joint user appears only in the Information Records of the Company and is discontinued (without the discontinuance of the subscriber's service) prior to its appearance in the directory, the minimum charge is the established rate for one month. If the subscriber's service is continued, the charge for discontinued joint user service the listing for which appears in the current issue of the directory generally distributed throughout the territory in which the joint user is located, will continue to the date of publication of the succeeding issue of this directory, except in the following cases in which the charge will continue only to the date of termination of the service subject to the minimum charge of the established rate for one month.

1. Death of the joint user.
2. When the joint user moves to another premises.
3. When the joint user becomes a subscriber for service in his own name.
4. When the interests of the subscriber and joint user are merged through business affiliation.

C. CONNECTION OF CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS

General

Customer-provided communications may be used in connection with facilities of the Telephone Company subject to the rules and regulations specified in Section 9.

* Obsolete Service: Limited to existing customers only.

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

D. SEMI-PUBLIC BRANCH EXCHANGE SERVICE FOR HOTELS, APARTMENT HOUSES, CLUBS AND HOSPITALS

1. General

- a. PBX service is furnished to hotels (including marinas, motels), apartment houses, clubs and hospitals for the use of their guests, tenants, patrons and patients. The hotels, apartment houses, clubs and hospitals in rendering such telephone service, shall act as the agents of the Telephone Company but the Telephone Company specifically limits and restricts its responsibility as follows:
- 1) It does not offer to supply service to hotels, apartment houses, clubs and hospitals except as such service may be subscribed for by such hotels, apartment houses, clubs and hospitals.
 - 2) It does not offer to supply service to guests, patrons, tenants and patients of hotels, apartment houses, clubs and hospitals except at the current rates for residence or business service applicable to subscribers generally.
 - 3) The responsibility for the operation of the PBX switchboard shall rest with the subscriber.
 - 4) It does not extend or enlarge the privilege of directory listings given to subscribers generally.
- b. Any type of business service furnished in the exchange is also available when solely for and used exclusively by the management.

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

D. SEMI-PUBLIC BRANCH EXCHANGE SERVICE FOR HOTELS, APARTMENT HOUSES, CLUBS AND HOSPITALS (Cont'd)

2. Location and Use of PBX Stations, Turret Lines and Tie Lines

- a. Stations may be located in the rooms of guests, tenants, patrons and patients, in the lobbies or other public rooms and in the offices and operating quarters of the subscriber.
- b. PBX stations in, and turret or tie lines to, stores, shops and other businesses in the same building are provided for interior communications only and not for general exchange use. These locations will not be listed.
- c. PBX stations in, and turret or tie lines to, other buildings outside the hotel, apartment house, club or hospital are provided only for the sole and exclusive use of the management. The Telephone Company may at its own expense provide equipment which will insure such exclusive use.

3. Charges to be Collected by Hotels

On local and intrastate sent paid telephone calls and on incoming calls the hotel may charge and collect from guests, tenants, and patrons the catalog charge (including taxes) plus a surcharge to be determined by each hotel, provided that the hotel has affixed to each guest station information pertaining to the surcharges that will apply for use of the communication service offered by the hotel.

4. Charges to be Collected by Hospitals

The hospital or authorized representative may charge each patient for bedside local telephone service either a per diem rate or the catalog rate plus a surcharge per local call sent paid. The per diem rate or the per call surcharge will be determined by the hospital or authorized representative. For intrastate toll calls sent paid or incoming collect calls, the charges will be the catalog rate (including taxes) plus a surcharge determined by the hospital or authorized representative. The hospital or authorized representative must provide advance notification to patients of the rates and charges for bedside telephone service.

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

D. SEMI-PUBLIC BRANCH EXCHANGE SERVICE FOR HOTELS, APARTMENT HOUSES, CLUBS AND HOSPITALS (Cont'd)

5. Charges to be collected by the Apartment House, Club or Other Establishment

a. On calls from telephones in lobbies or other public rooms, the apartment house, club or other establishment may charge the catalog public telephone rates.

b. On calls sent paid from other stations on the switchboard and on incoming collect calls to such stations, apartment house, club or other establishment may charge and collect from guests, tenants and patrons, the following charges:

1) Local Calls \$.06 for each local message or message unit (including taxes) charged by the Telephone Company and any additional catalog charge for a person-to-person or collect call plus a surcharge of \$.20 (including taxes) on each call.

2) Intrastate Toll Calls Current charge (plus taxes) plus a surcharge of \$.20 each (including taxes).

On each completed outgoing collect call, special reversed charge service call or call on which the charges are transferred to a credit card number or other third number telephone (local or intrastate toll), apartment house, club or other establishment may charge and collect from the guest, tenant or patron a charge of \$.10 (including taxes).

c. The apartment houses and clubs shall not be required to pay to the Telephone Company the amounts collected by them from their guests, tenants and patrons as provided in a. and b., but shall pay for local and toll messages, and other services. The differences between the amounts collected by the apartment houses and clubs on all local and toll messages and the amounts payable to the Telephone Company shall be retained by the apartment houses and clubs as and for their full compensation for their services in handling both outgoing and incoming telephone messages for their guests, tenants and patrons.

d. The apartment houses and clubs shall maintain adequate records of billings of guest telephone calls and shall retain said records for a period of at least one (1) year.

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

D. SEMI-PUBLIC BRANCH EXCHANGE SERVICE FOR HOTELS, APARTMENT HOUSES, CLUBS AND HOSPITALS (Cont'd)

5. Charges to be Collected by the Apartment House, Club or Other Establishment (Cont'd)

- e. The apartment houses and clubs shall permit periodic, unscheduled inspection by authorized Telephone Company personnel to assure compliance of items b., d. and e. above. Should errors or violations be found during said inspections, apartment house or club shall make restitution of wrongfully collected surcharges. Subject to their right to file a complaint with the Public Service Commission, and upon reasonable notice, in the event the apartment houses, and clubs refuse to make restitution for a surcharge imposed in violation of this catalog, the apartment house or club shall have its telephone service discontinued.

6. Charges to be Paid by Subscriber

a. Other Charges

1) Upstate Service Area Only

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Common Recorder	\$46.54 *	\$72.23
Per trunk equipment for Identification Announcement Service	27.34	33.71

2) Chenango & Unadilla, Iroquois, Western Counties, Red Hook and Delaware Service areas.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Common Recorder	\$29.83 *	\$72.23
Per trunk equipment for Identifier Announcement Service	17.53	33.71

* The minimum charge is 60 months times the monthly rate.

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

D. SEMI-PUBLIC BRANCH EXCHANGE SERVICE FOR HOTELS, APARTMENT HOUSES, CLUBS AND HOSPITALS (Cont'd)

7. Colleges and Schools

PBX service is furnished to a college or school for the use of the administration or students under the following conditions:

- a. The rates for flat rate service only.
- b. Stations may be located as follows:
 - 1) In the administrative quarters of the college or school.
 - 2) In students' rooms or hallways of dormitories provided the building is owned or leased by the college or school.
 - 3) In stores or shops in college or school buildings for interior communication only and not for general exchange use. These locations will not be listed.
 - 4) In other than college or school buildings provided such stations are for the sole and exclusive use of the administration. The Telephone Company may at its own expense provide equipment which will insure such exclusive use.
- c. The college or school shall be responsible for the operation of the switchboard .
- d. The college or school shall be responsible for the payment of local and toll messages and other services .
- e. The college or school may collect from students the catalog charges for toll messages.

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

E. LOCAL EXCHANGE SCHEDULE

1. General

- a. Exchanges are classified by rate groups for the purpose of establishing network access charges. The rate group classification is based on total network access lines (including PBX, PABX, and Coin Line branch exchange trunks) in the local service area. The "Local Service Area" is the area within which customers may make calls without the payment of toll charges and may include one or more exchanges.

RATE GROUP CLASSIFICATION AND LIMITS

Rate Group No.	Access Lines in Local Calling Area	Rate Group No.	Access Lines in Local Calling Area
I	1 - 4,000	V	Over 263,001
II	4,001 - 18,000	VI	
III	18,001 - 64,000	VII	
IV	64,001 - 263,000	VIII	

b. Changes in Rate Group

The rate group classification of an exchange is subject to change in accordance with the schedule set forth in 1.a. above due to a change in the local service area or to growth or decline in network access lines within the local service area. Such changes may be effected only by filing an appropriate tariff or Catalog change in the manner provided by law and the acceptance thereof by the Public Service Commission. Changes in an exchange's rate group classification due to growth or decline of network access lines not associated with a revision of the local calling area will not be made until the exchange has exceeded its rate group classification limits for twelve consecutive months.

c. Basic Schedule of Group Rates

Business Service:

Rate Group No.	PBX PABX Trunk	SPBX Trunk 1st	SPBX Trunk * Additional
I	\$47.91 (I)	\$25.34	\$ -
II	\$52.13 (I)	\$28.14	\$15.22
III	\$56.52 (I)	\$31.10	\$16.50
IV	\$60.68 (I)	\$33.89	\$17.77
V	\$61.39	\$41.03	\$19.21

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

E. LOCAL EXCHANGE SCHEDULE - (Cont'd)

1. General (Cont'd)

d. Season Rates

Throughout the following listed exchanges, the minimum rate for any class of exchange service and equipment furnished during the year is the season rate indicated in Section 2.

Barryville	Mannsville
Bloomington	Mayfield
Blue Mountain Lake	Newcomb
Broadalin	North Creek
Caroga Lake	Northville
Chestertown	Old Forge
Cuddebackville	Port Jervis
Downsville	Pulaski
Eagle Bay	Raquette Lake
Forestport	Remsen
Henderson	Roscoe
Indian Lake	Sandy Creek
Lake Luzerne	Slate Hill
Lake Pleasant	Tribes Hill
Long Lake	Walton
Lowville	Wells
Lyons Falls	Wurtsboro

Rates for all business subscribers who resell or share basic local exchange service under Section 2, paragraph B.1. are as follows:

Access line charge	\$7.46
Each message unit	\$0.09

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

F. GRANDFATHER SERVICE EXCHANGES

1. Telephone service in the exchange listed below is limited to private line service only. All customers with a lesser grade of service on the date that service was grandfathered in their exchange can maintain their existing service until the grandfathered service is eliminated. The grandfathered service will be eliminated as facilities become available.

2. Exchanges with grandfathered service:

Apalachin
Circleville-Thompson Ridge
Denton
Elizaville
Gloversville
Johnstown
Middletown
Port Jervis
Red Hook
Rhinebeck
Scotchtown
Staatsburg
Tivoli
Unionville
Bloomingburg
Canajoharie
Corinth
Cuddebackville
Fonda
Fort Plain
Otisville
Slate Hill

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

G. OPEN NETWORK ARCHITECTURE

1. General

- a. The information in this section of the Catalog provides customers with unbundled PBX trunk and Centrex access line rates. These rates can be used to evaluate alternative interconnection arrangements.
 - 1) PBX trunks and Centrex access lines are available from the Company on a full service basis. Full service PBX trunk rates are listed in Section 3, Local Exchange Schedule Rate Table, Section 3 of this Catalog. Full service Centrex access line rates are located in Section 7.
- b. For interconnection purposes, PBX trunks and Centrex access lines are unbundled into three rate elements:
 - 1) Link Rate
 - 2) Port Rate
 - 3) Local Exchange Service Usage Charges
- c. A link is a pair of wires, or a virtual circuit path, to the Local Exchange Carrier switch.
- d. A port embodies the function of providing dial tone to the public switched network and possesses a unique network address such as a telephone number.
- e. Local Exchange Service Usage Charges apply to calls within the customer's Local Calling Area, consisting of one or more central office districts, within which a subscriber may make telephone calls without a toll charge.

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

G. OPEN NETWORK ARCHITECTURE (Cont'd)

2. Rates

a. The following rates apply to requests for interconnection arrangements:

1) Link

- a) Upstate Service Area - Monthly and minimum mileage rates apply as listed in the Tariff.
- b) Chenango & Unadilla Service Area - Monthly mileage rates apply as listed in the Tariff.
- c) Iroquois Service Area - Monthly mileage rates apply as listed in the Tariff.
- d) Western Counties Service Area - Monthly mileage rates apply as listed in the Tariff.
- e) Red Hook Service Area - Monthly mileage rates apply as listed in the Tariff.
- f) Delaware Service Area - Monthly mileage rates apply as listed in the Tariff.

2. Port - All Service Areas

Monthly Rate

- a. PBX trunk \$6.35
- b. Centrex access line
(includes intragroup usage) \$5.32 *

b. The following rates apply to requests for interconnection arrangements:

1. Local Exchange Service Usage - All Service Areas -

a. The Each Message Unit rate as listed elsewhere in this section applies.

2. All other applicable rates and charges as shown elsewhere in this Catalog and in other tariffs or catalogs of the Company apply in addition to the above rates.

* Additional Centrex feature package rates as listed in Section 7 of this Catalog also apply.

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GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

H. MUNICIPAL SURCHARGE FOR LOCAL UTILITY GROSS REVENUE TAXES

1. General

In certain cities and villages a municipal surcharge to recover the additional expense related to Local Utility Gross Revenue Taxes applies to recurring and non-recurring rates and charges for all services rendered in New York State except toll message usage (including radio link charges for mobile service), charges for numbers requested from Directory Assistance operators, and WATS ¹. Foreign exchange service provided from a central office of this Company located in a city or village where a surcharge applies is subject to the surcharge applicable in the serving central office. (C)

The percentage rate of the surcharge in each locality where such surcharge applies is contained in statements filed with the Public Service Commission.

Every such statement shall be filed not less than fifteen business days before the date on which it is proposed to be effective, and no sooner than the date of the tax enactment to which the statement responds; shall become effective no sooner than the date when the tax enactment is filed with the Secretary of State; shall be applicable to bills subject to the tax enactment that are rendered on or after the effective date of the statement; and shall be canceled not more than five business days after the tax enactment either ceases to be effective or is modified so as to reduce the tax rate.

Introduction, cancellation or modification of a surcharge will be effective on the date of the customer's first bill rendered after the effective date of the statement.

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)

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

H. MUNICIPAL SURCHARGE FOR LOCAL UTILITY GROSS REVENUE TAXES (Cont'd)

2. Rates and Charges

a. Upstate Service Area

The following surcharge percentages apply in the cities and villages shown below:

<u>LOCALITY</u>	<u>TAX DISTRICT * CODE</u>	<u>SURCHARGE %</u>
<u>Cities</u>		
Gloversville	NYTGL	1.01
Johnstown	NYTJO	1.01
Middletown	NYTMD	1.01
Port Jervis	NYTPR	1.01
<u>Villages</u>		
Adams	NYTAD	1.01
Altmar	NYTAT	1.01
Bloomington	NYTBL	1.01
Canajoharie	NYTCA	1.01
Corinth	NYTCR	1.01
Fort Plain	NYTFO	1.01
Lacona	NYTLA	1.00
Lowville	NYTU2	1.01
Mayfield	NYTMA	1.01
Otisville	NYTOT	1.01
Pulaski	NYTPU	1.01
St. Johnsville	NYTST	1.01
Sandy Creek	NYTSN	1.01
Speculator	NYTSP	1.01
Unionville	NYTUI	1.01
Wurtsboro	NYTWU	1.01

* The tax district code shown is a Telephone Company code for the tax district.

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

H. MUNICIPAL SURCHARGE FOR LOCAL UTILITY GROSS REVENUE TAXES (Cont'd)

2. Rates and Charges (Cont'd)

b. Chenango & Unadilla Service Area

The following surcharge percentages apply in the cities and villages shown below:

<u>LOCALITY</u>	<u>TAX DISTRICT* CODE</u>	<u>SURCHARGE %</u>
<u>Cities</u>		
Norwich	NYTNR	1.01
<u>Villages</u>		
Clayville	NYTCL	1.01
DeRuyter	NYTDE	1.01
Franklin	NYTFR	1.01
Morrisville	NYTMR	1.01
Newark Valley	NYTNE	1.01
Sidney	NYTSI	1.01

c. Iroquois Service Area

The following surcharge percentages apply in the cities and villages shown below:

<u>LOCALITY</u>	<u>TAX DISTRICT* CODE</u>	<u>SURCHARGE %</u>
<u>Cities</u>		
<u>Villages</u>		
Alfred	NYTAL	1.01
Almond	NYTAM	1.01
Dryden(Sanborn)	NYTDR	1.01
Hammondsport	NYTHA	1.01
Meridian	NYTME	1.01

* The tax district code shown is a Telephone Company code for the tax district.

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

H. MUNICIPAL SURCHARGE FOR LOCAL UTILITY GROSS REVENUE TAXES (Cont'd)

2. Rates and Charges (Cont'd)

d. Western Counties Service Area

The following surcharge percentages apply in the cities and villages shown below:

<u>LOCALITY</u>	<u>TAX DISTRICT* CODE</u>	<u>SURCHARGE %</u>
<u>Cities</u>		
<u>Villages</u>		
Corfu	NYTCO	1.01
Dundee	NYTDU	1.01
VanEtten	NYTVA	1.01

e. Delaware Service Area

The following surcharge percentages apply in the cities and villages shown below:

<u>LOCALITY</u>	<u>TAX DISTRICT* CODE</u>	<u>SURCHARGE %</u>
<u>Cities</u>		
<u>Villages</u>		
Walton	NYTWA	1.01

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

I. SURCHARGE FOR STATE GROSS INCOME AND EARNINGS TAX

1. General

Any changes to these rates will be filed on 15 days' notice to the Commission, and as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such tax, the Commission may approve new surcharge factors, and the Company will file revised surcharges as directed by the Commission. Customers will be notified of changes in tax surcharge rates on their first bill following the effective date of the rate change.

A surcharge, as detailed below, to recover the additional expense related to the State Gross Income and Earnings Taxes applies to recurring, nonrecurring and usage rates and charges for all services rendered in New York State except charges collected for sent-paid coin telephone messages, check return charge and late payment charge.

2. Rates and Charges

Services Provided For Resale *: Period	Gross Revenue Tax Surcharge
April 1, 2013 and Beyond	.378%
All Other Services Period	
April 1, 2013 and Beyond	3.03%

* To qualify for this rate, resellers must possess a Certificate of Public Convenience and Necessity from the New York State Public Service Commission, or must be designated as eligible for sale-for-resale exclusion from the New York State Department of Taxation and Finance

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

J. TEMPORARY METROPOLITAN TRANSPORTATION BUSINESS TAX SURCHARGE (MTA)

1. General – Upstate Service Area

Any changes to these rates will be filed on 15 days' notice to the Commission, and as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such tax, the Commission may approve new surcharge factors, and the Company will file revised surcharges as directed by the Commission. Customers will be notified of changes in tax surcharge rates on their first bill following the effective date of the rate change.

Customers located in Orange County are subject to a surcharge on all services rendered in New York State. The surcharge is necessary to recover the Temporary Metropolitan Transportation Business Tax Surcharge, enacted on December 23, 1982. The surcharge indicated below shall extend from the effective date of this tariff until further notice of state legislation.

Customers located in the following communities within Orange County are subject to the applicable surcharge below.

Town of Warwick	Town of Unionville	Town of Minisink
	Town of Goshen	Town of Greenville
	Town of Middletown	Town of Crawford
	Town of Walkill	Town of Hamptonburg
	Town of Wawayanda	Town of Montgomery
	City of Port Jervis	Town of Mt. Hope
	Town of Deer Park	

2. Rates and Charges – Upstate Service Area

	<u>Surcharge Ratio</u>
Services Provided For Resale * October 1, 1998 +	.1277%
All Other Services October 1, 1998+	.73%

* To qualify for this rate, resellers must possess a Certificate of Public Convenience and Necessity from the New York State Public Service Commission, or must be designated as eligible for sale-for-resale exclusion from the New York State Department of Taxation and Finance

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

J. TEMPORARY METROPOLITAN TRANSPORTATION BUSINESS TAX SURCHARGE (MTA)
(Cont'd)

3. General – Red Hook Service Area

Any changes to these rates will be filed on 15 days' notice to the Commission, and as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such tax, the Commission may approve new surcharge factors, and the Company will file revised surcharges as directed by the Commission. Customers will be notified of changes in tax surcharge rates on their first bill following the effective date of the rate change.

Customers located in Dutchess County are subject to a surcharge on all services rendered in New York State. The surcharge is necessary to recover the Temporary Metropolitan Business Tax Surcharge, enacted on December 23, 1982. The surcharge indicated below shall extend from the effective date of this tariff until further notice of state legislation.

Customers located in the following communities within Dutchess County are subject to the applicable surcharge below.

Town of Clinton	Village of Red Hook
Town of Hyde Park	Village of Rhinebeck
Town of Milan	Village of Tivoli
Town of Red Hook	Town of Rhinebeck

4. Rates and Charges – Red Hook Service Area

	<u>Surcharge Ratio</u>
Services Provided For Resale * October 1, 1998 +	.1277%
All Other Services October 1, 1998+	.73%

* To qualify for this rate, resellers must possess a Certificate of Public Convenience and Necessity from the New York State Public Service Commission, or must be designated as eligible for sale-for-resale exclusion from the New York State Department of Taxation and Finance

GENERAL CUSTOMER SERVICES CATALOG

BASIC LOCAL EXCHANGE SERVICE

K. NEW YORK STATE UNIVERSAL SERVICE FUND SURCHARGE

1. General

On August 17, 2012, the New York Public Service Commission (NYPSC) issued its Order in Case 09-M-0527 allowing the New York State Universal Service Fund assessments to be flowed through to the end user. The New York State Universal Service Fund Surcharge is charged monthly on a per access line or per trunk basis to all residence and business customers, in addition to other monthly rates and charges set forth in applicable tariffs. If the Company has collected its annually assessed amount prior to the end of the calendar year, as determined by the Fund Administrator, it will suspend collection of these surcharges for the remainder of that year, subject to any subsequent adjustment necessitated by NYPSC Order.

2. Rates and Charges: New York State Universal Service Fund Surcharge applied to each access line and trunk line on a monthly basis.

\$0.05 Per Line or Trunk

L. LATE PAYMENT CHARGE

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

M. TAXES AND SURCHARGES

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

(N)
|
(N)

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES

1. Construction and Attachments on Public Highways

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.
- 4) No construction charge applies for the extension of aerial wire on existing poles of the company, when required to furnish multiparty exchange telephone service. No construction charge applies for the extension of aerial wire on existing poles of this company required to furnish graded service at locations outside the base rate area excepting as provided under A.1.b.(2). Construction required for Private Lines, Teletypewriter and Morse Services, Leased Channels, Station Lines, Private Branch Exchange Station Lines, Tie Lines, and Foreign Exchange Lines is furnished at charges based on cost.
- 5) Construction required for exchange telephone service within the base rate area for continuing use is furnished without charge. Construction required to furnish temporary service either within or beyond the base rate area, the facilities not being reusable for other customers, will be furnished at actual cost plus cost of removal, less salvage.
- 6) Construction charges specified in c. apply for normal or usual construction. If circuitous routing or special type of construction is provided at the subscriber's request, or if unusual conditions are encountered such as extensive tree trimming, rock digging, etc., special construction charges are applied to cover the excessive cost.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

1. Construction and Attachments on Public Highways (Cont'd)

a. General Regulations (Cont'd)

- 7) Construction charges are in addition to the established rate for the class of service furnished and any service connection charges, mileage charges or other charges that may apply, as provided elsewhere in this Catalog or in the company Tariff.
- 8) Applicants for service for which charges for normal or usual construction are applicable, as shown in c., below, may be requested to prepay the monthly payment for the five-year term less ten percent. Applicants for service for which special charges for unusual or excessive construction costs are applicable are required to pay such charges in advance of the construction without a discount.
- 9) Construction charges as provided for in this Catalog continue without reduction during any period of suspension of service.
- 10) The Telephone Company may require an applicant to sign an agreement to retain the service for a five-year period, when, in the opinion of the Telephone Company, there is reason to believe that the service will not be retained for five years.
- 11) All references in Section 4, to the Company providing services "based on cost", "at actual cost" or "at cost" shall mean that only non-competitive one-time service offerings made on a time and materials basis will be provided at "cost".

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

1. Construction and Attachments on Public Highways (Cont'd)

b. Construction Allowance

1) Exchange Telephone Service

Where normal or usual construction is required to furnish exchange telephone service to applicants located outside the base rate area, the Telephone Company provides for each applicant for annual service .5 route miles of construction per access line without charge. Where service is to be retained for only a portion of each year, regardless of whether season rates apply in the exchange involved, the allowance for each applicant is .2 route miles of construction beyond the base rate area per access line. If circuitous routing or special type of construction is provided at the subscriber's request, or if unusual conditions are encountered such as extensive tree trimming, rock digging, etc., either within or beyond the portion of construction provided without charge by the Telephone Company, special charges apply to cover the unusual and excessive construction costs.

2) Graded Service Outside the Base Rate Area

Normal or usual wire construction on existing poles, required to furnish graded service to applicants located outside the base rate area, will be provided without charge, except, if unusual conditions are encountered such as extensive tree trimming, pole line and crossarm additions, rearrangements, replacements, additional anchors, etc., which will make the cost of providing the facilities excessive in relation to the revenue derived therefrom, special construction charges will be applied to cover the excessive costs.

3) Extension, Private and Leased Lines

Pole, and wire line construction required for private lines, teletypewriter and Morse services, leased channels, station lines, private branch exchange station lines, foreign exchange lines, and tie lines, are furnished at charges based on cost.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

1. Construction and Attachments on Public Highways (Cont'd)

c. Construction Charges

- 1) For construction required to furnish service under b. (1) above, the charge applicable is \$2.02 per month for a term of 5 years, for each .1 mile, or fraction thereof, route distance, in excess of the allowance.
- 2) An applicant who wishes to prepay all monthly payments applicable, or the balance of monthly payments at any time during the 5 year term may do so by paying the total of the monthly payments for the unexpired term, less ten percent.
- 3) A subscriber paying the construction charge on a monthly payment basis who discontinues service within the 5 year term is required to pay a termination charge equal to the total of the monthly payment for the unexpired term, less ten percent.

d. Application of Construction Charges

- 1) Where there is not more than one mile, route distance, between successive applicants, they are considered as a group and the construction for the individual members of the group are totaled to determine the amount of construction that will be provided without charge to the group. Charges for construction in excess of the total allowance are divided equally among the members of the group.
- 2) When subscribers are added to a group within the five-year term on a plant extension where charges for construction have been applied and the plant extension is used in furnishing telephone exchange service to the additional customers, the case is recomputed on the basis of the larger number of subscribers. If this recomputation results in a lower construction charge per subscriber, the monthly payments for the existing subscribers are reduced for the balance of the term. Where a subscriber has prepaid the total monthly payment, a corresponding refund is made providing he is still served by the extension. The new subscribers are responsible for payment of construction charges only for the unexpired portion of the five-year term.
- 3) When one or more subscribers on an extension discontinue service within the five-year term, charges to the remaining subscribers on the extension are not affected.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

2. Construction and Attachments on Private Property

a. Facilities Provided by the Telephone Company Without Extra Charge to the Customer

1) Overhead Service Connection and Terminal Facilities on Highway

Extensions of plant on private property which require construction of one pole, not to exceed 300 feet from the main line, to be used exclusively for telephone service or to be used jointly with another company's plant in lieu of such construction, will be made by the Telephone Company without charge to the customer provided the total route measurement of such construction and construction on public highway, does not exceed the allowance prescribed in A.1.b. No allowance applies to service to be furnished for only a part of a year regardless of whether or not season rates apply. Any construction in excess of the above is to be paid for by the subscriber on the basis of actual cost. The Telephone Company will provide for use in connection with aerial or underground construction provided by the customer, suitable terminal facilities on public highway, including a pole on the customer's side of the highway when required because the Telephone Company's plant is underground or is aerial on the opposite side of the highway.

2) Underground Service Connections

Underground service connection is provided by the Telephone Company in cities and towns without charge to the customer only when, by reason of the volume of business to be obtained in a single building underground connection is considered more economical than aerial construction.

3) Wires and Cable

Wires or cable of a type normally furnished for telephone exchange service are furnished by the Telephone Company without charge to the customer, excluding mileage charges where applicable and interior premise wiring.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

2. Construction and Attachments on Private Property (Cont'd)

b. Facilities Provided to the Customer at Charges Based on Cost

1) Construction and Attachments for Continuing Use

- a) Except as provided in A.2.a. preceding, if it is necessary to place plant (poles, conduit, or trench for buried wire or cable, exclusive of block construction and exclusive of main lines of the Telephone Company which are provided subject to the regulations in A. 1. preceding), on private property in order to furnish service, applicants are required to pay to the Telephone Company charges for furnishing and constructing the necessary plant based on actual cost.
- b) The Telephone Company will furnish and install all wire and cable up to the Network Interface Device.
- c) All construction beyond the subscriber's principal location will also be furnished by the Company as provided in (d) following. The principal location of a residence subscriber is the dwelling, and for a business subscriber, the main office. Where P.B.X. service is furnished, the building in which the P.B.X. is located is considered the principal location.
- d) Where poles, anchors and guy wires, crossarms, brackets, insulators, and other appurtenances except circuit wire are to be furnished and installed, the construction and any necessary tree trimming to obtain satisfactory clearance for wires. Such construction shall become the property of the Company.
- e) Existing subscriber-owned poles for telephone use only to serve the subscriber on private property will be replaced for maintenance reasons by and at the expense of the Telephone Company. Poles placed by the Telephone Company for maintenance reasons are owned by the Telephone Company.
- f) In all cases where attachment charges are made for the use of poles owned by another company or individual and located on private property, the full attachment rental is charged to the customer.
- g) When the subscriber requests poles to be relocated, such relocation of poles will be made by the Telephone Company, at the subscriber's expense.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

2. Construction and Attachments on Private Property (Cont'd)

c. Rights-of-Way

The subscriber is required to obtain and furnish any and all necessary rights-of-way authorizing the Telephone Company to place and maintain its plant.

3. Underground Service Connection

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

Where the underground circuits are to be expended from underground general distributing plant, the subscriber or any other party in interest is responsible for the trench and conduit from the building to be served to the point designated by the Telephone Company on the property line, or on the street or highway, where the connection to the general distributing plant is to be made. Where the underground circuits are to be extended from aerial general distribution plant along the street or highway or within the block, the subscriber or any other party in interest is responsible for the trench and, where required, the conduit, from the building to be served to the point designated by the Telephone Company where the connection to the general distributing plant is to be made.

Where there is existing underground conduit, satisfactory to the Telephone Company, which can be made available to the Telephone Company without expense to it, such conduit may be used.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

3. Underground Service Connection (Cont'd)

When, at the request of the subscriber or any other party in interest, the Telephone company provides the underground construction for which the subscriber or any other party in interest is responsible, charges based on cost apply. The subscriber or such other party in interest is required to obtain and furnish any and all necessary permit and rights-of-way authorizing the placing and maintenance of underground construction for which he is responsible.

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

For any rearrangement of the underground cable or conduit, the subscriber or any other party in interest initiating same is responsible for opening and closing the necessary trench and, if required, providing conduit satisfactory to Telephone Company. In addition, if the rearrangement is not initiated by the Telephone Company, the subscriber or such other party in interest is required to pay charges based on cost for rerouting or rearranging the cable, excepting the cost of additional cable, if any.

The Telephone Company has the right to discontinue at any time the use of the underground connection, if the point of connection to the general distributing plant is changed for any reason. In such case, the Telephone Company shall, at the subscriber's request, make every reasonable effort to provide service at a temporary connection until a permanent connection can be furnished. Charges based on cost apply for providing such temporary connection, except when the change is made at the Telephone Company's initiative.

(L)
|
(L)

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

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

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

A. CONSTRUCTION CHARGES (Cont'd)

4. System Attachments to Telephone Company Facilities

a. Application of Rates

1. Where other licensees attach to a wholly-owned or jointly-owned pole of the Telephone Company, the rates in 4.b. below apply. These rates do not apply when superseded by an individual company contract.

2. The rate for Licensed telecommunications providers using wireless pole attachments is an interim arrangement pending final Public Service Commission investigation per PSC Order 16-M-330. With respect to the wireless facility attachments, the occupied space measurement shall reflect the overall length of the equipment and mounting hardware plus six inches to allow reasonable access for installation and maintenance, rounded up to the next whole foot. Thus, equipment with a total length of the three feet, six inches would occupy four feet of space for rental purposes, while equipment with a total length of three feet, eight inches, would occupy five feet of space for rental purposes. This methodology will apply to wireless facility attachments regardless of the equipment installed and the area of the pole the attachment occupies. Overall attachment costs will be determined by multiplying the occupied space measurement by the per-foot attachment rental rate.

(N)

(N)

b. Rates

	<u>Annual Rates Per Attachment</u>
1. Wholly-Owned Poles	\$12.53
2. Wholly-Owned Poles, Wireless Attachments	\$12.53 / foot
3. Jointly-Owned Poles	\$6.27
4. Jointly-Owned Poles, Wireless Attachments	\$6.27 / foot

(N)

(T)

(N)

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

B. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN RESIDENTIAL SUBDIVISIONS

1. Definitions

Applicant - a developer, builder, person, partnership, association, corporation or governmental agency applying for construction of telephone facilities.

Distribution Facility - the telephone cable, wire and associated hardware used to provide service to one or more customers.

Feeder Facility - connecting cable, conduit or poles that are installed between a telephone switching station and distribution facilities outside, within or through a residential subdivision.

Multiple Occupancy Building - a structure (including row houses) enclosed within exterior walls or fire walls which is built, erected and framed of component structural parts and is designed to contain four or more individual dwelling units for permanent residential occupancy.

New Construction - the installation of new telephone, distribution or feeder facilities on any right-of-way where no overhead telephone facilities previously existed.

Public Right-of-Way - the area within the territorial limits of any street, avenue, road or way that is for any highway purpose under the jurisdiction of the State of New York or the legislative body of any county, city, town or village, that is open to public use and that may be used for the placement of utility facilities.

Residential Building - a structure enclosed within exterior walls or fire walls which is built, erected and framed of component structural parts and is designed for permanent residential occupancy.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

B. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN RESIDENTIAL SUBDIVISIONS
(Cont'd)

1. Definitions (Cont'd)

Residential Subdivision - a tract of land divided into five or more lots for the construction of five or more new residential buildings or the land on which new multiple occupancy buildings are to be constructed, the development of either of which has been approved (or was required to be approved) by governmental authorities having jurisdiction over land use, which authorities include:

- the Department of State, pursuant to Article 9-A of the Real Property Law;
- the Department of Environmental Conservation, pursuant to Article 15, Titles 5, 15 and 27, Article 17, Title 15 and Article 24 of the Environmental Conservation Law;
- the Adirondack Park Agency, pursuant to Sections 809 and 810 of the Executive Law and Article 15, Title 27, and Article 24 of the Environmental Conservation Law;
- any Department of Health, pursuant to Article 11, Title 2 of the Public Health Law.
- counties, pursuant to Section 239-d(7) of the General Municipal Law;
- cities, pursuant to Section 32, 33 and 34 of the General City Law.
- villages, pursuant to Section 179-k, 179-1 and 179-m of the Village Law;
- towns, pursuant to Sections 276, 277 and 278 of the Town Law.

Right of Way - a right to pass over, occupy or use another's land for placing and maintaining utility facilities.

Underground Telephone Facilities - a system in which all cable, service wire, conduit and manholes are placed below ground, either direct buried or in conduit, as specified needs dictate, and may include:

- rear wall cable placed on row houses.
- pedestal terminals necessary to facilitate installation, operation and subsequent maintenance of the underground distribution system.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

B. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN RESIDENTIAL SUBDIVISIONS
(Cont'd)

2. Responsibility of Telephone Company

a. Installation of New Underground Distribution System Within Residential Subdivision.

- 1) Within the applicant's residential subdivision the Telephone Company shall construct, own, operate, and maintain underground distribution and feeder facilities along public right-of-way and on public land and private property across which a right-of-way satisfactory to such Telephone Company is obtained.
- 2) Any distribution or feeder facility necessary to furnish permanent telephone service to one or more multiple occupancy buildings 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:
 - the subdivision will require no more than 200 trench feet of facilities per dwelling unit planned within the subdivision; or
 - the Telephone Company provides for such underground service without contribution; or
 - a governmental authority with jurisdiction to do so has required undergrounding; or
 - an applicant requests undergrounding.
- 3) The Telephone Company must permit the applicant at least to excavate the trench necessary for the underground installation of distribution or feeder facilities within the subdivision, at the applicant's cost and to the Telephone Company's specifications.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

B. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN RESIDENTIAL SUBDIVISIONS
(Cont'd)

2. Responsibility of Telephone Company (Cont'd)

a. Installation of New Underground Distribution System Within Residential
Subdivision. (Cont'd)

4) The Telephone 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 paragraph B.2.a.(2) above when:

- a) the developer of the subdivision is not primarily engaged in the construction of dwelling units within the subdivision;
- b) no governmental authority having jurisdiction to do so has required underground installation; and
- c) either:

- five years have elapsed from the sale of the first lot within the subdivision to the first application for service and the Telephone Company has no indication that there will be other new requests for service in the subdivision within six months.
- five years have elapsed from the date of 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.

In cases where overhead installation would be permissible in accordance with the conditions immediately above except that less than five years have elapsed and the Telephone 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 Telephone Company may petition the Commission to allow overhead installation, which petition shall set forth the relevant economic, engineering and environmental factors.

Notwithstanding the foregoing provisions, if the necessary facilities are proposed to be a VSR, the procedures set forth in this Section of the Catalog applies.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

B. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN RESIDENTIAL SUBDIVISIONS
(Cont'd)

2. Responsibility of Telephone Company (Cont'd)

a. Installation of New Underground Distribution System Within Residential
Subdivision (Cont'd)

5) If the Telephone Company receives an application for service within a residential subdivision which is governed by the provisions of paragraph B.2.a.(2) 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 Telephone Company or applicant may petition the Secretary of the Commission to allow overhead installation, which petition shall set forth the relevant economic, engineering and environmental factors. 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, 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 section applies. If the residential subdivision is located within the Adirondack Park, the Telephone Company shall send a copy of the petition to the Adirondack Park Agency.

6) Upon receipt of a proper application, the Telephone Company shall inform the electric company and cable television company serving the area in which the residential subdivision is located of the receipt of such application. Upon compliance by the applicant with the requirements of this Part, the utility shall install underground telephone distribution facilities with sufficient capacity and suitable material which will assure the applicant safe and adequate telephone service. Such installation shall be undertaken by the Telephone Company as soon as is reasonably possible after receipt of a proper application and shall be made at a time appropriate to render service.

Construction will not be delayed by the Telephone Company so that the applicant will be delayed in the sale or other disposal of the buildings, or lots, except where such delay is caused by strikes, fire, flood, inclement weather, unavailability of materials, civil disorders, or other conditions beyond the control of the Telephone Company.

7. After distribution or feeder facilities are installed underground in a residential subdivision no overhead circuits shall be installed by the Telephone Company within such subdivision.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

B. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN RESIDENTIAL SUBDIVISIONS
(Cont'd)

2. Responsibility of Telephone Company (Cont'd)

b. Connection of Underground Distribution System Within Subdivision to Existing Telephone General Distribution System

1. The connection from a telephone switching station to the underground distribution or feeder facility installed within an applicant's residential subdivision shall be made in accordance with the following requirements:

- The Telephone Company shall install underground without contribution from the applicant an amount of feeder facilities from the boundary line of the residential subdivision equal to 25 feet per dwelling unit or 200 feet, whichever is greater, except as may be required elsewhere under paragraph B.2.b.(1) of this Section; in no event will the utility be required to provide more than 500 feet without contribution by the applicant.
- The Telephone Company may, at its discretion and expense, install underground additional portions of connecting feeder facilities.
- Where any part of a feeder facility in excess of that required elsewhere by paragraph B.2.b.(1) of this Section is to be placed overhead, the applicant must submit a written application to the Telephone Company at least 75 days prior to the projected commencement of construction of the feeder facility and the Telephone Company must report such projected construction to the Commission no later than 45 days before such construction is commenced, the Commission reserving the right to require the underground installation of particular facilities on the basis of the relevant economic, engineering or environmental factors.

2. In the event the Telephone Company intends to place underground feeder facilities to 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 Telephone Company, electric company and cable television company shall be placed underground.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

B. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN RESIDENTIAL SUBDIVISIONS
(Cont'd)

3. Responsibility of Applicant

- a. Before construction may proceed, the applicant shall first have either delivered to the Telephone Company, free from cost, any necessary right-of-way agreements or paid in advance or agreed in writing to pay the Telephone Company any charge relating to the Telephone Company's acquisition of the necessary right-of-way agreements, so long as the applicant indicates to the Telephone Company in writing that the applicant has been unable to obtain such agreements.
- b. In the case of non-residing applicants:
 - cleared any right-of-way necessary for the provision of Telephone Company service, at no charge to the Telephone Company, and graded such right-of-way to within six inches of final grade where telephone facilities will be installed.
 - provided a survey map showing the location of each dwelling (if known), lot, sidewalk and roadway, if requested by the Telephone Company.
 - placed, and agreed to continue to maintain, survey stakes indicating grade and property lines.
 - furnished, or agreed to furnish, to the Telephone Company a map showing the location of all existing and proposed underground utilities as soon as known.
 - maintain the required clearance and grading during construction by the Telephone Company and other utilities.
- c. Each applicant shall cooperate with the Telephone Company providing service in an effort to keep the cost of construction and installation of underground telephone distribution facilities as low as possible, consistent with requirements for safe and adequate service, including reasonable provision for load growth and requirements.
- d. The Telephone Company may require that all sewers, water facilities, drainage facilities, and curbs be installed before it commences construction within a residential subdivision.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

B. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN RESIDENTIAL SUBDIVISIONS
(Cont'd)

4. Deposits by Applicants

- a. In order to guarantee performance, the Telephone Company may require from an 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 and such deposit shall be returned to the applicant with interest on a pro rata basis as each new customer is connected with service from the Telephone Company at the rate specified by the Commission for interest on deposits.
- b. Any portion of the deposit remaining unrefunded five years after the date the Telephone Company is first ready to render service from the underground telephone distribution facility shall be retained by the Telephone Company and credited to the appropriate plant account.
- c. Upon the mutual agreement of both the Telephone Company and an applicant, a bond may be posted in lieu of any deposit.

5. Special Conditions

- a. In unusual circumstances when the application appears impracticable or unjust to either party or discriminatory to other customers, the Telephone Company providing service or the applicant may petition the Secretary of the Commission for a special ruling or for the approval of special conditions which may be mutually agreed upon before construction is commenced, which petition shall set forth relevant economic, engineering and environmental factors.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

B. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN RESIDENTIAL SUBDIVISIONS
(Cont'd)

5. Special Conditions (Cont'd)

b. If the Telephone Company or the applicant believes that the new construction of underground distribution or feeder facilities within a residential subdivision would be less environmentally desirable than the new construction of overhead facilities, the Telephone Company or applicant may request that the Secretary of the Commission grant an exception. Three copies of the request shall be sent by certified mail to the Secretary. The request shall:

- as between overhead and underground construction, compare the probable environmental effects associated with the subdivision and any economic, engineering or other factors considered pertinent to the case;
- for those instances where visual values would be diminished by underground construction, indicate factors bearing on probable retention of significant flora (including the Telephone Company's practice with respect to trimming trees in a vicinity of the overhead facilities); and
- be mailed to the Adirondack Park Agency whenever the request will involve construction within the Adirondack Park.
- be reviewed by Staff. Staff will notify the Telephone Company within 60 days of receipt of the request either that the request is granted or that it objects to the request. If Staff objects, the request shall be referred to the Commission for further review.

Requests and petitions shall be granted or denied based on environmental, economic and engineering factors. If the necessary facilities are proposed to be a VSR, the procedures set forth in this catalog shall apply.

c. Service to a residential subdivision may be supplied overhead if no governmental authority having jurisdiction to do so has required underground installation and the Telephone Company can provide such service:

- by extending its facilities no more than 600 feet in a cul-de-sac where a portion of the street within the subdivision is served by overhead facilities within or at the entrance of the cul-de-sac.
- by installing drop wires to new individual applicants for service from existing overhead facilities.
- by connecting an area between existing overhead facilities for a distance of 1,200 feet or less.
- notwithstanding the foregoing provisions, if the necessary facilities are proposed to be in a VSR, the procedures set forth in this section shall apply.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

B. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN RESIDENTIAL SUBDIVISIONS
(Cont'd)

5. Special Conditions (Cont'd)

- d. Where a one-pole extension would enable an existing overhead distribution facility to be connected to a proposed distribution facility in a residential subdivision, such extension may be installed overhead rather than underground; provided, however, that if the necessary facilities are proposed to be a VSR, the procedures set forth in paragraph D. of this Section shall apply.

C. UNDERGROUND TELEPHONE CONSTRUCTION

1. Definitions

Cultivated land (as defined in 1 NYCRR Part 370.2(j)) - land used for growing crops, hay, pasture and permanent pasture for the preceding two years.

Direct buried cable installation by cable plowing - a procedure using specialized equipment which, in a linked sequence of operations, opens soils to the desired depth, places or lays in a utility service cable and replaces the temporarily disturbed surface soil.

Double-ditching - a method of separately excavating and stockpiling the topsoil layer (i.e., the A horizon) of a respective soil from the subsoil/ substratum layers.

Farm operator - a person who owns or leases land used in agricultural production.

Gas distribution facilities - underground gas pipelines other than gas transmission facilities and include gas service lines.

Gas transmission facilities - gas pipelines that:

- transport gas from a production or underground storage facility to a distribution center or underground storage facility;
- that transfer gas within a storage field; or
- operate at a pressure of 125 PSIG or more.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

C. UNDERGROUND TELEPHONE CONSTRUCTION (Cont'd)

1. Definitions (Cont'd)

Land used in agricultural production - (as defined in Agricultural and Market Law, section 301) - not less than ten acres of land used as a single operation in the preceding two years for the production for sale of crops, livestock or livestock products of an average gross sales value of ten thousand dollars or more. For the purposes of this paragraph, whenever a crop is processed before sale, the average gross sales value shall be based upon the market value of such crop in its unprocessed state. Land used in agricultural production shall not include land or portions thereof used for processing or retail merchandising of such crops, livestock or livestock products. Land used in agricultural production shall also include:

- rented land which otherwise satisfies the requirements for eligibility for an agricultural assessment;
- land of not less than ten acres used as a single operation for the production for sale of crops, livestock or livestock products, exclusive of woodland products, which does not independently satisfy the gross sales value requirement, where such land was used in such production for the preceding two years and currently is being used under a written rental arrangement of five or more years in conjunction with land which qualifies for an agricultural assessment;
- land used in support of a farm operation or land used in agricultural production, constituting a portion of a parcel, as identified on the assessment roll, which also contains land qualified for an agricultural assessment;
- farm woodland which is part of land which is qualified for an agricultural assessment, provided, however, that such farm woodland attributable to any separately described and assessed parcel shall not exceed fifty acres; for purposes of determining average gross sales value, proceeds from the sale of woodland products from farm woodland eligible to receive an agricultural assessment may be included up to a maximum annual amount of two thousand dollars;
- land set aside through participation in a Federal conservation program pursuant to title one of the Federal food security act of nineteen hundred eighty-five or any subsequent Federal programs established for the purposes of replenishing highly erodible land which has been depleted by continuous tilling or reducing national surpluses of agricultural commodities.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

C. UNDERGROUND TELEPHONE CONSTRUCTION (Cont'd)

1. Definitions (Cont'd)

Liquid petroleum pipeline - a pipeline that either:

- transports liquid petroleum from a production or storage facility to a distribution center or storage facility; or
- transports petroleum within a production field; and
- is certified to operate at a pressure of 200 PSIG or more.

Noise sensitive uses - those land uses which may be adversely affected by noise; for example, residences, schools, churches, cemeteries, hospitals and outdoor amphitheaters.

Public Right-of-Way - the area within the territorial limits of any street, avenue, road or way that is for any highway purpose under the jurisdiction of the State of New York or the legislative body of any county, city, town or village, that is open to public use and that maybe used for the placement of utility facilities.

Right of Way - a right to pass over, occupy or use another's land for placing and maintaining utility facilities.

Sensitive resources - areas that are likely to be adversely affected by telephone facility construction, including wetlands; streams; waterbodies; springs; wells; rare, threatened and endangered species habitat; unique old forest stands; officially designated scenic areas; officially designated historical and cultural resources; soil resources contained in cultivated lands requiring land management facilities and practices on or below the surface and specialty cropland (for example, vineyards, apiaries, hop fields, orchards, sugar bush, etc).

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

C. UNDERGROUND TELEPHONE CONSTRUCTION (Cont'd)

1. Definitions (Cont'd)

Sub-surface telephone facilities - all underground cable and/or conduit and associated equipment, manholes and any other subsurface structures (including poles and anchors) utilized to furnish telephone service and owned or operated by the Telephone Company.

2. Clearance requirements of new subsurface telephone facilities from gas and liquid petroleum pipelines.

a. All new subsurface telephone facilities shall be constructed with a standard minimum clearance:

- of 12 inches from gas transmission facilities;
- of six inches from gas distribution facilities;
- of 12 inches from liquid petroleum pipelines.

b. The standard minimum clearances specified in C.2.a. above, when not obtainable through practicable means, may be reduced to an absolute minimum of four inches, provided that such reduction is agreeable to all companies involved and that protective materials suitable to all companies are placed between the telephone and gas or liquid petroleum facilities for the entire length of such reduced clearances.

c. The standard minimum clearance for underground service laterals shall be four inches from the gas service line. If it is not practicable to achieve this clearance, it may be reduced to an absolute minimum of two inches, provided that all companies involved agree to the reduction and that suitable protective materials are placed between the telephone and gas facilities for the entire length of such clearances.

3. Clearance requirements of subsurface telephone facilities constructed to replace existing facilities.

a. Whenever subsurface telephone facilities are replaced for any reason, the new facilities shall be constructed in accordance with paragraph C.2. of this Section, to the extent reasonable and economically practicable.

4. Standards and practices applicable to the construction and environmental management of subsurface telephone facilities.

See Section 607.4 of 16NYCRR Part 607 of the Rules and Regulations of the New York Public Service Commission.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

D. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN CERTAIN VISUALLY SIGNIFICANT RESOURCES (VSR) OUTSIDE RESIDENTIAL SUBDIVISIONS

1. Applications

- a. This paragraph applies to new construction of distribution and feeder facilities other than pursuant to either the provisions of paragraph B. of this Section of the Catalog that require underground construction or to the requirement of any other governmental authority having jurisdiction to require underground construction) on public and private land in VSRs where an agency referred to in subdivision 608.2(h) of Title 16 - General Rules and Regulations:
 - has no statutory authority to require the underground construction of the particular distribution or feeder facility;
 - has supplied to the Telephone Company and to the Commission a map of the particular VSR showing its boundaries in sufficient detail to permit the Telephone Company to comply with the requirements of this paragraph.
- b. Notwithstanding the provisions of this paragraph, where any electric company has been permitted to install an overhead distribution or service line necessary to furnish permanent electric service in a particular VSR in accordance with the procedures set forth in section 99.2 of Title 16 - General Rules and Regulations, the Telephone Company may install a distribution or feeder facility necessary to furnish permanent telephone service overhead using the poles which were used for the electric line.
- c. Paragraph D. shall remain in full force and effect for a period of five years, commencing on November 22, 1993, unless otherwise ordered by the New York Public Service Commission.
- d. Procedures and requirements

See Section 608.2 of 16NYCRR Part 608 of the Rules and Regulations of the New York Public Service Commission.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

D. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN CERTAIN VISUALLY SIGNIFICANT RESOURCES (VSR) OUTSIDE RESIDENTIAL SUBDIVISIONS (Cont'd)

2. Definitions

a. Visually Significant Resource:

1. One of the following resources which is designated as having high scenic quality:

- Scenic areas of statewide significance (in coastal areas) designated by the Secretary of State pursuant to article 42 of the Executive Law;
- Adirondack Park scenic vistas, designated by the Adirondack Park Agency, identified on the private land use and development plan map and listed in the State Land Master Plan for the Adirondack Park pursuant to article 27 of the Executive Law;
- Scenic roads, designated by the Commissioner of Environmental Conservation pursuant to article 49 of the Environmental Conservation Law;
- Scenic districts, designated by the Commissioner of Environmental Conservation pursuant to article 49 of the Environmental Conservation Law;
- State and national wild and scenic river areas administered respectively by either the Department of Environmental Conservation or the Adirondack Park Agency pursuant to article 15 of the Environmental Conservation Law, and by the Department of Interior, pursuant to 16 U.S.C. section 1271; and
- Areas of Exceptional Scenic Beauty, acquired pursuant to the 1986 Environmental Quality Bond Act and administered by the Department of Environmental Conservation.

GENERAL CUSTOMER SERVICES CATALOG

SPECIAL CONSTRUCTION

D. NEW CONSTRUCTION OF DISTRIBUTION FACILITIES IN CERTAIN VISUALLY SIGNIFICANT RESOURCES (VSR) OUTSIDE RESIDENTIAL SUBDIVISIONS (Cont'd)

2. Definitions (Cont'd)

a. Visually Significant Resource: (Cont'd)

2. Any area in one of the following resources which is determined to have high scenic quality by the agency with jurisdiction over the affected resource as long as such determination is filed with the Commission:

- State Nature and Historic Preserve areas designated by the Legislature;
- State parks, which were so designated for their scenic quality by the Legislature, the Department of Environmental Conservation or the Office of Parks, Recreation and Historic Preservation, including the Adirondack and Catskill Parks;
- Lake George Park, except incorporated villages, administered by the Lake George Park Commission, pursuant to article 43 of the Environmental Conservation Law;
- Parks within New York State administered by the Palisades Interstate Park Commission pursuant to article 9 of the Parks, Recreation and Historic Preservation Law;
- State historic sites owned by the Office of Parks, Recreation and Historic Preservation under article 19 of the Parks, Recreation and Historic Preservation Law and Title 9 NYCRR Part 384; and
- National historic sites, national seashores and national recreation areas located in New York State and operated by the National Park Service.

GENERAL CUSTOMER SERVICES CATALOG

COIN TELEPHONE SERVICE

A. COIN ACCESS LINE SERVICE

1. Definition

Coin Access Line (CAL) Service is provided only for connection of customer owned coin operated telephones (COCOTs). Coin collection and/or return for Coin Access Line Service is controlled by the customer owned coin telephone.

2. Regulations

- a. The Telephone Company will permit the resale of coin telephone service through the connection of customer owned coin operated telephones subject to the rules and regulations set forth in Section 2 of this Catalog, "Resale and Sharing of Service and Equipment". A certificate of public convenience and necessity issued by the Public Service Commission, State of New York is not required for COCOTS.
- b. Coin Access Line Service will be provided only through FCC registered coin operated telephone instruments or through FCC registered protective circuitry.
- c. Coin Access Line Service will be provided on a message rate basis where available. In exchanges where message rate service is not available, specially rated flat rate service will be provided.
- d. This service is classified as business service regardless of the type of character of the location at which it is furnished. As such, Coin Access Line Service is subject to the rules and regulations which are applicable to business service as described elsewhere in this catalog.
- e. Providers of COCOT service are required to allow coinless emergency calling to 911 and to an operator.
- f. COCOT Service will include free local and intraLATA directory assistance.

COCOT providers must provide local and intraLATA directory assistance service to their customers at no charge.

GENERAL CUSTOMER SERVICES CATALOG

COIN TELEPHONE SERVICE

A. COIN ACCESS LINE SERVICE (Cont'd)

2. Regulations (Cont'd)

- g. COCOT providers are required to display in plain view, clear, specific dialing and coin deposit/return instructions and any geographic calling limitations; rate information for local calls; screening and blocking functions; name and address of the COCOT owner; bill and service dispute calling information; notice of the presence of any extension telephone that might affect privacy of communication; that there is no charge for calls to local Directory Assistance, 911 and the Operator; the identity of the presubscribed IXC, and that other IXCs can be accessed by dialing their access code; whether additional charges are imposed in connection with placing a call, and a toll-free number for surcharge information; and the toll-free number for the Department of Public Service.
- h. The maximum local calling charge from a COCOT is limited to the highest initial period local coin rate authorized by the Public Service Commission for regular coin service in the state.
- i. In the event that a customer owned coin operated telephone is attached to a line not authorized for use with such equipment, the Company reserves the right to disconnect that customer's service.
- j. CALs are subject to disconnection, by written order of the Public Service Commission Staff to the Company, for failure to comply with the Public Service Commission's terms and conditions for provisioning service. The Company will only reconnect service upon subsequent written request by the Public Service Commission Staff.
- k. COCOT equipment shall comply with Federal regulations relative to hearing aid compatibility and mounting height requirements for the disabled.
- l. Changing to or from Coin Access Line Service may require a telephone number change. Non-recurring charges set forth in the tariff will apply.
- m. The Company will make features and functions provisioned to its paystation lines similarly available to Coin Access Lines when technically feasible.

GENERAL CUSTOMER SERVICES CATALOG

COIN TELEPHONE SERVICE

A. COIN ACCESS LINE SERVICE (Cont'd)

3. Responsibility of the Customer

- a. The CAL customer is responsible for the installation, operation and maintenance of any customer owned coin operated telephone used in connection with this service.
- b. The CAL customer shall be responsible for the payment of all charges incurred through the use of the Coin Access Line including local messages, toll messages, and calls to directory assistance.
- c. The CAL customer is responsible for refund of coins lost or collected in error by the customer owned coin operated telephone.
- d. The CAL customer is responsible for the payment of a Customer Owned Coin Operated Telephone (COCOT) Enforcement Fund Fee (EFF). The EFF fund monies will be remitted to the New York Department of Public Service to improve the enforcement of state requirements applicable to COCOTs (Chapter 561 and 730 of the Laws of 1994). The EFF monies will be collected by the Telephone Company per PSC (Case No. 95-C-0007).

4.	Rates and Charges		
	<u>Coin Access Line</u>	<u>Monthly Rate</u>	<u>Non-Recurring Charges</u>
	Message Rate Per Line	See Section 3	See Company Tariff
	Flat Rate Per Line	\$37.45	See Company Tariff

GENERAL CUSTOMER SERVICES CATALOG

COIN TELEPHONE SERVICE

A. COIN ACCESS LINE SERVICE (Cont'd)

5. Optional Call Screening/Blocking

This service is provided only where the equipment is available.

a. Optional call screening/blocking functions, as listed below, are provided at the monthly rates stated. The non-recurring charges shown below do not apply to initial installations, but do apply to subsequent requests for screening/blocking from the customer.

b. The screening/blocking functions are not limited to COCOT customers. This service is available to customers who have a need to restrict dial 1 toll calls.

1) Definitions

a) Outgoing Screening - originated operator-handled calls from the Paystation-COCOT Access Line are restricted to collect, third number or calling card only.

b) Billing Screening - originated operator-handled calls from the access line are called back upon termination of the call with the time and charges associated with the call.

c) Incoming Blocking - blocks all incoming calls.

d) Outgoing Blocking - restricts outgoing calling to non sent paid calls only (coinless).

e) Direct Dial Blocking - prevents access to an interex-change carrier through 1+ dialing.

2. Rates

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Outgoing Screening	\$5.00	\$10.00
Billing Screening	\$5.00	\$10.00
Incoming Blocking	\$1.00	\$10.00
Outgoing Blocking	\$1.00	\$10.00
Direct Dial Blocking	\$1.00	\$10.00

GENERAL CUSTOMER SERVICES CATALOG

COIN TELEPHONE SERVICE

A. COIN ACCESS LINE SERVICE (Cont'd)

6. Coin Supervision/Transmission

a. Definition

1. Coin Supervision/Transmission

COPT optional Coin Supervision/Transmission provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. The signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.

b. Rates

Monthly

Coin Supervision/Transmission - Per line \$2.15

GENERAL CUSTOMER SERVICES CATALOG

ANSWERING BUREAU SERVICE

A. ANSWERING BUREAU SERVICE - Upstate Service Area

1. General

- a. Answering Bureau Service consists of facilities and service furnished an Answering Bureau engaged in the business of answering incoming calls of other subscribers. Any person furnishing answering service to more than ten telephone subscribers is an Answering Bureau.
- b. An Answering Bureau is required to subscribe for the necessary answering equipment as described in this section.

2. Alternate Telephone Number Listings

- a. The patron of an Answering Bureau may obtain an alternate telephone listing which includes the listed telephone number of the Answering Bureau. Such listing is furnished as specific in the company tariff and charged to the patron.
- b. The Answering Bureau furnishing answering service by alternate telephone number listings is required to subscribe for suitable exchange service at business rates. Telephone communication between the Answering Bureau and its patrons is provided through the general exchange system or by means of station lines and turret lines from the premises of the patron or by private lines between the patrons and the Answering Bureau. Station and turret lines from the premises of the patron to the Answering Bureau shall be restricted from making outgoing calls through the general exchange system. The Answering Bureau is not permitted to make connections between any central office lines. Station, tie and turret lines from the premises of the Answering Bureau to the premises of others may be furnished only for the sole and exclusive use of the management of the Answering Bureau and not for communication with patrons nor for transmission of messages for patrons.

GENERAL CUSTOMER SERVICES CATALOG

ANSWERING BUREAU SERVICE

A. ANSWERING BUREAU SERVICE - Upstate Service Area

3. Intercept Equipment - Answering Turret

- a. An Answering Bureau's patron may obtain a connection to an answering turret of the Answering Bureau either directly or by means of concentrator-identifier equipment. The following types of patrons' lines may be connected to an answering turret:
 - 1) Intercept lines connecting the subscriber's individual lines, two-party or PBX service to the answering turret.
 - 2) Answering lines which are individual central office lines terminating in an answering turret only, with no termination in a subscriber's station.
- b. To insure satisfactory transmission, the Telephone Company may specify the area which may be served by the Answering Bureau from a specific location.
- c. Telephone communication between the Answering Bureau and its patrons is provided through the general exchange system or by means of station lines and turret lines from the premises of the patron or by private lines between the patrons and the Answering Bureau. Station lines and turret lines from the premises of the patron to the Answering Bureau shall be restricted from making outgoing calls through the general exchange system. Intercept and answering lines shall be used only for answering incoming calls and not for making outgoing calls nor for communication between the Answering Bureau and its patrons. The Answering Bureau is not permitted to connect an intercept or answering line to any other line nor to interconnect central office lines. Station, tie and turret lines from the premises of the Answering Bureau to the premises of others may be furnished only for the sole and exclusive use of the management of the Answering Bureau and not for communication with patrons nor for transmission of messages for patrons.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

A. GENERAL

1. Citizens Digital Centrex Service provides premium advanced communications services from equipped digital offices. Centrex Basic Service and Versaline Centrex includes various features and the ability to establish groups of lines with common and/or unique characteristics. The basic Centrex system provides Central Office-based intercom and call handling services to customer premises. Optional Centrex Enhanced Services provide specialized functions. A list of Basic and Enhanced Centrex features may be found in Paragraph B following.
2. The Centrex services listed under this section are available only in exchanges where Company equipment and facilities permit.
3. Rate elements for Centrex Service can include one or more of the following charges; System Establishment Charge, Monthly Subscriber Line Charge, and/or other charges as described in Paragraph D following.
4. The rates contained herein are for central office facilities and local intercom loops only. The applicable interexchange mileage and termination charges will be charged for private and foreign exchange lines, and toll charges may apply for interexchange calls within a particular subscriber's calling group.
5. When service is initially established, the minimum revenue guarantee will be equal to the total revenue from 90% of the stations subscribed to or the differential between total monthly Centrex rates and any alternative monthly service rates subscribed to for the balance of the period, whichever is less when the Centrex system is disconnected in its entirety prior to the end of the contract period. The minimum term for small customers (25 or fewer Centrex lines) is six months, after which the service is provided on a month-to-month basis.
6. Customers with 26 to 100 Centrex lines will be required to enter into a two year lease for services requested to cover likely capital expenditures by the Company. In the event that a customer terminates the contract within the lease period, the present value of 85%* of the remaining Basic Service line charges will be accelerated, discounted at 10%. The termination agreement will be updated annually on the anniversary date of the contract to provide a new guaranteed payment period consistent with any additions in Centrex lines since the inception of service.
7. Under the Rate Stabilization Plan discounts are available to Basic customers who contract for service beyond the minimum lease periods. Discounts for 3 year, 5 year, 7 year and 10 year contracts are available and contained in Paragraph D below. The customer is responsible for paying basic line charges during the term of the lease at the minimum contracted number of Centrex lines supplied. In the event of service termination, the customer is liable for unpaid line charges, discounted as in (5) and (6) above.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

A. GENERAL (Cont'd)

8. Although Centrex Service is normally offered on an individual line basis, Centrex features are available to PBX customers on a per-trunk basis as an additive to their basic PBX trunk rate. Trunk additive rates and Enhanced Feature rates may be found in Paragraph D.
9. Customers with 26 to 100 Basic Centrex lines are required to order Virtual Facility Group (VFG) trunks for calls outside their customer group intercom system. VFGs restrict the number of simultaneously active calls, emulating trunk groups in software without requiring physical resources. Versaline Centrex customers are not required to order VFG.
10. Service charges as indicated in the Company Tariff will apply to all Centrex services.
* Note: 15% of the remaining Basic Service rate is eliminated for avoidable maintenance, administrative, and miscellaneous tax costs.
11. When a customer orders Centrex Service involving over 100 lines or when special conditions or circumstances dictate, the Company will develop a Centrex Service rate based on the customer's needs and situation. All customers in Citizen's service area will be granted nondiscriminatory access to these individual case based assemblies.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

B. FEATURES FOR USE WITH CENTREX SYSTEMS

1. Basic Feature Package

The following features will be provided as Basic Centrex Service to the extent available within individual exchanges.

The Basic Feature Package of the Digital Centrex Service comprises the following features:

a. System Features

Class of Service Restrictions
Distinctive Ringing
Distinctive Call Waiting Tones
Direct Outward Dialing
Group Speed Call List
Hunting
Intercom Dialing
Special Service Facilities Access

b. Station Features

Automatic Line
Call Forward Busy Line - Fixed
Call Forwarding No Answer - Fixed
Call Forward Variable
Call Hold
Call Park
Call Pick Up
Call Transfer
Call Waiting
Cancel Call Waiting
Conference - Three Way
Consultation Hold
Directed Call Pick Up Without Barge In
Speed Call, Individual Short List
Touch Calling

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

B. FEATURES FOR USE WITH CENTREX SYSTEMS (Cont'd)

1. Basic Feature Package (Cont'd)

c. PBX Trunk and Key Business Line Features

Class of Service Restriction
Call Transfer
Conference - Three Way
Call Forwarding Variable
Hunting
Touch Calling

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

B. FEATURES FOR USE WITH CENTREX SYSTEMS (Cont'd)

2. Optional Features

All features designated as optional require subscription by the customer and will be charged for at the rates specified in D.

a. System Features

Automatic Route Selection
Datalink Attendant Console Interface
Discrete Identification
Loudspeaker and Radio Paging Access
Meet Me Conference
Music/Announcement on Hold
Preset Conference
Special Intercept Announcements
Uniform Call Distribution
Conference - Six Way
Delay Announcements in a UCD Group

b. Station Features

Business/Display Set Interface
Call Forward Busy - Programmable
Call Forward No Answer - Programmable
Call Request - Station Message Waiting
Dial Call Waiting
Executive Busy Override
Speed Call, Individual Long List
Voice/Data Protection
Call ID Name
Call ID Name & Number
*69 Call Return
Call Trace

c. PBX Trunk and Key Business Line Features

Conference - Six Way
Meet-Me Conference

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

B. FEATURES FOR USE WITH CENTREX SYSTEMS (Cont'd)

3. Centrex Features

a. Versaline Features

Last Number Redial
Call Forward Variable
Call Forward No. Answer
Call Forward Busy
Call Forward Busy Don't Answer 30 Seconds
Speed Call Individual Short List
Speed Call Individual Long List
Call Hold
Call Transfer
Conference Call
Call Park
Directed Call Pick-up
Group Call Pick-up
Ring Again
Touch Tone Calling
Hunting
Call Waiting
Intercom Dialing (where appropriate equipment installed)

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

C. DESCRIPTION OF CENTREX FEATURES

1. Basic Centrex Line Features

a. Automatic Line

Provides an automatic connection between a calling station going off hook and a predetermined terminating number.

b. Call Forward Busy - Fixed

Allows incoming calls to a busy line to be automatically routed to a preselected station line. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group.

c. Call Forward No Answer - Fixed

Allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group.

d. Call Forward Variable

Allows a station user to redirect all calls for that line to another telephone number. The number that calls are forwarded to is restricted by the line's class-of-service.

e. Call Hold

This feature allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call.

f. Call Park

Allows a station to park a call against its own directory number. The parked call can be retrieved from any station by dialing a feature code and the directory number against which the call is parked.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

C. DESCRIPTION OF CENTREX FEATURES (Cont'd)

1. Basic Centrex Line Features (Cont'd)

g. Call Pickup

Allows a station to answer incoming calls to another station within a defined call pickup group. This feature is provided on individual stations within a customer group.

h. Call Transfer

Allows a station user to hold and transfer a call to another Centrex line. Calls that can be transferred may be restricted to intragroup or incoming calls only. The transfer may be supervised or unsupervised.

i. Call Waiting

With this feature, an incoming call encountering a busy line receives audiblinging. The busy station receives a call waiting tone. The called station may then place the existing caller on hold and acknowledge the incoming caller, then alternate between the callers, or abandon one of the calls.

j. Cancel Call Waiting

Allows a Centrex line with call waiting to inhibit the application of call waiting tone for the duration of one call. During this call, anyone calling that line will receive the normal busy treatment.

k. Conference - Three Way

Allows a Centrex line to add a third party to an existing conversation. The added party can be dropped from the connection by a flash from the initiating party.

l. Consultation Hold

Allows a Centrex line user to consult privately with a Centrex line that is being added to an existing conversation or a Centrex line to which a call is being transferred.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

C. DESCRIPTION OF CENTREX FEATURES (Cont'd)

1. Basic Centrex Line Features (Cont'd)

m. Directed Call Pickup Without Barge-In

Allows a Centrex line user to answer calls directed to a specific Centrex line from any other Centrex line in the customer group by dialing a feature code and the number of the ringing station.

n. Speed Call - Individual Short List

Provides a Centrex line user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

o. Touch Calling

Provides a Centrex line user with the capability for dial tone multi-frequency signaling.

2. Optional Station Features

a. Business/Display Set Interface

Provides a station with the capability to use multi-button electronic telephones designed to work with central office software. This feature provides the capability for multiple appearance directory numbers (MADNs). Standard telephones will not work on lines with the business/display set interface. MADNs can be configured in either a single-call-arrangement (SCA) or multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADN at any given time. With the MCA, more than one set in the MADN group can be active on the MADN simultaneously.

b. Call Forward - Busy Line - Programmable

Allows incoming calls to a busy line to be automatically routed to a preselected Centrex line. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

C. DESCRIPTION OF CENTREX FEATURES (Cont'd)

2. Optional Station Features (Cont'd)

c. Call Forward No Answers - Programmable

Allows incoming calls to a Centrex line to be automatically routed to a preselected Centrex line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

d. Call Request - Station Message Waiting

Allows a Centrex line to leave a call request/waiting indication at another number if the called number does not answer. The indication may be stuttered dial tone or activation of the message waiting lamp. The called station may return the call by dialing the call request retrieval feature code. The message waiting lamp interface feature is required on stations with lamps.

e. Dial Call Waiting

Allows originating business group Centrex lines to invoke call waiting on selected intragroup calls by dialing an access code followed by the extension number of the Centrex lines to be call waited.

f. Executive Busy Override

Allows a station user to override a busy signal and interrupt an in-progress call on another station users line. The called station and the party connected to the called station receive a warning tone. At the end of the tone a three-way call connection is established.

g. Speed Call Individual Long List

Provides a station user with abbreviated dialing. The individual long list provides two digit codes and is dedicated to one station user.

h. Voice/Data Protection

This feature allows a station user to inhibit intrusion features on their line. The main purpose of this feature is to prevent data transmission errors caused by interruption tones such as call waiting, operator verification, etc.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

C. DESCRIPTION OF CENTREX FEATURES (Cont'd)

2. Optional Station Features (Cont'd)

i. Call ID

For calls originating from a line within a Multiline hunt group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and some cases, dashes (--- ----), for the non-available numbers. The calling telephone number is unavailable from calls made via some large PABX systems within the Custom Calling Local Area Signaling Service calling area, from most cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Call ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone numbers are not available on operator handled or credit card calls.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

C. DESCRIPTION OF CENTREX FEATURES (Cont'd)

2. Optional Station Features (Cont'd)

j. Call ID - Number & Name

Call ID Number & Name is an arrangement which permits a customer with local Exchange Service other than foreign central office service to receive the calling telephone number/name for calls placed to the customer. However, the calling telephone number of calls which are indicated by the caller to be "private" cannot be received. The calling telephone number or name will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The calling telephone number or name will be delivered during the first silent interval of ringing. For calls originating from a line within a Multiline hunt group, only the main telephone number or name will be delivered. If the calling telephone number or name is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ----), for the non-available numbers or name. The calling telephone number or name is unavailable from calls made via some large PABX systems within the Custom Calling Local Area Signaling Service calling area, from most cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Call ID - Number & Name will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone numbers or names are not available on operator handled or credit card calls.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

C. DESCRIPTION OF CENTREX FEATURES (Cont'd)

2. Optional Station Features (Cont'd)

k. *69 Call Return

*69 Call Return allows a customer to automatically return the last incoming call, if that call is not marked "private", whether it is answered or not. The call is returned by customer activation of a code. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed. Calls marked "private" are not identified by and cannot be returned via this feature.

l. Call Trace

Call Trace service allows a customer to automatically activate a trace record of the last incoming call tracing feature. The customer must authorize and request the Company to release the results of any and all traces initiated by the customer directly to a law enforcement agency. The trace record will provide the incoming telephone number, but cannot with certainty identify the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system. The charge for this feature applies whether or not the user authorizes release of the trace information to law enforcement authorities.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

C. DESCRIPTION OF CENTREX FEATURES (Cont'd)

3. Basic System Features

a. Class of Service Restrictions

Provides the capability to allow or deny individual Centrex line features. The restrictions can be arranged to control all calls originating or terminating on Centrex lines and tie trunks.

- Fully Restricted Service - two types of fully restricted service are applied to Centrex lines as described in the following:
- Attendant restricted Centrex lines are denied access to the exchange network.
- Fully restricted Centrex lines are denied access to the exchange network and to the attendant.
- Semi-Restricted Service - allows access to the exchange network through the attendant only.
- Toll Restricted Service - enables Centrex lines to be either toll denied or assigned toll diversion to the attendant.
- Unrestricted Service - allows Centrex lines to access the exchange network, toll facilities or any service accessible by dialing.

b. Distinctive Ringing

Provides a different and distinct ringing cadence for intragroup and DID calls allowing the station user to identify the type of call.

c. Distinctive Call Waiting Tones

Permits a called station to determine whether an incoming waiting call is external or internal to the customer group by providing different tone cadences for the two situations.

d. Direct Outward Dialing

Outward central office calls are initiated by direct dialing from unrestricted dial telephones.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

D. DESCRIPTION OF CENTREX FEATURES (Cont'd)

3. Basic System Features (Cont'd)

e. Group Speed Call List

Provides abbreviated dialing to the customer group through a shared speed call list. One station line is designated as the controller for the list.

f. Hunting

This is a call completion feature that increases the likelihood of an incoming call being completed within a customer defined group of lines. Three types of hunting are available.

- Directory Number Hunting (DNH) - DNH may be either circular or sequential.
- Circular hunting hunts all lines in the group regardless of the starting point.
- Sequential hunting starts at the number dialed and ends with the last number in the group.
- Multiline Hunting - Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from the pilot number to the last number in the group.
- Distributed Line Hunting (DLH) - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

g. Intercom Dialing

Provides abbreviated dialing for station to station calls within the customer group.

h. Special Service Facilities Access

Allows station users to gain access to foreign exchange lines, tie lines and WATS¹ lines by dialing an access code.

(C)

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)

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

C. DESCRIPTION OF CENTREX FEATURES (Cont'd)

4. Optional System Features

a. Automatic Route Selection

This feature directs outgoing business group calls to the customer's most preferred available route. The customer may choose to route calls over foreign exchange lines, a common control switching arrangement, WATS¹ or tie lines. If no private lines are available, the option of completing calls using standard DDD routing is provided. The following three features are included in automatic route selection:

(C)

- Call Back Queuing - Permits a station user, who encounters a busy network facility, to be rung back when the appropriate facility becomes available.
- Expensive Route Warning Tone - Provides a warning tone to the caller that indicates the selection of an expensive route.
- Off-Hook Queuing - Permits a station user to wait off-hook when a call cannot be completed because a facility is not available.

b. Datalink Attendant Console Interface

Provides the connection between the central office and an intelligent console on the customer premises. The console is designed to work with central office software to provide attendant features. This feature provides the capability to use a proprietary console and not the console itself.

c. Discrete Identification

Allows incoming FX and in WATS¹ calls to terminate on Centrex lines. This enables a station user to process these calls using Centrex features such as call hold and call transfer.

d. Loudspeaker & Radio Paging Access

Allows stations and attendants to access customer-provided loudspeaker and radio paging equipment located throughout the customer's premises.

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)

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

C. DESCRIPTION OF CENTREX FEATURES (Cont'd)

4. Optional System Features (Cont'd)

e. Meet Me Conference

Allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time.

f. Music/Announcement on Hold

Provides music or a recording announcement to callers who are waiting for connection to a called party.

g. Preset Conference

Allows up to 25 preselected conferees to be reached simultaneously by dialing a specific directory number. The conferees associated with a particular conference directory number are programmed in advance by the Telephone Company.

h. Pseudo Number

A software number that has no real switch hardware attached, but is given all the data base characteristics associated with a normal line. The pseudo number provides Multiline set capability, allows the user to originate and receive calls, and to use Digital Centrex features as assigned just as though the pseudo number was a real line identity. Pseudo numbers may also be assigned to a hunt group configuration

i. Special Intercept Announcements

Allows a unique intercept announcement to be provided to each business group. These announcements are applicable on originating calls that violate restrictions or the dialing plan and terminating calls to nonworking directory numbers assigned to the business group.

j. Delay Announcements in a UCD Group

Allows a unique announcement to be provided to callers held in queue in a uniform call distribution group.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

C. DESCRIPTION OF CENTREX FEATURES (Cont'd)

4. Optional System Features (Cont'd)

k. Conference - Six Way

Allows a station user to establish a conference call involving up to five other parties without attendant assistance.

l. Uniform Call Distribution

The following four features work together to provide a uniform call distribution group:

- **Distributed Line Hunting** - Provides for an even distribution of incoming calls to a group of stations (UCD agents).
- **UCD Queue Slots** - If all the available agents in the UCD group are active, incoming calls are placed in queue slots and callers receive an audible ringback.
- **Delay Announcement on Hold** - After a customer specified delay interval, queued calls are routed to a delay announcement until an agent becomes available.
- **Make Busy Status** - This feature allows a station to be removed from the UCD group by dialing a feature code. A different code is dialed to return the station to active status.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

C. DESCRIPTION OF CENTREX FEATURES (Cont'd)

5. Additional Versaline Features

a. Last Number Redial

Is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

b. Call Park

This feature allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call.

c. Ring Again

Automatic Callback permits a Main Station user who attempts an intercommunication call to a busy Main Station to be automatically connected to that line when both called and calling lines are subsequently idle.

d. Call Forward Don't Answer (30 Seconds)

Allows incoming calls to a Centrex line to be automatically routed to a preselected Centrex line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

D. RATES AND CHARGES

1. Basic Centrex Service

a. Application

- 1) Charges for intercom Centrex Service will be assessed as shown in b. 2. below.
- 2) In addition to the intercom Centrex Service, customers with over 25 Centrex lines will be required to pay an exchange access rate as specified in c. below for virtual facility group trunks (VFG) connecting the Centrex intercom service to the network.
- 3) The first Centrex lines are rates on a per line basis with an additive applied to individual business line rates as specified in Section 3.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

D. RATES AND CHARGES (Cont'd)

1. Basic Centrex Service (Cont'd)

b. Service Rates

- 1) Customers subscribing to 1-5 Centrex lines will be assessed the single line business rate for their exchange plus \$7.95.
- 2) Customers subscribing to 6 or more Centrex lines will be charged rates for the first five Centrex lines equal to the single line business rate for their exchange plus \$4.50.
- 3) Customers will be charged for lines 6-25, 26-50 and 51-100 according to the table below.
- 4) Under the Company's rate stabilization plan, customers subscribing to 6-100 Centrex lines who desire to enter into a lease ranging from 3-10 years will receive discounted rates according to the table below.

<u>Contract Term</u>	<u>Discount (%)</u>	<u>Lines 6-25</u>	<u>Lines 26- 50</u>	<u>Lines 51-100</u>
No Contract	N/A	\$33.40	\$11.35	\$10.70
3 years	3%	\$28.00	\$11.00	\$10.38
5 years	4%	\$27.90	\$10.90	\$10.27
7 years	5%	\$12.00	\$10.80	\$10.17
10 years	7%	\$27.50	\$10.55	\$9.95

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- 5) Customers subscribing to more than 100 access lines will be separately contracted for based on special assembly filings with rates based on costs. All subscribers will be granted nondiscriminatory access to such filings.
- 6) Example: A customer wishing to subscribe to 35 Centrex Lines for a period of less than 3 years would pay:
 - \$4.50 X 5 Centrex lines = \$22.50 (plus the applicable B1 rate)
 - \$12.65 X 20 Centrex lines = \$253.00
 - \$11.35 X 5 Centrex lines = \$56.75 *

* Virtual Facility Group charges (as specified in (c) below) and Customer Access Line Charges (CALC) will also be assessed.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

D. RATES AND CHARGES (Cont'd)

1. Basic Centrex Service (Cont'd)

c. Virtual Facility Groups (VFG)

An exchange access rate will apply to customers subscribing to over 25 Centrex lines based on the Virtual Facility Groups (VFG) required to connect the Centrex intercom lines with the network.

Monthly Recurring

Exchange Access Charge
(Per VFG Outgoing Line)

\$5.00

d. Non-recurring costs are applied as indicated in the company tariff. These charges will be waived, however, for a 90 day period following introduction of Centrex Service in an Exchange.

e. Centrex Service and features may be extended to PBX trunk and key line customers at the rate per trunk as listed in (a). This rate will be applied in addition to the applicable PBX trunk or key line rates as specified in Section 3.

Recurring Monthly

Centrex PBX Trunk Add On rate – Per Trunk
Centrex Key Line Add-on Rate – Per Line #

\$7.95
\$7.95

f. Adds, Moves, Changes Charge

In addition to those charges specified in the tariff, changes to the Centrex System, per customer's request, will be charged at the rates specified below on a per activity basis.

- Changing ARS patterns \$50.00
- Adding system features \$50.00
- Adding new lines and station features, per station * \$5.00

Centrex key business lines rates are not subject to volume discounts.

* Includes Basic Features only.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

D. RATES AND CHARGES (Cont'd)

2. Optional Features

a. Optional Station Features Charges

	<u>Monthly Charge</u>	<u>Connection Charge</u> ¹
1) Business/Display set interface with up to: - 10 SCA MADNS and/or Feature Appearances *	\$3.50	\$20.00
- 30 SCA MADNS and/or Feature Appearances *	\$5.50	\$20.00
2) Call Forward Busy - Programmable	\$.75	-
3) Call Forward No Answer - Programmable	\$.75	-
4) Call Request - Station Message Waiting	\$.75	-
5) Dial Call Waiting	\$.75	-
6) Executive Busy Override	\$.75	-
7) Speed Call, Individual Long List		
SCL - 30	\$1.50	
SCL - 50	\$2.50	
SCL - 70	\$3.50	
8) Voice/Data Protection	\$.75	
9) Call ID Name	\$7.00	
10) Call ID Name & Number	\$9.00	
11) Call Return	\$4.50	
12) Call Trace, Per Use	\$.75	

¹ Connection charges, if specified, apply to new or existing service.

* These charges apply to single-call-arrangement (SCA) multiple appearance directory numbers (MADNS) only. Charges for multiple-call-arrangement (MCA) MADNS will be in addition to these charges. Each appearance of an MCA MASDN will be charged the full Centrex line rate.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

D. RATES AND CHARGES (Cont'd)

2. Optional Features (Cont'd)

b. Optional System Feature Charges (Cont'd)

		Monthly Charge	Connection Charge ¹	
1)	Automatic Route Selection ¹ - Per ARS Patter Change	\$5.00 \$100.00		
2)	Datalink Attendant Console Interface	\$25.00	\$100.00	
3)	Discrete Identification - Per FX or InWATS ² Line Terminated	\$5.00	\$20.00	(C)
4)	Loudspeaker & Radio Paging Access - Per Paging access Line	\$25.00	\$50.00	
5)	Meet Me Conference - Six Way - 1st 6-Way Increment - Each Additional Increment	\$9.50 \$1.50	\$20.00 -	
6)	Music/Announcement on Hold	\$25.00	\$50.00	
7)	Preset Conference	\$15.00	\$20.00	
8)	Pseudo Number	\$5.50	-	
9)	Special Intercept Announcements & Delay Announcements for UCD Group - Per Announcement	\$25.00	\$50.00	
10)	Uniform Call Distribution - Per UCD Group - Per UCD Centrex Line - Per UCD Queue Slot	\$35.00 \$2.00 \$5.00	\$100.00	
11)	Authorization Codes - Up to 10 codes Each additional code	\$5.00 \$.50	\$100.00	

¹ Connection charges, if specified, apply to new or existing service.

² Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

GENERAL CUSTOMER SERVICES CATALOG

CENTREX SERVICE

D. RATES AND CHARGES (Cont'd)

3. Versaline Centrex

a. Application

All Versaline features are included in the line rate at no extra charge.

b. Service Rates

1) Monthly recurring rates

<u>Contract Terms</u>	<u>2-15 Lines</u>	<u>>15 Lines</u>	
6 months	\$26.30	\$25.30	
1 Year	\$41.05	\$24.30	(I)
2 Years	\$40.05	\$23.30	(I)
3 Years	\$23.30	\$22.30	

2) Adds, Moves, Changes

Changes to the Centrex System, per customer's request will be charged at the rates specified below on a per activity basis.

- Changing ARS patterns \$50.00
- Adding system features \$50.00 (CSNC)
- Adding new lines and station features \$5.00 per station

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

A. CUSTOM CALLING SERVICES

1. General

Custom Calling Services are available to individual line residence and business customers, exclusive of Coin Telephone Service. Custom Calling Services are furnished subject to the availability of facilities, and are limited to central offices specifically equipped to provide such services.

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

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.

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GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

A. CUSTOM CALLING SERVICES (Cont'd)

2. Description (Cont'd)

e. Call Waiting/Cancel Call Waiting

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

Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

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.

g. Speed Call 8¹

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.

h. 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.

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¹ This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

A. CUSTOM CALLING SERVICES (Cont'd)

2. Description (Cont'd)

i. Reminder Service

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This service feature permits a customer to instruct the central office to originate a call to him at the predetermined time and to either provide a tone or an appropriate announcement for one minute.

j. Call Transfer

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Call transfer allows a customer to transfer any established call to another station/number. Either the calling or called party can transfer the call if they have this feature. The customer is responsible for all long distance and local measured charges.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

A. CUSTOM CALLING SERVICES (Cont'd)

3. Rates

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

	Monthly Rate		Per Activation	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
Basic Call Forward	\$8.50	\$8.50		
Call Forward Busy	\$8.50	\$8.50		
Call Forward Busy/No Answer	\$9.00	\$8.50		
Call Forward No Answer	\$8.50	\$8.50		
Call Waiting/Cancel Call Waiting	\$9.50	\$14.75 (l)		
3 Way Calling	\$9.50	\$8.75	\$3.50 ¹	\$3.00 ¹
Speed Call 8 ²	\$3.35	\$3.85		
Speed Call 30	\$4.40	\$5.20		
Reminder Service	\$0.95	\$1.50		
Call Transfer	\$2.00	\$2.00		

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 This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

A. CUSTOM CALLING SERVICES (Cont'd)

3. Rates (Cont'd)

b. Packaged Services

Package - Custom Calling Services on same line.

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
Call Waiting, Call Forwarding, 3 Way Calling, Speed Calling 8-number, per Line	\$4.95	\$6.95

c. In addition to the charges listed above, the Subsequent Service Order charge, as specified in the company tariff, applies to the connection of one or more Custom Calling Services on one or more lines at the same time and on the same service of the customer, with the following exceptions:

1. No Service Order change applies to the connection of one or more Customer Calling Services when the work is ordered for completion at the same time as other work for the same service of the customer, when the other work is subject to service connection or move and change charges.
2. No Service Order Charge will apply to the connection of one or more Custom Calling Services in a central office district for a period of sixty (60) days immediately following the establishment of central office equipment and facilities necessary to provide Custom Calling Services in that central office district. Following the sixty-day period, charges for the connection of Custom Calling Services will apply as described in 3.c. above.

d. Customers subscribing to Custom Calling Services within sixty (60) days immediately following the establishment of such service in that central office district are entitled to a 14-day free trial period on Custom Calling Services. If the customer chooses to discontinue the service, they must notify their local business office by the end of the 14 days.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS)

1. Conditions

- a. Custom Calling Local Area Signaling Service is a group of Custom Calling Services offered to single line residential, single line business and Centrex customers subscribing to one party local exchange service.
- b. The service availability is dependent upon the presence of technically capable facilities, including Common Channel Signaling 7 (SS7), and limited to central offices specifically equipped to provide such service. Custom Calling Local Area Signaling Service features are applicable only to calls placed to/from compatible central offices offering the service.
- c. Operator assisted calls are designed to override the feature calls for emergency purposes.
- d. Custom Calling Local Area Signaling Service features will not be available to coin phones, just as other Custom Calling Services are not available. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted. However, coin phone calling telephone numbers (unless blocked, as with COCOTS) will be displayed to Call ID users, and are returnable and traceable.
- e. Thirty (30) Day Money Back Guarantee - If the customer notifies Citizens of dissatisfaction with the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof, if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Thirty Day Money Back Guarantee will apply to the following Service:

Anonymous Call Block/Rejection	Selective Call Forward
*66 Busy Number Redial	Selective Call Rejection
*69 Call Return	Priority Call (Selective Call Waiting)
Call ID	CLASS Basic Feature PAK
Call ID - Number & Name	CLASS Enhanced Feature PAK
Call Trace	CLASS 4400 Value PAK
Call Waiting/Caller ID	CLASS 4900 Value PAK
Selective Call Acceptance	

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

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

2. Description

a. *69 Call Return

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.

c. Priority Call

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.

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GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

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

2. Description (Cont'd)

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" 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.

g. Selective Call Acceptance

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

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GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

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

2. Description (Cont'd)

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. Caller ID with Name

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

j. Call ID

Call ID is an arrangement, which permits a customer with local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. However, the calling telephone number of calls that are indicated by the caller to be "private" cannot be received. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing.

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GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

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

2. Description (Cont'd)

j. Call ID (Cont'd)

For calls originating from a line within a Multiline hunt group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and some cases, dashes (--- ----), for the non-available numbers. The calling telephone number is unavailable from calls made via some large PABX systems within the Custom Calling Local Area Signaling Service calling area, from most cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Call ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein. Telephone numbers are not available on operator handled or credit card calls.

k. Anonymous Call Block/Rejection (ACR)

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.

l. Multiple Simultaneous Call Forwarding

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.

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GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

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

2. Description (Cont'd)

m. 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.

n. Remote Call Forward (RCF) Service

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.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (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	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
*69 Call Return	\$4.65	\$5.50	\$3.50 ¹	\$3.00 ¹
*66 Busy Number Redial	\$4.65	\$5.50	\$3.50 ¹	\$3.00 ¹
Priority Call	\$6.50	\$4.00		
Distinctive Ring	\$6.00	\$7.00		
Selective Call Forward	\$6.50	\$5.50		
Selective Call Rejection	\$6.50	\$5.50		
Selective Call Acceptance	\$6.50	\$5.50		
Call Trace			\$7.00 ²	\$7.00 ²
Caller ID with Name	\$13.75	\$19.00 (I)		
Call ID	\$8.50	\$13.50 (I)		
Anonymous Call Block/Rejection	\$5.00	\$6.50		
Multiple Simultaneous Call Forward	N/A	\$11.00		
Remote Activated Call Forward	\$7.00	\$6.99		
Remote Call Forward (RCF)				
• First path, each	\$26.00	\$27.50		
• Additional path, each	\$27.00	\$29.00		

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.

³ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

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

3. Rates (Cont'd)

- 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. (Cont'd)

FEATURE PACKAGES	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
<u>CLASS BASIC FEATURE PAK</u> *69 Call Return, Call ID, Priority Call	\$9.95	\$12.95
<u>CNAM BASIC FEATURE PAK</u> *69 Call Return, Call ID with Name, Priority Call	\$11.95	\$14.95
<u>CLASS ENHANCED FEATURE PAK</u> *69 Call Return, Call ID, Call Forwarding, Call Waiting, Speed Call 8 ¹	\$13.95	\$16.95
<u>CNAM ENHANCED FEATURE PAK</u> *69 Call Return, Call ID with Name, Call Forwarding, Call Waiting, Speed Call 8 ¹	\$15.95	\$18.95
<u>CLASS 4400 VALUE PAK</u> *66 Busy Number Redial, *69 Call Return, Call Waiting, Selective Call Rejection	\$8.75	\$10.75
<u>CLASS 4900 VALUE PAK</u> *66 Busy Number Redial, *69 Call Return, Call Forwarding, Call Waiting, Cancel Call Waiting, Selective Call Rejection, Speed Call 8 ¹ , 3 Way Calling, Priority Call	\$13.25	\$15.25
<u>Frontier Feature5 Package</u> Constant Features: Call ID with Name, Call Forwarding. Choice of 3 of the following Custom Calling Features: Call Waiting, 3 Way Calling, Speed Call 8 ¹ , *66 Busy Number Redial, *69 Call Return, Rotary Line Service.	N/A	\$11.95

* All feature packages include either Call Restrict - Per Call or Call Restrict - Per Line at no cost.

¹ This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

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

3. Rates (Cont'd)

- b. The Company reserves the right to waive the non-recurring charge for the initial request for a period not to exceed 90 days from the effective date of this catalog and for a period not to exceed 90 days from the date the service becomes available in the customer's serving central office.
- c. Call Restrict features (Per Call and Per Line) will not incur a non-recurring charge for initial programming of subscriber lines. A subscriber may, without incurring a non-recurring charge, change the Call Restrict option two (2) times within the first six (6) month period from when the service becomes available in the subscriber's serving central office. After the first (6) month period any change in the Call Restrict feature will incur a non-recurring charge equal to five dollars (\$5.00). All subscribers initially have the choice of either Per Call or Per Line, with the default being Per Call.
- d. Services charges are not applicable when Custom Calling Local Area Signaling Service features are provided at the same time as the business or residence individual line service is established.
- e. When features are added or rearranged on an existing line, the Service Order Charge as shown in the company tariff will apply. (Note: Central Office Line Connection Work charge does not apply when features are added or rearranged).

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

C. DIRECT INWARD DIALING (DID) SERVICE

1. General

Direct Inward Dialing (DID) Service provides for inward dialing from the telecommunications network directly to stations associated with Telephone Company provided or customer-provided switching equipment located on the customer's premises. DID Service requires special equipment and will be provided only where DID facilities are available in the central office and the switching equipment located on the customer's premises is properly equipped for DID Service. If a central office is scheduled for replacement in the near future, the company reserves the right to refuse the service until such time as the replacement is completed.

Standard DID Service is available where the DID facilities are to be connected to PBX switching equipment. In those instances where the DID facilities are to be connected to radio paging switching equipment or other switching system generating short holding times and minimal trunk usage, Special Low Usage DID Service will be provided.

DID Service must be provided on all trunks in a group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk group is not contemplated.

Customer-provided switching systems with which DID Service is associated must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.

Where DID Service is requested from more than one wire center or from separate trunk groups within the same wire center, such service provided from each wire center or each trunk group within the same wire shall be considered a separate service.

DID Service is furnished upon the condition that the customer obtain adequate facilities to permit the use of DID Service without injurious effect upon it or any other services rendered by the Telephone Company. The Telephone Company may terminate or refuse to furnish service to any customer, without incurring any liability, if the use of the service would interfere with or impair other services provided by the Telephone Company, provided that, in the case of a termination of service, at least five days have elapsed following written notification to the customer by mail, or in person, of the Telephone Company's intention to terminate the service for such cause.

2. Rates *

	<u>Monthly Rate</u>	<u>Installation Charge</u>
DID Service:		
1 st Trunk	\$115.00	\$300.00
Each Additional Trunk	\$25.00	\$60.00

* Rates are in addition to the rates shown elsewhere in this catalog for the services and equipment with which this offering is associated.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

D. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH

1. Discount in Terminal Equipment Charges

Handicapped persons who have been certified to the Telephone Company as having a hearing or speech impairment which requires that they communicate over terminal equipment designed for the handicapped, upon application to the Telephone Company will be provided such equipment, subject to availability, at a 50% discount.

2. Discount in Toll and Leased Circuit Charges

Handicapped persons who have been certified to the Telephone Company as having a hearing or speech impairment which requires that they communicate over telephone facilities by means other than voice, and who use a teletypewriter, facsimile machine, or other non-voice equipment for telephone communications will receive, upon application to the Telephone Company, a 50 percent reduction on the following charges:

- a. Intrastate intraLATA toll message charges billed to the handicapped person's telephone services.
- b. Monthly mileage charges for leased line circuits furnished to the handicapped person for use in non-voice communication.

The reduction in charges is applied at only one location designated by the handicapped person.

3. Handicapped Person Definition

The Term "Handicapped Person" when used in Connection with Persons having a Speech or Hearing Impairment which Requires that they Communicate over Telephone Facilities by Means other than Voice is Defined Below:

Hearing-persons with binaural hearing impairment of 60 percent or higher on the basis on the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conversation of Hearing in Noise" 38-43, A.A.O., 1973; "Guide to the Evaluation of Permanent Impairment 103-107, American Medical Association, 1971.

Speech-persons with 65 percent or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-111, American Medical Association, 1971.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

D. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH (Cont'd)

4. Certification for Discount

Acceptable certifications are (1) those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of New York or (2) pre-existing certifications establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for persons with hearing or speech impairment.

5. Telephones – (Upstate Service Area)

a. General

Equipment to provide adjustable amplification of the receiver output, controlled by a knob on the combined telephone instrument, or by use of a controllable transistorized amplifier in the telephone headset.

b. Regulations

Volume control equipment may be used on any grade of exchange Service, PBX Station Lines, Intercom lines or private lines.

c. Rates

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Combined telephone type *	\$2.73	\$ -
Transistorized handset type **	\$6.47	\$ -

d. Additional Special Equipment for Hearing or Speech Impaired Customers is available.

* Obsolete Service: Limited to existing customers or available stock.

** In addition to applicable station charge.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

D. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH (Cont'd)

6. Telephones – (Chenango and Unadilla Service Area)

a. Rates

	<u>Monthly Rate</u>
Hard-of-Hearing Handset	\$3.85
Noise Canceler * (Confidencer)	\$2.41 **
Hard-of-Hearing Handset Handicapped	\$2.89

Additional Special Equipment for Hearing or Speech Impaired Customers is available.

7. Telephones – (Iroquois Service Area)

a. Rates

	<u>Monthly Rate</u>
Hard-of-Hearing Handset	\$4.24
Special Handset Amplifier * (Confidencer)	\$2.16 **

Additional Special Equipment for Hearing or Speech Impaired Customers is available.

8. Telephones – (Western Counties Service Area)

a. Rates

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Hard-of-Hearing Telephone *	\$3.85	\$Basic
Confidencer	\$0.86 **	\$6.14 **

Additional Special Equipment for Hearing or Speech Impaired Customers is available.

* Obsolete Service: Limited to existing customers or available stock.

** In addition to applicable station charge.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

D. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH (Cont'd)

9. Telephones – (Red Hook Service Area)

a. Rates

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Hard-of-Hearing Handset	\$2.21 *	\$ -

Additional Special Equipment for Hearing or Speech Impaired Customers is available.

10. Telephones – (Delaware Service Area)

a. General

Equipment furnished is a receiver amplifier.

If any other or special type equipment is required, charges based on cost will apply. Charges are in addition to regular monthly or S.C.C. as applicable.

b. Rates

	<u>Monthly Rate</u>
Receiver Amplifier	\$3.85

Additional Special Equipment for Hearing or Speech Impaired Customers is available.

* In addition to applicable station charge.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

E. 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.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

E. 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.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

E. 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.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

E. 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.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

E. 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.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

E. 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	\$37.65
Change in TSP Priority Code	Subsequent Service Order Charge
Monthly Recurring Charge	\$2.22

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

F. CRITICAL FACILITIES ADMINISTRATION SERVICE (CFAS)

1. General

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

2. Responsibilities of the End-User

- a. Customers' circuits must be federally registered as TSP circuits.
- b. Customers must subscribe to the Critical Facilities Administration Service (CFAS) offered by the Company and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."
- c. Customers must pay the appropriate 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.
- e. Customers must comply with the Company's security procedures established in support of CFAS. This may include, but will not be limited to provision of appropriate passwords prior to forwarding of CFAS information.
- f. 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.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

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

3. Responsibilities of the Company

- a. The Company will maintain data and restrict access by each customer to information relative to that customer's subscribed circuits.
- b. The Company will identify the physical path of each subscribed circuit whenever requested by the customer so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit.
- c. The Company will make available physical path information for newly provisioned subscribed circuits to the customer within 5 business days after the circuit has been installed and within 15 business days for existing TSP circuits.
- d. For circuits provided in concert with other carriers, the Company, when acting as the Prime Contractor will obtain and forward information regarding the connecting carrier's portion of the physical path of the subscribed circuit to the customer as expeditiously as possible.
- e. Provision of CFAS will be suspended in the instance of a major telephone outage. Once subscribed circuits are restored to service, the Company will make updated physical path information available to the customer within ninety days of the restoration of service upon request.

4. Rates and Charges

- a. The rates contained in this 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 charges, in addition to those charges established by any connecting carrier for the service. The Company will give the customer a good faith estimate of the time needed to perform the requested service, including the time that may be needed to obtain information from connecting carriers, if applicable. A secondary service order charge will also apply if the customer orders CFAS after the establishment of its TSP Service.

Hourly Rate per circuit \$ 54.24

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

G. FIRE REPORTING SYSTEM (S-C ON XY) - (Chenango and Unadilla Service Area)

1. General

- a. The Fire Reporting System is one in which a fire can be reported by dialing a listed connector terminal number.
- b. All NON-BUSY Volunteer Firemen's phones will ring with a continuous ringing signal until answered or released by the system. The circuit permits simultaneous and conference calls.
- c. Any of the answering stations may be equipped with an alarm button which, when pressed while on a conference call, will operate the siren.
- d. All BUSY Volunteer Firemen's phones will have superimposed upon their lines (whether individual or party line) a distinctive tone (alternating ringback and dial tone) recognizable as a Fire Reporting Signal. Conversing parties will hang up and the Volunteer Fireman's phone will automatically ring. The Volunteer Fireman can now join the conference call.
- e. Any Volunteer Fireman can report a fire from his own phone by dialing the listed number and then disconnecting until he receives the steady ring.
- f. One Fire Reporting Phone shall be in the Fire House.
- g. All Fire Reporting Stations may be restricted to individual lines.
- h. The circuit will be equipped to time out the connection to prevent a lockout if one of the Firemen should fail to hand up after answering a call.
- i. The Company also offers a Digital Fire Reporting System Service. Rates and Regulations for the digital service are in the Section 8.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

G. FIRE REPORTING SYSTEM (S-C ON XY) - (Chenango and Unadilla Service Area) (Cont'd)

2. Rates

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Individual Business Access Line *	**	Basic
Common Control Unit (FRS), per system *	\$11.52	--
Line Plate Circuit (2 station/circuit)*	11.52	--
Siren Control Circuit *	21.96	--
Relay Control for Siren *	2.88	--
External Alarm Circuit *	11.55	--
Change of Equipment (per station) *	--	Basic

The rates and charges for the Fire Reporting System are in addition to any other applicable rates.

* Obsolete Service: Limited to existing customers or available stock

** Applicable Individual Business Access Line Rate.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

H. FIRE REPORTING SYSTEM (S-C ON XY) - (Iroquois Service Area)

1. General

- a. The Fire Reporting System is one in which a fire can be reported by dialing a listed connector terminal number.
- b. All NON-BUSY Volunteer Firemen's phones will ring with a continuous ringing signal until answered or released by the system. The circuit permits simultaneous and conference calls.
- c. Any of the answering stations may be equipped with an alarm button which, when pressed while on a conference call, will operate the siren.
- d. All BUSY Volunteer Firemen's phones will have superimposed upon their lines (whether individual or party line) a distinctive tone (alternating ringback and dial tone) recognizable as a Fire Reporting Signal. Conversing parties will hand up and the Volunteer Fireman's phone will automatically ring. The Volunteer Fireman can now join the conference call.
- e. Any Volunteer Fireman can report a fire from his own phone by dialing the listed number and then disconnecting until he receives the steady ring.
- f. One Fire Reporting Phone shall be in the Fire House.
- g. All Fire Reporting Stations may be restricted to individual lines.
- h. The circuit will be equipped to time out the connection to prevent a lockout if one of the Firemen should fail to hand up after answering a call.
- i. The Company also offers a Digital Fire Reporting System Service. Rates and Regulations for the digital service are in Section 8.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

H. FIRE REPORTING SYSTEM (S-C ON XY) - (Iroquois Service Area) (Cont'd)

2. Rates

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Individual Business Access Line *	**	
Common Control Unit (FRS)*	\$ 6.73	Basic
Line Plate Circuit (2 sta/cir) *	6.73	--
Siren Control Circuit *	13.54	--
Relay Control for Siren *	1.72	--
External Alarm Circuit *	6.73	--
Change of Equipment (per station) *	--	Basic

The rates and charges for the Fire Reporting System are in addition to any other applicable rates.

* Obsolete Service: Limited to existing customers or available stock.

** Applicable Individual Business Line Rate.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

I. FIRE REPORTING SYSTEM (S-C ON XY) - (Western Counties Service Area)

1. General

- a. The Fire Reporting System is one in which a fire can be reported by dialing a listed connector terminal number.
- b. All NON-BUSY Volunteer Firemen's phones will ring with a continuous ringing signal until answered or released by the system. The circuit permits simultaneous and conference calls.
- c. Any of the answering stations may be equipped with an alarm button which, when pressed while on a conference call, will operate the siren.
- d. All BUSY Volunteer Firemen's phones will have superimposed upon their lines (whether individual and party line) a distinctive tone (alternating ringback and dial tone) recognizable as a Fire Reporting Signal. Conversing parties will hang up and the Volunteer Fireman's phone will automatically ring. The Volunteer Fireman can now join the conference call.
- e. Any Volunteer Fireman can report a fire from his own phone by dialing the listed number and then disconnecting until he receives the steady ring.
- f. One Fire Reporting Phone shall be in the Fire House.
- g. All Fire Reporting Stations may be restricted to individual lines.
- h. The circuit will be equipped to time out the connection to prevent a lockout if one of the Firemen should fail to hang up after answering a call.
- i. The Company also offers a Digital Fire Reporting System Service. Rates and Regulations for the digital service are Section 8.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

I. FIRE REPORTING SYSTEM (S-C ON XY) - (Western Counties Service Area) (Cont'd)

2. Rates

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Individual Business Access Line *	**	\$30.74
Common Control Unit (FRS), per system *	\$ 2.95	--
Line Plate Circuit (2 sta/cir) *	2.95	--
Siren Control Circuit *	5.96	--
Relay Control for Siren *	.73	--
External Alarm Circuit *	2.95	--
Change of Equipment (per station) *	--	3.71
10 Line System	18.44	25.40
20 Line System	36.88	40.65

The rates and charges for the Fire Reporting System are in addition to any other applicable rates.

* Obsolete Service: Limited to existing customers or available stock

** Applicable Individual Business Access Line Rate.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

J. DIGITAL FIRE REPORTING SYSTEM

1. General

- a. Digital Fire Reporting System is intended for use by Fire Departments and emergency organizations of like nature, where, because of lack of continuous attendance at headquarters, it is desirable to have telephones at a number of locations for the purpose of receiving emergency calls.
- b. The Digital Fire Reporting System is one in which a fire can be reported by dialing a listed connector terminal number.
- c. All NON-BUSY Volunteer Firemen's phones will ring with a continuous ringing signal until answered or released by the system. The circuit permits simultaneous and conference calls.
- d. Any of the answering stations may be equipped with an alarm button which, when pressed while on a conference call, will operate the siren.
- e. All BUSY Volunteer Firemen's phones will have superimposed upon their lines a distinctive tone (alternating ringback and dial tone) recognizable as a Fire Reporting Signal. Conversing parties will hand up and the Volunteer Fireman's phones will automatically ring. The Volunteer Fireman can now join the conference call.
- f. Any Volunteer Fireman can report a fire from his own phone by dialing the listed number and then disconnecting until he receives the steady ring.
- g. One Digital Fire Reporting Phone shall be in the Fire House.
- h. The circuit will be equipped to time out the connection to prevent a lockout if one of the Firemen should fail to hang up after answering a call.
- i. Each receiving telephone must have one party service. The Department headquarters must have other telephone service to receive other incoming calls and to make outgoing calls other than the Conference Call.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

J. DIGITAL FIRE REPORTING SYSTEM (Cont'd)

2. Rates and Charges

- a. Rates and charges for Digital Fire Reporting System are in addition to rates and charges for services rendered to the receiving telephone subscribers for their telephone service. Rates and charges for this service are made to the Fire Department or organization for whose use the service is intended, and such Department or organization is the customer for this service.
- b. The contract periods for which service will be offered will be thirty-six (36) and sixty (60) months. Customers receiving the service will be required to enter into a written agreement to pay the lawful rate for the service for their respective period.
- c. If the customer requests termination of service within the contracted period, a termination charge is payable by the customer. Such termination charge shall equal the monthly charge multiplied by the number of months remaining on the contract.
- d. If the customer continues the service beyond the contracted period, then the post contract rates will be charged until the customer terminates service.

e. Rates

		<u>Contract Rates</u>		<u>Post Contract Rates</u>
		<u>36 Months</u>	<u>60 Months</u>	
1.	Non-recurring Installation Fee	\$160.00	\$160.00	N/A
2.	A. System Charges			
	1-10 Channels	66.75	51.50	23.30
	11-20 Channels	81.35	62.65	28.15
	21-30 Channels	96.15	74.00	31.40
	B. Station Channel Charge			
	Per Month	8.80	6.75	2.90
3.	Optional Service - Per Month			
	Siren Activation	19.05	14.60	5.90
	Master Station Conf.	6.20	4.75	2.00
	Remote Answer	4.95	3.80	1.65

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

K. SCHOOL-TO-HOME SERVICE - (Upstate Service Area)

1. General

School-to-Home service provides for a two-way microphone-speaker service between a school and home and is especially adapted for use by incapacitated children.

2. Regulations

a. The equipment consists of a microphone-speaker at the home and one for the school and an amplifier in the school. The microphone- speakers may be portable by the use of jacks and plugs at rates and regulations shown elsewhere in this Catalog .

b. The home will furnish 110 volt 60 cycle electrical power through a standard electric outlet not more than six feet from each location where the microphone-speaker is to be used. The school is to furnish 110 volt 60 cycle electric current for the amplifier.

c. The school and home stations are connected by a circuit furnished by the Telephone Company at monthly rates shown in this Catalog.

3. Rates and Charges

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Home Station	\$11.33	\$28.89
School Station	\$11.33	\$28.89
Amplifier	\$10.53	\$28.89
Channel between school and each home	Private Line Charges See Tariff for Mileage	No non-recurring service charge applies

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

L. SPONSORED TIME OF DAY AND TEMPERATURE SERVICE * (Upstate Service Area)

1. General

Sponsored Time of Day and Temperature Service consists of facilities and service made available to a subscriber for use in providing time of day or time of day and temperature to telephone users by means of automatic announcement equipment. The facilities and service may also provide an announcement which can include advertising material of the sponsoring Subscriber.

2. Regulations

Sponsored Time of Day and Temperature Service is furnished subject to the availability of facilities and the requirements of local exchange and toll service.

The service will not be furnished 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.

Service is furnished for use by the subscriber only and is not furnished for use in transmitting an announcement for which a consideration has been or is to be paid by any other party.

The automatic announcement will provide, at 10 second intervals, the time of day to the nearest minute, preceded by a message. Each message, exclusive of the time announcement, is limited to six seconds duration. A temperature appliqué unit may be added which will supply a recorded announcement of the temperature to the nearest full degree Fahrenheit. When the temperature appliqué is used, each message, exclusive of the time and temperature announcement, is limited to four seconds duration. The messages are placed on two types of records, alternation and lock-in. Each type record has the capacity for 12 different messages. The alternating message record used with the one record single unit arrangement changes to a different message automatically each hour and the alternating records used with the two record arrangement provides different messages in succession. The lock-in type repeats any one message continuously.

The Telephone Company shall not be liable, directly or indirectly, to the subscriber or any other person for any inaccurate time of day or temperature announcement, since the accuracy of the announcement facilities may be affected by variations in the power or in the mechanical equipment used in their operation.

Parties calling the announcement number will be automatically disconnected after one complete announcement.

One alphabetical directory listing will be furnished without charge for each service.

* Obsolete Service: Limited to existing customers or available stock.

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GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

L. SPONSORED TIME OF DAY AND TEMPERATURE SERVICE * (Upstate Service Area) (Cont'd)

3. Obligation of the Subscriber

The subscriber shall prepare all message announcements, and shall be solely responsible for the contents of the announcement. Such announcements shall not contain any matter which may aid or abet gambling or is deemed by the Telephone Company to be objectionable.

The subscriber indemnifies and saves the Telephone Company harmless against all claims arising from the material transmitted over the facilities including claims for libel, slander, fraudulent or misleading advertisements, infringement of copyright, or any other claims, and against all claims arising out of any act or omission of the subscriber or of the calling party in connection with facilities provided by the Telephone Company.

4. Rates and Charges

Time and Temperature Announcement System for use in exchanges with less than 15,000 main stations. Includes one message record and is equipped with emergency power unit.

	<u>Monthly Rate **</u>	<u>Installation Charge</u>
Time Announcement	\$269.57	\$96.30
Temperature Announcement	\$145.14	\$96.30
Announcement Lines (Minimum of 3 required)	Business Individual Line Rate	
Additional Announcement Lines	Business Individual Line Rate	
Selector Announcement Trunk Equipped (one (1) required for each announcement line.)	\$6.22	

* Obsolete Service: Limited to existing customers or available stock.

** The minimum charge is 36 times the monthly rate.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

L. SPONSORED TIME OF DAY AND TEMPERATURE SERVICE * (Upstate Service Area) (Cont'd)

4. Rates and Charges (Cont'd)

Time and Temperature Announcement System, for use in exchanges with 15,000 or more main stations within the local calling area. Includes two message records and is equipped with emergency power unit.

	<u>Monthly Rate **</u>	<u>Installation Charge</u>
Time Announcement	\$487.30	\$96.30
Temperature Announcement	\$145.15	\$96.30

Announcement Lines (Minimum of 5 required)	Business Individual Line Rate
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Additional Announcement Lines	Business Individual Line Rate
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Selector Announcement Trunk Equipment (1 required for each announcement line)	\$6.22
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The following charges apply to all Time and Temperature Announcement Systems:

	<u>Installation Charge</u>
Additional Announcement Records, other than maintenance replacements, each	\$154.76
Rearrangements and Changes: Changing Record	\$6.18
Changing from one message to another on lock-in type record	\$2.06

* Obsolete Service: Limited to existing customers or available stock.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

M. TELEPHONE SERVICE IN HAZARDOUS LOCATIONS

The following regulations apply in addition to the regulations specified in Section 2.

1. Areas with High Electric Voltages

a. The presence of high voltages near telephone facilities in electric power generating plants, substations and certain industrial plants requires special protective arrangements in excess of those normally provided by the Telephone Company. The furnishing of facilities by the Telephone Company for private line, exchange and message toll telecommunications service with special protective arrangements are subject to the following regulations.

- 1) Full protection, special and/or standard, meeting Telephone Company specifications is required on all communication facilities furnished by the Telephone Company.
- 2) Standard telephone station protection will be provided and maintained by the Telephone Company.
- 3) The Telephone Company will determine the need for special protection and will specify the requirements for the techniques and devices to be used based upon data supplied by the customer. The customer shall provide, in writing, data as to the ground voltage rise, station ground resistance, ground grid area, and fault currents used in the calculation of the ground potential rise. Changes to such data (as a result of changes in power generating and regenerating capacity) will be provided in writing by the customer to the Telephone Company. Failure to provide this data will be considered cause for discontinuance of service or cancellation of the request for service.
- 4) It is expressly declared that metallic facilities are in continually decreasing supply, and the Company is not obligated to continue to make such facilities available. Metallic facilities are offered only where existing facilities and operating conditions permit.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

M. TELEPHONE SERVICE IN HAZARDOUS LOCATIONS (Cont'd)

1. Areas with High Electric Voltages (Cont'd)

a. (Cont'd)

- 5) The cost of engineering, installation and maintenance of the techniques or devices required in providing special protection is the responsibility of the customer and may be borne through one of the following options:
 - a) The Telephone Company will engineer, furnish and maintain the required equipment and will be reimbursed at the rates specified under b. below.
 - b) The customer will furnish any necessary protective equipment according to Telephone Company specifications and will mount the equipment under Telephone Company supervision. The Telephone Company will engineer, wire and inspect the equipment and will be reimbursed on an actual cost basis. Any costs incurred by the Telephone Company for mounting the equipment provided under the above options will be recovered by the Telephone Company as specified in this Catalog. Such costs will include pole line and concrete construction exclusive of those costs that may be recovered through the provisions set forth in this Catalog.
- 6) Should design review, inspection or test of the protection equipment subsequent to its installation indicate that the equipment is inadequate because of changes in the ground resistance or fault condition data, or should the equipment be found to be inoperative as regards its protective capability because of damage or deterioration, the Telephone Company reserves the right to discontinue service as specified in this Catalog.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

M. TELEPHONE SERVICE IN HAZARDOUS LOCATIONS (Cont'd)

1. Areas with High Electric Voltages (Cont'd)

b. Rates and Charges

- 1) The minimum contract period for each circuit is five years. In case of discontinuance or reduction of this service within the minimum contract period a basic termination charge of 60 months, reduced by 1/60 for each full month of service provided, shall be applied.
- 2) The charges shown below apply for the specific maximum voltages listed. Special protection charges for voltages in excess of those listed will be based on cost.
 - a) Positron Teleline Isolator, 18,000 volt capacity, per 2-wire circuit equipped

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Common equipment per 8 circuits at each location (2-wire or 4-wire)	\$48.93	\$331.16
Access Line protection per line, per location	22.55	165.58
PBX trunk protection per line, per location	39.74	165.58
2-wire channel protection per 2-wire circuit, per location (2 required for		
4-wire circuit)	13.74	165.58
4-wire channel protection per 4-wire circuit, per location	26.19	165.58
D.C. relay tripping circuit, 1 per circuit per location		
telegraph transmission	\$18.68	\$165.58
D.C. transmission	25.21	165.58
D.C. trip or pilot wire relay, 1 per circuit per location	39.17	165.58
OPT service, 1 per circuit per location	41.31	165.58

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

M. TELEPHONE SERVICE IN HAZARDOUS LOCATIONS (Cont'd)

1. Areas with High Electric Voltages (Cont'd)

b. Rates and Charges (Cont'd)

2) (Cont'd)

b) The following rates are for obsolete equipment limited to existing customers.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Neutralizing Transformers, per 2-wire circuit equipped		
2,000 volt capacity, each	\$ 39.00	N/A
4,000 volt capacity, each	60.35	N/A
8,000 volt capacity, each	103.33	N/A
Isolating Transformers, per 2-wire circuits equipped		
15,000 volt capacity equipped with local battery, each	\$ 63.46	N/A
15,000 volt capacity for use on voice frequency or carrier circuits, each	\$ 39.59	\$340.90

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

N. TRAP CIRCUIT SERVICE

1. General

Trap circuit service is designed to allow the subscriber to control the release of an incoming call so that in situations involving emergency or nuisance calls, the call may be held and traced.

2. Regulations

- a. This service is to be provided only when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls (i.e., bomb threats) or emergency situations or other situations involving public safety.
- b. The subscriber shall be required to sign a written request for such service and the Telephone Company may require recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by the Telephone Company in the tracing of a call will be provided only to the law enforcement agency designated. The only exceptions to this will be emergency situations such as fire, serious illness, life threatening or other similar situations in which case, the appropriate agency (e.g., fire department) shall be notified.
- c. The equipment required to provide this service cannot operate in all central offices and this service will be offered for use only in those exchanges with central offices with which it can operate adequately.
- d. The Telephone Company makes no guarantee on the tracing and identification of any call in the provision of this service. The Telephone Company shall furnish the service on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

3. Rates

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Trap Circuit, each	\$23.72	See Company Tariff

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

O. VANITY NUMBER SERVICE

1. General

- a. Vanity Number Service provides for the assignment of a customer requested telephone number other than the next available number from the assignment control list.
- b. Vanity Number Service is provided to Business or Residence customers and is furnished subject to the availability of facilities and requested telephone numbers.
- c. This service is offered to customers who request a unique or specific telephone number.
- d. The vanity 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.
- e. The Company will not be responsible for the manner in which vanity numbers are used for marketing purposes by the customer.
- f. When a new customer assumes an existing service which includes Vanity Number Service, the customer may keep the vanity number at the catalog rate with the consent of the former subscriber.

The Company reserves and retains the right:

1. To discontinue, change or reassign telephone numbers in any exchange area when it is deemed necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company. Should this occur, the Company will attempt to assign another specialized number of the customer's choice without applying service charges.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

O. VANITY NUMBER SERVICE (Cont'd)

2. Rates and Charges

- a. The following charges apply in addition to appropriate Service Charges as found elsewhere in this catalog and to all other applicable rates and charges.

	<u>Monthly Recurring Charge</u>
1) Each Vanity Telephone Number	
Business	\$ 2.00
Residence	1.50
2) Non-recurring Charge for search of up to three requested numbers after an initial search of three numbers.	15.00

3. Conditions

- a. The Vanity Number Charge applies when a customer:
- 1) Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request. A customer whose service has been terminated may be reassigned their previous telephone number, if available, without additional service charges applying, if reassignment occurs within 12 months.
 - 2) Requests a number change from their present number to a customized telephone number.
- b. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after establishment of service. In any case, the Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for the Vanity Number Service.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

P. BLOCKING SERVICE ¹

1. General

- a. Blocking Service provides options to assist in preventing unauthorized calls from being placed from an individual network access line. Only one of the following blocking Options can be present on an individual network access line at any given time.

Option	Type	Blocked Call Types
1	Toll Restriction	<ul style="list-style-type: none"> Blocks all calls except local 7 digit dialing, 911, and toll free dialing.
2	900 Block	<ul style="list-style-type: none"> 900 Pay Per Call
3	Combination Block (Options 2,3, and 6)	<ul style="list-style-type: none"> 900 Pay Per Call International calls
4	Direct Dial Block	<ul style="list-style-type: none"> Direct dialed long distance calls Optional-customized call screening for operator assisted calls
5	International Block	<ul style="list-style-type: none"> Operator assisted international calls

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- b. Blocking Service is available and offered only where facilities are available, and only option 2 is available for coin phone lines.
- c. Blocking Service is continued until such time as a line is terminated. A change from one Blocking Service option to another or cancellation of Blocking Service and the subsequent reordering of the service constitutes a change in service, and all rates, as outlined below, will be charged
- d. 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. Regardless of which manner is used the charges outlined in 2. Rates (below) will apply.

¹ No longer applies to 518 area code.

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MISCELLANEOUS SERVICES

P. BLOCKING SERVICE # (Cont'd)

2. Rates

- a. The Blocking Service non-recurring charge (NRC) is the Subsequent Service Order Charge as specified in the company tariff.* When any combination of Blocking Service options are ordered at the same time, only one non-recurring charge applies per line.
- b. The non-recurring charge will not apply when a blocking option is ordered with the initial installation order.
- c. The following rates apply for the Blocking Options outlined in 1. General (above).

Option	Non-Recurring Charge Applies:	Monthly Charge
1	Installation	Residence \$3.50 Business \$5.00
2	Removal of option from line	NONE
3	Removal of option from line	NONE
4	Removal of option from line	NONE
5	Installation	\$6.00
6	Installation	NONE

Optional Call Screening/Blocking Services, as described in this catalog, are also available to residential and business subscribers.

* The NRC for the International Block (Option 6) is \$19.95. This charge does not apply when the International Block is ordered with the initial installation order.

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MISCELLANEOUS SERVICES

Q. BILLED NUMBER SCREENING SERVICE *

1. General

- a. Billed Number Screening Service is available to subscribers of the Company's local exchange services. This service prevents the billing of collect, third number billed or both to a customer's telephone account.
- b. Billed Number Screening Service is offered subject to the availability of suitable facilities.
- c. The minimum contract period for Billed Number Screening Service is one month.

2. Rates

- a. The following rates and charges apply to the provisioning of Billed Number Screening Service and are in addition to all other applicable charges as specified elsewhere in the Company's tariffs and Catalog.

		<u>Monthly Rate</u>	<u>Non-recurring Charge</u>
1)	Option 1 - No Collect or Third Number Billing, - Per line Screened #	\$2.00	@
	- Over 49 lines, per line #	\$1.00	@
2)	Option 2 - No Third Number Billing, - Per line Screened #	\$2.00	@
	- Over 49 lines, per line #	\$1.00	@
3)	Option 3 - No Collect Billing, - Per line Screened #	\$2.00	@
	- Over 49 lines, per line #	\$1.00	@

* Other blocking and screening services are available in this Catalog.

@ Subsequent Service Order charges apply as shown in the Company Tariff. No installation charges apply for this service when ordered on an Initial Service Order.

Billed Number Screening Service per line rates are determined by the total number of Billed Number Screening lines requested (i.e., if a customer requests 0 - 49 lines, all lines will be billed at \$2.00 per line and if a customer requests over 49 lines all lines will be billed at \$1.00 per line).

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R. EXTENDED NUMBER REFERRAL

1. General

Extended Number Referral Service is an optional intercept service which provides for the continued referral of a disconnected number beyond the minimum period. (See Regulation 2.d below.) Extended Number Referral Service provides the caller of a disconnected number information on where the disconnected customer can be reached. This accomplished through an automated intercept system.

2. Regulations

- a. Extended Number Referral Service is provided to residential and business customers where facilities permit.
- b. The disconnected number will be kept idle for the customer's selected period of referral unless the Company determines it necessary to reassign.
- c. The basic number referral service periods provided by the Company at no cost to the customer are as follows:
 - Residential - 60* days of number referral – Customer initiated
 - Business - 60* days of number referral – Customer initiated
 - Residential - 180** days of number referral – Company initiated
 - Business - 180** days of number referral – Company initiated
- d. When the customer does not subscribe to the Company's basic number referral service, a recorded intercept announcement will be given by the Company which states that the called number has been disconnected. No further information is provided about the called number.
There is no charge for this recorded intercept.
- e. The subsequent service order charge will not be applied to subscribers of this service

3. Rates

The following non-recurring rates apply for Extended Number Referral Service:

	<u>Each Additional 30-Day Period</u>
Residence:	\$3.00
Business:	\$5.00

* Shorter of 60 days or the remaining life of the normal directory plus 30 days.

** Longer of 180 days or the remaining life of the directory plus 30 days.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

S. CROSS STATE MESSAGE DETAIL

Upon request, subscribers to Cross State service will be furnished message detail at a charge per request associated with one telephone bill.

- Upstate, Delaware and Western Counties Service Areas	\$1.44
- C&U, Iroquois and Red Hook Service Areas	\$1.93

T. PRIVATE BRANCH EXCHANGE SERVICE (Upstate Service Area)

1. Arrangements for Toll Billing Information

PBX subscribers may obtain details of toll calls to associate such calls with specific stations, departments or projects by means of station numbers or codes. The service is furnished for an entire PBX system. When codes are assigned, the number of codes shall not exceed the number of station lines.

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

U. SMDI INTERFACE (SIMPLIFIED MESSAGE DESK INTERFACE)

1. General

- a. SMDI Interface is a feature that provides connections to a customer-provided voice mail system via a data link and a DS1 link.

The data link passes call related information from the equipped central office to the customer's voice mail system. This information includes the originating telephone number (intra-office only), called telephone number, i.e., the voice mail client number, and the reason for forwarding the call (busy or no answer).

The DS1 link provides voice paths between the serving central office and the customers voice mail system for the delivery of messages.

- b. SMDI Interface also provides the capability to activate and deactivate Message Waiting Indication-Audible on a voice mail client's line via the data link.

- c. The SMDI Interface arrangement includes a SMDI data port and modem at the equipped central office. The initial SMDI interface also includes 24 voice port terminations equipped with Uniform Call Distribution. Additional voice ports may be ordered in quantities of 24.

When DS1 service is provided by the Telephone Company, the appropriate Private Line charges for each 24 terminations apply, from the equipped central office to the voice mail system.

2. Regulations

- a. SMDI Interface is furnished only from central offices that have been arranged to provide this feature.

3. Rates and Charges

- a. Applicable services order charges are in addition to SMDI Arrangement rates and charges.

- b. SMDI Arrangement:

	<u>Non-recurring Charge</u>	<u>Monthly Rate</u>
Initial 24 ports	\$350.00	\$500.00
Additional 24 ports	\$200.00	\$500.00

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

V. MESSAGE WAITING INDICATION - AUDIBLE

1. General

Message Waiting Indication - Audible is a feature that enables end users to receive Message Waiting Indication on their lines. SMDI is used to activate or deactivate an audible alerting signal (stutter dial tone) on the end user's line notifying the end user that a message is waiting.

2. Regulations

Message Waiting Indication - Audible is furnished only from central offices that have been arranged to provide this feature.

3. Rates and Charges

Applicable service order charges will be incurred in addition to Message Waiting Indication - Audible per line rates and charges.

	<u>Monthly Rate</u>
Message Waiting Indication-Audible per line	\$.50

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

W. BUSIENSS 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

	<u>Monthly</u>
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

GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

X. DIRECTORY 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.

The monthly rate for each listing, in excess of the allowance of free listings is as follows:

	<u>Business</u>	<u>Residence</u>
Non-Listed	\$5.00	\$5.00
Foreign Listing	\$5.75	\$6.00

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GENERAL CUSTOMER SERVICES CATALOG

MISCELLANEOUS SERVICES

Y. OPERATOR SERVICES

Directory Assistance Call Completion

1. General

Where offered, Directory Assistance Call Completion (DACC) allows customers the option to have their local and/or intraLATA calls completed to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provides the requested directory number.

2. Regulations

- a. The regulations and charges apply to calls placed to Directory Assistance from within the LATA where the Directory Assistance call originates.
- b. The DACC charge will apply only to completed calls.
- c. The Directory Assistance charge will apply in addition to the DACC charge.
- d. If offered for intraLATA toll calling, toll rates for calls completed through DACC will be measured from the originating to the terminating point and will not include mileage to and from the Directory Assistance service location.

3. Rates

Directory Assistance Call Completion \$0.50

Z. CONVENIENCE FEE

1. GENERAL

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

	<u>Nonrecurring Charge</u>
Convenience Fee, per occurrence	\$10.00

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

A. GENERAL

Customer-provided telephones, key systems, and PBX systems can be connected at a service point of the customer to the Telephone Company exchange and message toll communications network subject to the rules and regulations of this Catalog, Part 68 of the Federal Communications Commission's Rules and Regulations.

B. REGULATIONS

1. Responsibility of the Telephone Company

- a. The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. Exchange and message toll telecommunications service is not represented as adapted to the use of customer-provided communications systems and the Telephone Company shall not be responsible for (i) the through transmission of signals generated by the customer-provided communications systems or for the quality of, or defects in, such transmission, or (ii) the reception of signals by customer-provided communications systems. When customer-provided communications systems are used in connection with the facilities of the Telephone Company, the Company shall not be responsible for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission, or failures or defects in the Telephone Company facilities, except those caused by the Telephone Company's failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service as set forth in Section 2, General Regulations of this Catalog.

The Telephone Company shall not be responsible to the subscriber or any other person if changes in the criteria contained in this Catalog, or in any of the facilities, operations or procedures of the Telephone Company render any customer-provided facilities obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.

- b. No liability or allowance for interruption of service will be made for any interruption of service caused by malfunction in or failure of customer-owned and maintained equipment.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

B. REGULATIONS (Cont'd)

1. Responsibility of the Telephone Company (Cont'd)

- c. The Telephone Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Telephone Company caused by customer-provided equipment.
- d. Changes in Telephone Company facilities, equipment, operations or procedures may be made by the Telephone Company which may require modification or alteration or may affect performance of equipment. The Telephone Company shall be saved harmless from the effects of such changes upon the interconnected subscriber's service, and the subscriber is solely responsible for the modifications, alterations or other circuitry changes required to achieve compatibility of his equipment with Telephone Company facilities.

2. Responsibility of the Subscriber

- a. Where exchange and message toll telecommunications service is available under this Catalog for use in connection with customer-provided equipment, the operating characteristics of such equipment shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the customer-provided equipment does not endanger the safety of the Telephone Company employees or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's services. Upon notice from the Telephone Company that the customer-provided equipment is causing or is likely to cause such hazard or interference the subscriber shall make such change as shall be necessary to remove or prevent such hazard or interference. The subscriber shall be responsible for the payment of all Telephone Company charges for visits by the Telephone Company to the subscriber's premises where a service difficulty or trouble report results from the customer-provided facilities.
- b. The subscriber indemnifies and saves the Telephone Company harmless against claims for libel, slander or infringement of copyright from the material transmitted over its facilities, against claims for infringements of patents arising from combining with, or using in connection with facilities of the Telephone Company, equipment of the subscriber; and against all other claims arising out of any act or omission of the subscriber in connection with facilities provided by the Telephone Company.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

B. REGULATIONS (Cont'd)

2. Responsibility of the Subscriber (Cont'd)

- c. Customer-provided equipment shall comply with the minimum network protection criteria set forth in paragraph C. of this section to the extent that such criteria set forth in paragraph C. are not inconsistent with the Rules and Regulations of the Federal Communications Commission.
- d. The customer shall not modify or alter or change customer-provided equipment circuitry interconnected under these provisions in any way which would render such circuitry to be in noncompliance with Part 68 of the FCC Rules and Regulations.

3. Violation of Regulations

Where any customer-provided equipment is used with exchange and message toll telecommunications service in violation of any of the provisions in this Catalog, the Telephone Company may take immediate action, including disconnection of the service, and will promptly notify the customer of the violation. The subscriber shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within ten (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 subscriber to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in termination of the subscriber's service until such time as the subscriber complies with the provisions of this Catalog.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

C. NETWORK PROTECTION CRITERIA

To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the signal from the customer-provided equipment to the exchange and message toll telecommunications network must comply with the following minimum network protection criteria:

1. Where the customer-provided equipment is connected with exchange and message toll telecommunications service through a connecting arrangement and network control signaling unit furnished by the Telephone Company certified protective circuitry or a Network Interface Device the customer-provided equipment must comply with the
 - a. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12db below one milliwatt when averaged over any three second interval. To insure that this limit is not exceeded the power of the signal which may be applied by the customer-provided equipment shall in no case exceed one milliwatt.
 - b. To protect other services furnished to the general public it is necessary that the signal which is applied by the customer-provided equipment meets the following limits:
 - 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 C.1.a. preceding.
 - 2) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
 - 3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
 - 4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
 - 5) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.
 - 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 at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

C. NETWORK PROTECTION CRITERIA (Cont'd)

2. Where the customer-provided equipment is connected with exchange and message toll telecommunications service through customer-provided equipment which effects such connections externally by means of an acoustic or inductive connection for transmitting and/or receiving the customer-provided equipment must comply with the following criteria:
 - a. To prevent excessive noise and crosstalk in the network it is necessary that the power of the signal which is applied by the customer-provided equipment be limited so that the signal power at the output of the network control signaling unit (i.e., at the input of the Telephone Company line) does not exceed 9db below one milliwatt when averaged over any three second interval.
 - b. To protect other services furnished to the general public it is necessary that the signal which is applied by the customer-provided equipment meet the following limits at the output of the network control signaling unit (i.e., at the input to the Telephone Company line):
 - 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 C.2.a. preceding.
 - 2) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
 - 3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
 - 4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
 - 5) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.
 - 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 communications equipment be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Telephone Company line) shall at no time have energy solely in the 2450 to 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 to 2450 Hertz band.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

C. NETWORK PROTECTION CRITERIA (Cont'd)

3. To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the customer-provided equipment for data transmitting must comply with the following minimum network protection criteria:
 - a. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12db below one milliwatt when averaged over any three second interval. To permit each customer, independent of distance from the central office, to supply signal power which approximates the 12db below one milliwatt limit at the central office, the power of the signal which may be applied by the customer-provided terminal equipment will be specified for each subscriber's location, but in no case shall it exceed one milliwatt.
 - b. To protect other services it is necessary that the total power of the signal above 4,000 Hertz which is applied by the customer-provided equipment not exceed 30db below one milliwatt between 4,000 Hertz and 15,000 Hertz, and shall not exceed 45db below one milliwatt above 15,000 Hertz.
 - 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 at no time have energy solely in the 2,450 to 2,750 Hertz band. If signal power is in the 2,450 to 2,750 Hertz band, it must not exceed the power present at the same time in the 800 to 2,450 Hertz band.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

D. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS

Customer-provided systems may be connected at a service point of the customer on voice grade basis with telecommunications service furnished by the Company whether through a network control signaling unit and connecting arrangement or as otherwise specified in this Catalog furnished, installed and maintained by the Company or through customer-provided equipment which affects such connections externally to a Company network control signaling unit by means of a physical connection for transmitting and/or receiving. The customer-provided system shall comply with the minimum protection criteria contained in C.2.a. and C.2.b.

As an alternative to the methods of interconnection specified in the preceding, customer-provided registered terminal equipment or registered protective circuitry may be connected to the telecommunications network in accordance with provision of this catalog and/or the Federal Communications Commission's registration program adopted in FCC Docket No. 19528 (Part 68) as are now in effect or may be in effect.

Direct Electrical Connection

1. The point of connection (line of demarcation) between Company and customer-provided systems and/or terminal equipment shall be as set forth:
 - a. Systems and/or terminal equipment not requiring Protective Connecting Arrangements will be at the Company provided network interface device or demarcation point.
 - b. Systems and/or terminal equipment requiring Protective Connecting Arrangements:
 - 1) Access lines will be at the Protective Connecting Arrangement.
 - 2) Stations/terminal equipment will be at the Protective Connecting Arrangement.
2. The Company will not provide systems and/or terminal equipment or station wiring beyond the point of connection (line of demarcation) with customer-provided systems and/or terminal equipment.
3. When customer owned equipment no longer requires a Protective Connecting Arrangement in accordance with B. above, the monthly charge for the Protective Connecting Arrangement will be dropped. The Protective Connecting Arrangement will be removed at the option of the Company.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

E. ENTRANCE FACILITIES

Customers, by use of their own equipment, but only within the normal transmission characteristics of the grade of channel ordered, may not create additional channels from the channels provided for entrance facilities.

The charges for entrance facilities and the connecting arrangements will be based on cost as specified in this catalog of the Company.

F. CONNECTION WITH CUSTOMER-PROVIDED RECORDING, REPRODUCING AND AUTOMATIC ANSWERING AND RECORDING EQUIPMENT

1. General

Customer-provided recording, reproducing and automatic answering and recording equipment may be used in connection with facilities of the Telephone Company for the following purposes and subject to the general rules and regulations concerning transmission of prerecorded messages as set forth in Section 2 of this Catalog. Such connections are also subject to the following conditions:

2. Regulations

a. Recording of Two-way Telephone Conversations

1) Connection of customer-provided voice recording equipment with facilities of the Telephone Company for the recording of telephone conversations shall be made only through recorder connector equipment which contains a recorder tone device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when recording equipment is in use, except that the recorder tone is not required:

a) In the case of a private line service which has no connection with the exchange or toll system of the Telephone Company, where recorder connector equipment which does not contain the automatic tone device may be used at the option of the subscriber.

b) Where the municipal fire or police department is furnished central office lines assigned exclusively for the receipt of fire calls or police emergency calls and attended at all times for such purpose, provided that the Fire Department or Police Department certifies these conditions will be observed.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

F. CONNECTION WITH CUSTOMER-PROVIDED RECORDING, REPRODUCING AND
AUTOMATIC ANSWERING AND RECORDING EQUIPMENT (Cont'd)

2. Regulations (Cont'd)

a. Recording of Two-way Telephone Conversations (Cont'd)

1) (Cont'd)

- c) When the recording equipment is used by a Federal Communications Commission licensed broadcast station subscriber for the recording of two-way telephone conversations solely for broadcast over the air.

(Filed in compliance with Memorandum Opinion and Order of Federal Communications Commission adopted December 13, 1972).

- d) When the recording equipment is used by the United States Secret Service of the Department of Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

(Filed in compliance with an Order of the Federal Communications Commission adopted January 22, 1975).

- e) When the recording equipment is used by a broadcast network or by a cooperative programming effort composed exclusively of Federal Communications Commission broadcast licensees for recording of two-way telephone conversations solely for broadcast over the air by a licensed broadcast station.

(Filed in compliance with an Order of the Federal Communications Commission adopted December 13, 1975).

- f) When the recording equipment is used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to the exchange and toll system.

(Filed in compliance with an Order of the Federal Communications Commission adopted May 19, 1976).

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

F. CONNECTION WITH CUSTOMER-PROVIDED RECORDING, REPRODUCING AND
AUTOMATIC ANSWERING AND RECORDING EQUIPMENT (Cont'd)

2. Regulations (Cont'd)

a. Recording of two-way Telephone Conversations (Cont'd)

- 2) Customer-provided voice recording equipment may not be connected with facilities of the Telephone Company for the recording of two-way telephone conversations by means of an acoustic or inductive connection, except when used as specified in Paragraph F.2.a.(1)(a) through (f) preceding, in which case acoustic or inductive connection is permitted without the distinctive recorder tone described in F.2.a.(1).
- 3) The customer-provided voice recording equipment must comply with the minimum network protection criteria set forth for connection of customer-provided voice equipment in Paragraph C. of this Section.
- 4) The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Telephone Company or switched on or off.

b. Recording of Incoming Messages Only

Connection of customer-provided recording equipment with the facilities of the Telephone Company for the recording of incoming messages shall be made only through equipment permitting an attendant to use telephone sets furnished on the same line to monitor the recording of incoming messages but physically prevents recording during two-way telephone conversations. A recorder tone is not required.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

F. CONNECTION WITH CUSTOMER-PROVIDED RECORDING, REPRODUCING AND
AUTOMATIC ANSWERING AND RECORDING EQUIPMENT (Cont'd)

2. Regulations (Cont'd)

c. Basis for Connection

- 1) Equipment as referred to in 2.a. and b. preceding is available for use with exchange, private branch exchange, or private lines. Unattended operation is restricted to individual lines and private branch exchange lines.
- 2) Customer-provided recording, reproducing and automatic answering and recording equipment connected as provided in 2.a. and b. preceding shall not be used to interconnect any line or channel of the Telephone Company with any other communications line or channel of the Company or of any other person.
- 3) Customer-provided recording, reproducing and automatic answering and recording equipment may be connected with the facilities of the Telephone Company only when and for so long as the customer furnishes a sufficient amount of such equipment and subscribes to a sufficient number of telephones to handle adequately the volume of telephone calls received without interfering with any of the services offered by the Telephone Company. Such customer-provided equipment is not to be used for time-of-day, weather reports, or any similar announcements which induce a large volume of telephone calls directed to the customer at or about the same time resulting in, preventing, obstructing or delaying the telephone service of others. In the event that the use of customer-provided equipment causes such interference, the Telephone Company shall have the right to discontinue such service without prior notification to the customer.
4. The magnitude and character of the electrical signals delivered to the facilities of the Telephone Company from customer-provided equipment and the operation and maintenance of such customer-provided equipment shall be such as not to interfere with any of the services offered by the Telephone Company. The customer-provided equipment shall operate in such a manner as to avoid hazard or damage to the Telephone Company plant or injury to Telephone Company employees or customers because of character or location of the customer-provided equipment and to sources of power to which it is connected. Upon notice from the Telephone Company that the equipment is causing or is likely to cause hazard or interference, the customer shall make changes as may be necessary to remove or prevent such hazard or interference.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

F. CONNECTION WITH CUSTOMER-PROVIDED RECORDING, REPRODUCING AND
AUTOMATIC ANSWERING AND RECORDING EQUIPMENT (Cont'd)

2. Regulations (Cont'd)

d. Connection of a Certified Answering Device

- 1) A certified answering device, as defined in Section 1 of this Catalog, may be connected to facilities furnished by the Telephone Company for exchange and message toll telecommunications service in accordance with provisions (a) through (f) following.
 - a) The subscriber shall notify the Telephone Company of his intention to connect a certified answering device and specify the line or lines with which the device will be associated. Such notification shall include the location at which the certified answering device is to be used and information required to identify the certified answering device.
 - b) The certified answering device shall only be connected by means of a standard jack.
 - c) The certified answering device shall not be used to transmit or receive data signals.
 - d) The certified answering device shall not be used with party line service or with public or semi-public coin telephone service.
 - e) The certified answering device shall not be used to originate calls.
 - f) The certified answering device shall comply with the minimum network protection criteria set forth in Paragraph C. preceding.

e. Responsibility of the Telephone Company

Telephone service furnished by the Telephone Company is not represented as adapted to the recording of telephone conversations or incoming messages, or to the transmission of prerecorded messages. The use of customer-provided recording, reproducing and automatic answering and recording equipment in connection with the facilities of the Telephone Company is permitted only on the condition that the liability of the Telephone Company shall be no greater than that provided in Section 2, Paragraph D., of this Catalog.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

G. CONNECTION OF CUSTOMER-PROVIDED DATA AND ANCILLARY EQUIPMENT

1. General

Customer-provided data and ancillary equipment may be connected to facilities furnished by the Telephone Company for exchange and message toll telecommunications. Connections are subject to the provisions of Part 68 of the FCC's Rules and Regulations.

All connections of customer-provided ancillary equipment shall be made through a standard jack. Connections of customer-provided data sets shall be made through a standard data jack, a data access arrangement or a DATATEL (R) data set.

2. Regulations

- a. The Telephone Company shall be notified of each line to which customer-provided equipment is to be connected in advance of such connection and shall be notified when the equipment is permanently disconnected.
- b. Customer-provided data and ancillary equipment shall not present any electrical hazard to the Telephone Company personnel or equipment or cause degradation of service to other customers of the Telephone Company.

c. Data Access Arrangements

1) DATATEL (R) Data Set

Where the subscriber elects to use customer-provided equipment for data transmitting and/or receiving with a DATATEL (R) data set shall perform the functions of:

- a) network control signaling
- b) conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of Telephone Company facilities, and
- c) conditioning signals transmitted by means of Telephone Company facilities to data signals suitable for reception by customer-provided equipment.

Teletypewriter equipment when used with a DATATEL (R) data set may be provided by the subscriber or the Telephone Company, at the option of the subscriber.

- 2) Where the subscriber elects to use customer-provided equipment for data transmitting and/or receiving the subscriber shall furnish the equipment which performs the functions of data signal conditioning referred to under c.1b. and c. 1.c. above.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

H. CONNECTION OF CUSTOMER-PROVIDED PREMISES WIRING

1. General

- a. Premise wire is defined as that wire, including connectors, blocks and jacks, within a customer's premises that extends beyond the Telephone Company's Network Interface.
- b. The customer may request the Company to provide installation and maintenance services for premise wiring on a deregulated basis.
- c. Effective January 1, 1990, the Company transfers ownership of all premise wiring to individual subscribers.

2. Regulations and Rates

a. Network Interface

- 1) Customers may connect to Telephone Company facilities only at a Network Interface (NI) provided by the Telephone Company. The NI consists of a standard registration jack. The 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 Telephone Company facilities enter the customer's premises, as practicable.
- 2) When the establishment of the NI requires a premises visit, a Service Charge, Premises Visit Charge and Central Office Charge apply. No monthly charge applies to the jack.

3. Responsibility of Telephone Company

- a. The Telephone Company shall not be responsible for the installation, operation, or maintenance of any premises wiring.
- b. No allowance for interruption of service is made for any period in which such service interruption is caused by malfunction in or failure of customer premises inside wiring.
- c. The Telephone Company shall not be responsible to the customer or any person if changes in the criteria contained in this catalog, or in any of the facilities, operation, or procedures of the Telephone Company, require modifications, or alteration of premises wiring.
- d. In addition to the foregoing, the Telephone Company shall not be liable for damages due to mistakes, omissions, interruptions, delays, errors or defects in transmission or injury including but not limited to injuries to persons or property from voltage or currents transmitted over Telephone Company facilities caused by or not prevented by premises wiring.

GENERAL CUSTOMER SERVICES CATALOG

CONNECTION WITH CERTAIN FACILITIES

H. CONNECTION OF CUSTOMER-PROVIDED PREMISES WIRING (Cont'd)

4. Responsibility of the Customer

- a. The customer is responsible for all testing and maintenance of premises wiring.
- b. The customer is liable for a maintenance service charge for any trouble found by the Telephone Company in the customer premises wiring or equipment if the customer initiated the repair call.
- c. The customer shall notify the Telephone Company in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations of all equipment attached to premises wiring provided by the customer or the Telephone Company.

5. Installation

- a. Premises wiring shall be connected to the telephone line at the network interface or demarcation point arrangement by a customer-owned plug.

GENERAL CUSTOMER SERVICES CATALOG

DIGITAL COMMUNICATION SERVICE

A. DIGITAL CHANNEL SERVICE

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24-voice grade DS0's on a single transport facility.

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

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

1. Types of Digital Channel Service

a. Direct Inward Dialing Only

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

b. Direct Outward Dialing Only

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

c. Two-Way

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

GENERAL CUSTOMER SERVICES CATALOG

DIGITAL COMMUNICATION SERVICE

A. DIGITAL CHANNEL SERVICE (Cont'd)

2. Terms and Conditions

a. Availability of Service

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

b. Use of Service

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

c. Service Provision Location

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

d. Service from a Foreign Central Office

Interoffice (1.5 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a foreign Central Office.

e. Central Office Designation Change

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

f. Minimum Block of Subscriber Numbers

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

g. Unused DID Numbers

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

GENERAL CUSTOMER SERVICES CATALOG

DIGITAL COMMUNICATION SERVICE

A. Digital Channel Services (Cont'd)

2. Terms and Conditions (Cont'd)

h. Optional Contract Plans

Optional Contract plans are available. If the customer subscribes to a One, Two or Three Year contract plan, then reduced monthly charges apply. Refer to A.3 following for monthly rates. Non-recurring charges are the same with or without a contractual plan.

i. Minimum Subscriber Period

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

j. Temporary Suspension of Service

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

GENERAL CUSTOMER SERVICES CATALOG

DIGITAL COMMUNICATION SERVICE

A. DIGITAL CHANNEL SERVICE (Cont'd)

3. Rates and Charges

Non-Recurring and monthly rates apply to Digital Channel Service as outlined below:

Digital Channel Service	Volume # of Circuits	Non-Recurring Charge	Month-to-Month Charge	Discounted Monthly Charge with Optional Contract Plans		
				Year 1	Year 2	Year 3
Port	1-3	\$201.00	\$530.00	\$416.00	\$398.00	\$379.00
	4-7	\$201.00	\$416.00	\$379.00	4360.00	\$341.00
	8-9	\$201.00	\$379.00	\$341.00	\$322.00	\$303.00
	10+	\$201.00	-----Individual Case Basis (ICB)-----			
Facility	1-3	\$869.00	\$170.00	\$134.00	\$128.00	\$121.00
	4-7	\$869.00	\$134.00	\$121.00	\$115.00	\$109.00
	8-9	\$869.00	\$121.00	\$109.00	\$103.00	\$103.00
	10+	\$869.00	-----Individual Case Basis (ICB)-----			
Interoffice Mileage (1.5 Megabit/Sec)						
Fixed		Refer to New York P.S.C.		Refer to New York P.S.C.		
Per Mile or Fraction Thereof		Section 10		Section 10		
Direct Inward Dialing Numbers		Refer to Section 8	Refer to Section 8	Refer to Section 8		
Subscriber Line Charge per DSO		Not Applicable	Refer to Tariff FCC No. 1	Refer to Tariff FCC No. 1		

* Service Charges outlined in the company tariff also apply.

GENERAL CUSTOMER SERVICES CATALOG

DIGITAL COMMUNICATION SERVICE

B. SWITCHED 56 SERVICE

1. General

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

Switched 56 Service customers access the service by means of a dedicated access.

2. Regulations

Switched 56 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. An access line provisioned by an interconnector must conform to the same facilities criteria.

a. Definitions

Access Line

A dedicated switched digital transmission path, at speeds up to 56 Kb/s, between the customer's premises and the customer's serving Central Office. The transmission path must be unloaded facilities, or fiber, between the customer's location and the Central Office.

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.

Call Initiation

The point when the network and exchange facility are initially allocated for the establishment of a specific Switched 56 Service call.

Call Termination

The point when the exchange network facility allocated to a specific Switched 56 Service call is released for reuse by the network

GENERAL CUSTOMER SERVICES CATALOG

DIGITAL COMMUNICATION SERVICE

B. SWITCHED 56 SERVICE (Cont'd)

2. Regulations (Cont'd)

a. Definitions (Cont'd)

Character

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

Synchronous

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

b. Application

- 1) The General Rules and Regulations as specified in the Section 2 of this catalog apply to this service.
- 2) Service is provided only within the Local Access Transport Area where facilities are available.
- 3) 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.
- 4) A customer premises data unit must be compatible with the Company's central office Switched 56 facilities, and is subject to the limitations specified in Telcordia Technical Reference TR-EOP-0002777.
- 5) Switched 56 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 kpb/s, or high speed synchronous 48kbp/s to 56 kbp/s. Digital service Line access is available at up to 64 kb/s.
- 6) Subscribers not served directly by a suitably equipped central office will require an interoffice channel from their serving wire center to a Switched 56 equipped central office within the LATA. The interoffice channel will be billed to the customer under mileage rates for a voice grade circuit.
- 7) The minimum period of which service or port is furnished and for which charges are applicable is three months. The charges for a fractional part of a month which follows and is consecutive after three months will be a proportionate part of the monthly charge.

GENERAL CUSTOMER SERVICES CATALOG

DIGITAL COMMUNICATION SERVICE

B. SWITCHED 56 SERVICE (Cont'd)

2. Regulations (Cont'd)

b. Application (Cont'd)

- 8) Temporary suspension of service arrangement is not provided.
- 9) Service connection charges apply as found in the company tariff.
- 10) The System Establishment Charge- Additional, applies only to lines ordered at one time, from the same switch and to the same premises, for the same customer. The "Part Only" System Establishment Charge – Additional, applies only to parts ordered at one time, from the same switch, for the same customer.

3. Flexible Pricing

- a. Switched 56 Service rates may be reduced selectively and in varying amounts so long as rates cover their incremental costs.
- b. Switched 56 Service rates may be increased selectively and in varying amounts not to exceed 25 percent per year.
- c. The Company reserves the right to change the rates as described in a. and b. preceding, at any time upon 10 days notice to the Public Service Commission by providing a revised Rate Schedule.
- d. A rate will not be changed unless it has been in effect for at least 30 days.
- e. Appropriate customer notification of Switched 56 Service rate changes will be made.
- f. Switched 56 Service rates may be changed in accordance with the provisions of a. through e. on a wire center by wire center basis in any wire center area where a certified local exchange carrier has established a presence.

GENERAL CUSTOMER SERVICES CATALOG

DIGITAL COMMUNICATION SERVICE

B. SWITCHED 56 SERVICE (Cont'd)

4. Rates and Charges

	<u>Non Recurring Charge</u>	<u>Monthly Rate</u>
System Establishment Charge	\$418.29	
System Establishment Charge Additional	\$247.52	
Measured Data Line # - 2 Wire		\$27.56
Measured Data Line # - 4 Wire		\$27.56
Service Arrangement – Low Speed		\$41.00
Service Arrangement – High Speed		\$41.00

* In addition the rates for the End User Common Line Charge apply as provided in Tariff F.C.C. 1.

GENERAL CUSTOMER SERVICES TARIFF

BUNDLED SERVICES

A. Frontier Select – Grandfathered as of May 9, 2019 (C)

1. General

a. Frontier Select plans provide a flat rate residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

b. Frontier Select

Customer subscribing to this plan may select up to seven (7) features from the following list:

- Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID w/Number ¹
- Caller ID with Name ¹
- Distinctive Ring
- Speed Call 8
- 3 Way Calling
- *69 Call Return
- *66 Busy Number Redial

¹ May select only one Caller ID feature.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

A. Frontier Select – Grandfathered as of May 9, 2019 (Cont'd) (C)

1. General (Cont'd)

c. Frontier Select Plus

Customers subscribing to this plan may select any or all of the following services/features.

- Anonymous Call Block/Rejection
- Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID w/Number ¹
- Caller ID with Name ¹
- Distinctive Ring
- Selective Call Rejection
- Speed Call 8 ²
- Speed Call 30 ²
- 3 Way Calling
- Toll Restriction
- Priority Call
- *69 Call Return
- *66 Busy Number Redial

¹ May select only one Caller ID feature.

² May select only one Speed Call feature.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

A. Frontier Select – Grandfathered as of May 9, 2019 (Cont'd) (C)

1. General (Cont'd)

- d. All rules, regulations and limitations as specified elsewhere in this Catalog for the respective services/features requested in a Frontier Select plan shall apply.

2. Rates and Charges

- a. Where a Frontier Select plan is provided at the time of initial installation for an additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Company Tariff.
- b. Service Charges are not applicable for a Frontier Select plan provided at the same time as the initial installation for a residence individual flat rate line service.
- c. Service Charges as specified in the company Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Select plan.
- d. Existing Frontier Select customers cannot take advantage of promotions for any of the services/features specified in S14.1 (B)(C), preceding unless specifically allowed by the terms and conditions of the promotion.

A. Frontier Select – Grandfathered as of May 9, 2019 (Cont'd) (C)

2. Rates and Charges (Cont'd)

- e. Frontier Select plans are provided at the following:

	<u>Monthly Rate</u>
Frontier Select	
• Per individual flat rate residence line – Includes choice of up to 7 services/features as specified in S14.1 (B), preceding.	\$26.95
Frontier Select Plus	
• Per individual flat rate residence line – May select any or all services/features as specified in S14.1 (C), preceding.	\$29.95

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

B Frontier Business Bundle – Grandfathered as of June 24, 2019 (C)

1. General

a. Frontier Business Bundle plan provides a flat rate for services/features as listed in the specific plans. Business customers subscribing to the following package are entitled to unlimited use of the selected services/features.

b. Business Bundle

Customer subscribing to this plan may select five (5) features from the following list:

- Anonymous Call Block/Rejection
- *69 Call Return
- *66 Busy Number Redial
- Call Forward
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting/ID
- Caller ID w/Number ¹
- Caller ID with Name ¹
- Distinctive Ring
- Selective Call Rejection
- Speed Call 8 ²
- Speed Call 30 ²
- 3 Way Calling
- Priority Call

c. All rules, regulations and limitations as specified elsewhere in this Catalog for the respective services/features requested in any Frontier Business Bundle package shall apply.

¹ May select only one Caller ID feature.

² May select only one Speed Call feature.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

B Frontier Business Bundle – Grandfathered as of June 24, 2019 (Cont'd) (C)

2. Rates and Charges

- a. The Company reserves the right to waive the Service Order - Subsequent Nonrecurring Charge as specified in the company tariff for a period of ninety (90) days from the time the Business Bundle is available in the service wire center. The waiver applies to the initial request for a Business Bundle package in association with an existing, additional or move from one location to another for a business access line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Business Bundle package.
- b. Service Charges are not applicable when a Business Bundle package is provided at the same time as the initial installation of a business line.
- c. Service Charges as specified in the company Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Business Bundle package.
- d. Existing Business Bundle customers cannot take advantage of promotions for any of the services/features specified in S14 B.1. (B)(C), preceding unless specifically allowed by the terms and conditions of the promotion.
- e. Business Bundle package is provided at the following rate:

	<u>Monthly Rate</u>
Business Bundle	
Per individual business access line line – Includes choice of 5 services/features as specified in S14.1 (B), preceding.	\$19.95

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

C. 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	Call Forward
Call Waiting	Call Forward No Answer
Call Forward Busy	3 Way Calling
Speed 8	Caller ID Name/Caller ID Number
Call Waiting ID	*69 Call Return
*66 Busy Number Redial	Distinctive Ring
10 Local Directory Assistance Calls	

Additional Line Bundle

Access Line	Call Forward
Call Waiting	Call Forward No Answer
Call Forward Busy	3 Way Calling
Speed 8	Caller ID Name/Caller ID Number
Call Waiting ID	Call Return
*66 Busy Number Redial	Distinctive Ring
10 Local Directory Assistance Calls	Additional Access Line

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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

C. 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. Federal Subscriber Line charges, taxes, and surcharges will be billed separately, in addition to the Bundles offering.
- l. Any applicable charges for call completion that would otherwise apply are not included in the Bundled service price.

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

	<u>Monthly Rate</u>
Frontier Choices Basic Bundle	\$32.00
Additional Line Bundle	\$47.00

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

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

D. FrontierWorks – Grandfathered as of June 24, 2019

(C)

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, 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 subject to tariffing by the New York Public Service Commission.

a. Bundle 1

1. One Business Access Line, including Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See D.4.
2. Frontier dial-up Internet Service (Non-regulated).
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

b. Bundle 2

1. One Business Access Line, including Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See D.4.
2. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed).
4. Frontier DSL Max Internet Service (Non-regulated).
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed).

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

- D. FrontierWorks – Grandfathered as of June 24, 2019 (Cont'd) (C)
1. General (Cont'd)
- c. Bundle 3
1. Two Business Access Lines, including Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See D.4.
 2. Frontier dial-up Internet Service (Non-regulated).
 4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed).
- d. Bundle 4
1. Two Business Access Lines, including Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See D.4.
 2. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed).
 4. Frontier DSL Max Internet Service (Non-regulated).
 5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed).

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

- D. FrontierWorks – Grandfathered as of June 24, 2019 (Cont'd) (C)
1. General (Cont'd)
- e. Bundle 5
1. Two Business Access Lines, including Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See D.4.
 2. 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed).
 4. Frontier 512 Kbps Business DSL Internet Service (Non-regulated).
 5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed).
- f. Bundle 6
1. Two Business Access Lines, including Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See D.4.
 2. 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed).
 4. Frontier 1 Mbps Business DSL Internet Service (Non-regulated).
 5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed).

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

- D. FrontierWorks – Grandfathered as of June 24, 2019 (Cont'd) (C)
1. General (Cont'd)
- g. Bundle 7
1. One Business Access Line, including Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See D.4.
 2. Frontier BDSL which will feature ADSL speeds of 1M/128k, 2 M/256K or 3M/384k (speed will vary by availability) (Federally Tariffed).
 4. Frontier BDSL Internet service (non-regulated).
 5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-listed).
- h. Bundle 8
1. Two Business Access Lines, including Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See D4.
 2. Frontier BDSL which will feature ADSL speeds of 1M/128k, 2 M/256K or 3M/384k (speed will vary by availability) (Federally Tariffed)
 4. Frontier BDSL Internet service (non-regulated)
 5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-listed)
- i. Bundle 9 (FrontierWorks Small Business Solutions Additional Access Line)
1. One Business Access Lines, including Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See D4.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

D. FrontierWorks – Grandfathered as of June 24, 2019 (Cont'd)

(C)

1. General (Cont'd)

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
Call Waiting
Speed Call 8 or Speed Call 30
3 Way Calling
*66 Busy Number Redial
*69 Call Return
Hunting, See D.4

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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

D. FrontierWorks – Grandfathered as of June 24, 2019 (Cont'd)

(C)

2. Regulations (Cont'd)

b. (Cont'd)

4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
 - a. The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the Rate Group 1 rate for a three-year term and the Rate Group 1 rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the Rate Group 1 term rate for the contract term and the month-to-month rates applicable to customers in Rate Group 1 for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.
 - 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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

D. FrontierWorks – Grandfathered as of June 24, 2019 (Cont'd) (C)

2. Regulations (Cont'd)

- c. The FrontierWorks Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- d. The FrontierWorks Select5 package is available only in association with a FrontierWorks Small Business Solutions bundle.
- e. The bundle rate will appear as a single line item on the customer's bill.
- f. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
- g. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- h. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

3. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges as specified in the company tariff apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. Service Charges do not apply if the customer switches to another FrontierWorks 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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

D. FrontierWorks – Grandfathered as of June 24, 2019 (Cont'd)

(C)

3. Rates and Charges

e. Monthly Rates

1. Bundle (Local Service Portion)

	<u>One Year</u>	<u>Term Two Years</u>	<u>Three Years</u>
Group 1	\$22.25	\$20.94	\$19.64
Group 2	\$24.34	\$22.91	\$21.49
Group 3	\$26.52	\$24.96	\$23.41
Group 4	\$28.57	\$26.90	\$25.22
Group 5	\$33.88	\$31.89	\$29.90

Monthly Rate

FrontierWorks Select5	\$9.95
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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

D. FrontierWorks – Grandfathered as of June 24, 2019 (Cont'd)

(C)

4. Endnotes

- a. 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.
- b. In the FrontierWorks Select5 package, “Call Forward” forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy 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 cannot be used with Hunting.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

E. FrontierWorks Business Connections – Grandfathered as of June 24, 2019

(C)

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:

Basic Call Forward
Call Transfer
Call ID Name and Number
Hunting
3 Way Calling
Abbreviated Dialing (where available)

- b. Optional Feature Services

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

1. Business Connections Select5

Choice of five of the following:
Call Forward or Call Forward Variable
Call Waiting with Cancel Call Waiting
Speed Call 8 or Speed Call 30
3 Way Calling
*66 Busy Number Redial
*69 Call Return
Hunting
Selective Call Forward

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

2. Centrex Connections Features

*66 Busy Number Redial
*69 Call Return
Call Forward Busy
Call Forward No Answer
Speed Call 8 or Speed Call 30
Distinctive Ring
Call Waiting/Cancel Call Waiting

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

E. FrontierWorks Business Connections – Grandfathered as of June 24, 2019 (Cont'd) (C)

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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

- E. FrontierWorks Business Connections – Grandfathered as of June 24, 2019 (Cont'd) (C)
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 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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

E. FrontierWorks Business Connections – Grandfathered as of June 24, 2019 (Cont'd) (C)

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.

	<u>Monthly Rate</u>
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	\$1.99 (per feature)

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

F. Frontier Small Business Advantage – Grandfathered as of June 24, 2019

(C)

1. General

Frontier Small Business Advantage is a package offering available to Business customers that subscribe to flat rate Business service. The package includes either two Basic Business lines or two Centrex 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 or two Centrex lines
Call Forward
Call Transfer
Call ID Number and Name
Hunting (where available)
3 Way Calling
Intercom Dialing
300 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

b. Bundle 2 – Basic Bundle 600 Minutes

Two Basic Business or two Centrex lines
Call Forward
Call Transfer
Call ID Number and Name
Hunting (where available)
3 Way Calling
Intercom Dialing
600 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

F. Frontier Small Business Advantage – Grandfathered as of June 24, 2019 (Cont'd)

(C)

1. General (Cont'd)

c. Bundle 3 – Basic Bundle 900 Minutes

Two Basic Business or two Centrex lines
Call Forward
Call Transfer
Call ID Number and Name
Hunting (where available)
3 Way Calling
Intercom Dialing
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.

Additional Features:

*66 Busy Number Redial
*69 Call Return
Call Forward Busy
Call Forward No Answer
Speed Call 8 or Speed Call 30
Distinctive Ring
Call Waiting/Cancel Call Waiting

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

F. Frontier Small Business Advantage – Grandfathered as of June 24, 2019 (Cont'd)

(C)

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.
- c. 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.
- d. 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.
- e. 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.
- f. The bundle rate will appear as a single line item on the customer's bill.
- g. Frontier Small Business Advantage is a service mark of Citizens Communications Company.

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

F. Frontier Small Business Advantage – Grandfathered as of June 24, 2019 (Cont'd)

(C)

2. Regulations (Cont'd)

- h. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
- i. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- j. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Small Business Advantage long-distance plan.
- k. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.
- l. No Utility initiated change in a term contract that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition and the change being made in that term or condition. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A utility may not use this contract change provision to change term-contract rates or charges.

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.

	<u>Monthly Rate</u>
1) Basic Business Bundle	
Bundle 1	\$64.99
Bundle 2	\$74.99
Bundle 3	\$84.99

2) Additional Features \$1.99

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

G. 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. Customer's can take any combination of features for the same flat rate charge

Basic Bundle

Access Line	Message Waiting Indicator
Call Waiting/Cancel Call Waiting	Local Extended Area Toll Calls
Call Forward Busy/No Answer	Call ID with 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	Speed Call 30
*69 Call Return	Call Forward
3 Way Calling	

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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

G. 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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

G. 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. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

5. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Silver – Month to Month	\$26.00
Enhanced Feature Pack	\$6.49

(l)

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

+The bundle was previously called Frontier UnlimitedNY.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

H. 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. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

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

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 4. Rates.

3 Way Calling	Anonymous Call Block/Rejection	*69 Call Return
*66 Busy Number Redial	Call Trace	Caller ID
Caller ID Name/Number	Call Forward	Call Forwarding Fixed
Caller Waiting ID	Call Forward Busy/No Answer	Call Waiting
Selective Call Acceptance	Distinctive Ring	Speed Call 30
Speed Call 8	Selective Call Rejection	
Priority Call	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.

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

H. Frontier Digital Phone Service – Grandfathered as of May 9, 2019 (Cont'd)

2. Regulations (Cont'd)

- f. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- 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.

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.

4. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Service– Month to Month	\$29.99
Digital Phone Enhanced Feature Pack	\$6.49

(I)

Issued by: Eastern Region Regulatory Director, 21 West Ave., Spencerport, NY 14559

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

I. Frontier Business Unlimited Service - Grandfathered as of June 24, 2019

(C)

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 Forward Busy/No Answer
Unlimited Extended Area Service
Caller ID with Name
Two Features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	
3 Way Calling	Call Forwarding
Speed Calling 8 or 30 Code	Call Transfer
Last Number Redial	Distinctive Ring
Multiline Hunt Service	Caller ID Blocking

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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

I. Frontier Business Unlimited Service - Grandfathered as of June 24, 2019 (Cont'd) (C)

2. Regulations (Cont'd)

- d. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the bundle without incurring a Service 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:

	<u>Monthly Rate</u>
Basic Bundle	\$35.00
Frontier Business All In Feature Package	\$4.99

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

J. 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. Customer's 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 with 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 4. Rates.

Automatic Redial	Speed Dialing 30 number list
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.

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

J. 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.
- j. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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.

4. Rates

	<u>Monthly Rate</u>
Digital Phone Bronze – Month to Month	\$19.99
Stay Connected Seasonal Offering	\$9.99

(1)

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

+The bundle was previously called Frontier Digital Phone Essentials.

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

K. Frontier Business Essentials – Grandfathered as of June 24, 2019

(C)

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
Extended Area Service
Two features from the Frontier Business All in Feature package listed below

Call Forward Busy/No Answer

Optional Features Package *

*66 Busy Number Redial
Call Return
3 Way Calling

3 Way Calling
Speed Call 8 or Speed Call 30
Call Forward Variable

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Calling 8 or 30 Code
Last Number Redial
Multiline Hunt Service
Caller ID Blocking

Call Forwarding
Call Transfer
Distinctive Ring
Caller ID Name

* Optional Features Package is limited to all existing subscribers at their existing locations.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

K. Frontier Business Essentials – Grandfathered as of June 24, 2019

(C)

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

	<u>Monthly Rate</u>
Business Essentials - Monthly Rate	\$39.99
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

L. 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 Forward Busy	Caller ID Plus Name
Call Forward No Answer	Local and Extended Area Calls
Message Waiting Indicator	

Digital Phone Enhanced Feature Pack

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

3 Way Calling	Anonymous Call Block/Rejection	*69 Call Return
*66 Busy Number Redial	Call Trace	Caller ID
Caller ID Name/Number	Call Forward	Basic Call Forward
Caller Waiting ID	Call Forward Busy/No Answer	Call Waiting
Selective Call Acceptance	Distinctive Ring	Speed Call 30
Speed Call 8	Selective Call Rejection	Priority Call

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.
- g. The bundle is offered on a one, two or three year term.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

- L. Frontier Digital Phone Plus Service – Grandfathered as of May 9, 2019 (Cont'd)
2. Regulations (Cont'd)
- h. 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.
 - 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 or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
 - k. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
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.
3. Rates Monthly Rate

Digital Phone Plus Service	\$29.99
Digital Phone Enhanced Feature Pack	\$6.49

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

M. 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
Extended Area Calling

Speed Call 8
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. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

*This bundle was previously called Frontier Digital Phone Essentials.

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

M. Frontier Digital Phone 100* – Grandfathered as of May 9, 2019 (Cont'd) (C)

3. Regulations (Cont'd)

- i. Features will be available to the Digital Phone 100* at a special price. The following features are available:

3 Way Calling	Anonymous Call Block/Rejection	*69 Call Return
*66 Busy Number Redial	Call Trace	Caller ID
Caller ID Name/Number	Call Forward	Call Forwarding Fixed
Caller Waiting ID	Call Forward Busy/No Answer	Call Waiting
Selective Call Acceptance	Distinctive Ring	Speed Call 30
Speed Call 8	Selective Call Rejection	
Priority Call	Call Forwarding Plus	

4. 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.

- 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.

5. Rates

	<u>Monthly Rate</u>
Digital Phone Plus 100	\$ 18.99
One Additional Feature	5.99
Two Additional Features	7.99
Three Additional Features	9.99
All Additional Features	12.99

*This bundle was previously called Frontier Digital Phone Essentials.

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

M. 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
Extended Area Calling

Call Waiting/Cancel Call Waiting
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. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
-

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

N. Frontier Unlimited State – Grandfathered as of May 9, 2019 (Cont'd) (C)

2. Regulations (Cont'd)

- i. Features will be available to the Frontier Unlimited State bundle at a special price. The following features are available:

3 Way Calling	Anonymous Call Block/Rejection	*69 Call Return
*66 Busy Number Redial	Call Trace	Caller ID
Caller ID Name/Number	Call Forward	Call Forwarding Fixed
Caller Waiting ID	Call Forward Busy/No Answer	Call Waiting
Selective Call Acceptance	Distinctive Ring	Speed Call 30
Speed Call 8	Selective Call Rejection	
Priority Call	Call Forwarding Plus	

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.

4. Rates

	<u>Monthly Rate</u>
Digital Unlimited State	\$18.99
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

Issued: May 8, 2019

Effective: May 9, 2019

Issued by: Eastern Region Regulatory Director, 21 West Ave., Spencerport, NY 14559

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

O. Frontier Digital Phone Essentials 2 – 2010 *

1. General

The Frontier Digital Phone Essentials 2 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	3 Way Calling
Call Waiting/Cancel Call Waiting	Extended Area Calling
Call Waiting ID	Touch Calling
Call ID with Name	

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 2 bundle at a special price. The following features are available:

2.	3 Way Calling	Distinctive Ring
	*66 Busy Number Redial	Selective Call Rejection
	Selective Call Acceptance	Call Forwarding Plus
	Speed Call 08	*69 Call Return
	Priority Call	Caller ID
	Anonymous Call Block/Rejection	Call Forwarding Fixed
	Call Trace	Call Waiting
	Call Forward	Speed Calling 30
	Call Forward Busy/No Answer	

Regulations

- a. The Frontier Digital Phone Essentials 2 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the 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.

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

- O. Frontier Digital Phone Essentials 2 – 2010 *
2. Regulations
- 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.
 - 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 2 while they are away, a minimum of one month and up to nine months for a reduced rate.
- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges 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.

4. Rates

	<u>Monthly Rate</u>
Digital Phone Essentials 2 Package	\$21.99
Stay Connected Vacation Service	\$9.99
Unlimited Feature Pack	\$6.49

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

Issued: February 28, 2023

Effective: March 1, 2023

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

P. Frontier Digital Phone Essentials 3 – 2010 *

1. General

The Frontier Digital Phone Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Speed Call 8
Call Waiting/Cancel Call Waiting	Extended Area Calling
Call Waiting ID	Touch Calling
Call ID with Name	

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 3 bundle at a special price. The following features are available:

- | | | |
|----|--------------------------------|--------------------------|
| 2. | 3 Way Calling | Distinctive Ring |
| | *66 Busy Number Redial | Selective Call Rejection |
| | Selective Call Acceptance | Call Forwarding Plus |
| | Speed Call 08 | *69 Call Return |
| | Priority Call | Caller ID |
| | Anonymous Call Block/Rejection | Call Forwarding Fixed |
| | Call Trace | Call Waiting |
| | Call Forward | Speed Calling 30 |
| | Call Forward Busy/No Answer | |

Regulations

- a. The Frontier Digital Phone Essentials 3 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the 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.

Issued: September 15, 2014

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

P. Frontier Digital Phone Essentials 3 – 2010 *

2. Regulations

- 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 3 while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges 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.

4. Rates

	<u>Monthly Rate</u>
Digital Phone Essentials 3 package	\$21.99
Stay Connected Vacation Service	\$9.99
Unlimited Feature Pack	\$6.49

(l)

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

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GENERAL CUSTOMER SERVICES CATALOG

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. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call ID with 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
*66 Busy Number Redial	Selective Call Rejection
Selective Call Acceptance	Call Forwarding Plus
Speed Call 08	*69 Call Return
Priority Call	Caller ID
Anonymous Call Block/Rejection	Call Forwarding Fixed
Call Trace	Call Waiting
Call Forward	Speed Calling 30
Call Forward Busy/No 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.

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

Q. Frontier Digital Phone Essentials 4 – 2010 *

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. 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.

4. Rates

	<u>Monthly Rate</u>
Digital Phone Essentials 4 package	\$19.99
Stay Connected Vacation Service	\$9.99
Unlimited Feature Pack	\$6.49

(I)

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

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

R. Frontier Business Metro – Grandfathered as of June 24, 2019

(C)

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 with Name	

Add-On Feature Pack

*66 Busy Number Redial	Call Return
3 Way Calling	Speed Call 30 or Speed Call 8
Call Forward Variable	

2. Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered on a monthly basis.
- c. The bundle rate includes Extended Area Service (EAS)
- d. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Business Unlimited long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.
- e. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

R. Frontier Business Metro – Grandfathered as of June 24, 2019 (Cont'd) (C)

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.

	<u>Monthly Rate</u>
Frontier Business Metro Bundle	\$39.99
Add-on Feature Pack	\$3.99

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

S. Frontier Digital State Unlimited with Essentials 2 *

1. General

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

Basic Bundle

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

2. Regulations

- a. The Frontier Digital State Unlimited with Essentials 2 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the 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 2 bundle at a special price. The following features are available:

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

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

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

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

4. Rates

	<u>Monthly Rate</u>
Monthly Rate	\$26.99
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.

Issued by: Eastern Region Regulatory Director, 180 S. Clinton Ave., Rochester NY 14646

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

T. Frontier Digital Phone Nationwide Unlimited with Essentials 2 – 2010 *

1. General

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

Features and Services

Call Forward Busy/No Answer (Variable)	Automatic Redial
Caller ID – Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return
3 Way Calling	

Digital Phone Enhanced Feature Pack

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

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

2. Regulations

- a. The Frontier Digital Phone Nationwide Unlimited with Essentials 2 is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere.
- 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.

Issued by: Eastern Region Regulatory Director, 180 S. Clinton Ave., Rochester NY 14646

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

T. Frontier Digital Phone Nationwide Unlimited with Essentials 2 – 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 Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of 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.

4. Rates and Charges

	<u>Monthly Rate</u>
Monthly Rate	\$29.99
Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected	\$9.99

(I)

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

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

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

1. General

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

Features and Services

Call Forward Busy/No Answer (Variable)	Automatic Redial
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return
3 Way Calling	

Digital Phone Enhanced Feature Pack

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

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

2. Regulations

- a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere.
- 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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

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

2. Regulations

- 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 Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of 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.

4. Rates and Charges

	<u>Monthly Rate</u>
Monthly Rate	\$29.99
Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected	\$9.99

(l)

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

V. Frontier Digital State Unlimited with Essentials 3 *

1. General

The Frontier Digital State Unlimited with Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line
Extended Area Calling
Caller ID plus Name
Call Forwarding
Speed Call 8

Call Waiting/Cancel Call Waiting
Touch Calling
Call Waiting ID
Automatic Redial

2. Regulations

- a. The Frontier Digital State Unlimited with Essentials 3 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the 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 3 bundle at a special price. The following features are available:

Speed Call 30
Anonymous Call Acceptance
Call Trace
Remote Call Forward
Call Return

Anonymous Call Block/Rejection
6-Way Calling
Call Forward Plus
3 Way Calling

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

V. Frontier Digital State Unlimited with Essentials 3 *

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of 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.

4. Rates

	<u>Monthly Rate</u>
Monthly	\$23.99
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.

Issued by: Eastern Region Regulatory Director, 180 S. Clinton Ave., Rochester NY 14646

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

W. Frontier Digital Phone Nationwide Unlimited with Essentials 3 -2010 *

1. General

The Frontier Digital Phone Nationwide Unlimited with Essentials 3 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)	Automatic Redial
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return

Digital Phone Enhanced Feature Pack

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

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

2. Regulations

- a. The Frontier Digital Phone Nationwide Unlimited with Essentials 3 is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere.
- 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.

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

W. Frontier Digital Phone Nationwide Unlimited with Essentials 3 – 2010 *

2. Regulations (Cont'd)

- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month to month.
- 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 Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of 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.

4. Rates and Charges

	<u>Monthly Rate</u>
Monthly Rate	\$29.99
Digital Phone Enhanced Feature Pack	\$6.49
Stay connected	\$9.99

(1)

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

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

X. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 – 2010 *

1. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)	Automatic Redial
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return

Digital Phone Enhanced Feature Pack

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

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

2. Regulations

- a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere.
- 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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

X. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 – 2010 *

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 Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If reconnect date is given then the reconnection charges 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 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.

4. Rates and Charges

	<u>Monthly Rate</u>
Monthly Rate	\$29.99
Digital Phone Enhanced Feature Pack	\$6.49
Stay connected	\$9.99

(I)

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

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

Y. 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	Touch Calling
Caller ID plus Name	Call Waiting ID
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 30	Anonymous Call Block/Rejection
Anonymous Call Acceptance	Call Trace
Call Forward Plus	3 Way Calling
Remote Call Forward	Call Return
Automatic Redial	Speed Call 8

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

Y. Frontier Digital State Unlimited with Essentials 4 *

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of 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.

4. Rates and Charges

	<u>Monthly Rate</u>
Monthly	\$19.99
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

Z. 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) Call Waiting/Cancel Call Waiting
Caller ID - Name and Number

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.

Speed Call 30	Remote Call Forward
Call Forward Busy/No Answer (Fixed)	3 Way Calling
Call Forward Busy Line (Fixed)	Automatic Redial
Selective Call Acceptance	Speed Call 8
Selective Call Rejection	Call Return

2. Regulations

- a. The Frontier Digital Phone Nationwide Unlimited with Essentials 4 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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

Z. Frontier Digital Phone Nationwide Unlimited with Essentials 4 – 2010 *

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 Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of 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.

4. Rates and Charges

	<u>Monthly Rate</u>
Monthly	\$19.99
Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected	\$9.99

(I)

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AA. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 – 2010 *

1. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 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 listed.

Speed Call 30	Remote Call Forward
Call Forward Busy/No Answer (Fixed)	3 Way Calling
Call Forward Busy Line (Fixed)	Automatic Redial
Selective Call Acceptance	Speed Call 8
Selective Call Rejection	Call Return

2. Regulations

- a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AA. 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 Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of 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.

4. Rates and Charges

	<u>Monthly Rate</u>
Monthly	\$19.99
Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected	\$9.99

(I)

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AB. Frontier Business Nationwide Unlimited Service II *

(T)

1. General

Frontier Business Nationwide Unlimited Service II 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 Forward Busy/No Answer
Caller ID with Name
Six 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	3 Way Calling
Multiline Hunt Service	Anonymous Call Block/Rejection
Call Forward-No Answer	Priority Calling
Selective Call Acceptance	Call Return
Call Transfer	Caller ID Blocking
Automatic Redial	Call Forwarding -Variable
Call Forwarding – Busy	Call Waiting ID
Selective Call Forward	Selective Call Rejection

2. Regulations

- a. The Frontier Business Nationwide Unlimited Service II 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.

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AB. Frontier Business Nationwide Unlimited Service II * (Cont'd)

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 II 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.

	<u>Monthly Rate</u>
Basic Bundle	\$52.99
Additional Bundle	\$46.99
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

AC. Frontier Business Nationwide Unlimited Service III – Grandfathered as of June 24, 2019 (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 Forward 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	3 Way Calling
Multiline Hunt Service	Anonymous Call Block/Rejection
Call Forward-No Answer	Priority Calling
Selective Call Acceptance	Call Return
Call Transfer	Caller ID Blocking
Automatic Redial	Call Forwarding -Variable
Call Forwarding – Busy	Call Waiting ID
Selective Call Forward	Selective Call Rejection

2. Regulations

- a. The Frontier Business Nationwide Unlimited Service III is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere.
- 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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AC. Frontier Business Nationwide Unlimited Service III – Grandfathered as of June 24, 2019 (C)

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.

	<u>Monthly Rate</u>
Basic Bundle	\$45.99
Additional Bundle	\$36.99
Frontier Business All In Feature Package	\$4.99

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AD. Frontier Business Local Unlimited II *

(C)

1. General

Frontier Business Local Unlimited II is a bundled offering available to Business customers. The bundle includes the following components:

Features and Services

Single Party Flat Rate Business Access Line
Extended Area Service
Two 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	3 Way Calling
Multiline Hunt Service	Anonymous Call Block/Rejection
Call Forward-No Answer	Priority Calling
Selective Call Acceptance	Call Return
Call Transfer	Caller ID Blocking
Automatic Redial	Call Forwarding -Variable
Call Forwarding – Busy	Call Waiting ID
Selective Call Forward	Selective Call Rejection

2. Regulations

- a. The Frontier Business Local Unlimited II 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 two features in the Frontier Business All in Feature Package for no extra charge.
- e. If a customer wants more than two features 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.

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GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AD. Frontier Business Local Unlimited II * (Cont'd)

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.

	<u>Monthly Rate</u>
Basic Bundle	\$35.99
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

AE. Frontier Business Local Unlimited III * (T)

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
Extended Area Service
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	3 Way Calling
Multiline Hunt Service	Anonymous Call Block/Rejection
Call Forward-No Answer	Priority Calling
Selective Call Acceptance	Call Return
Call Transfer	Caller ID Blocking
Automatic Redial	Call Forwarding -Variable
Call Forwarding – Busy	Call Waiting ID
Selective Call Forward	Selective Call Rejection

2. Regulations

- a. The Frontier Business 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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AE. Frontier Business Local Unlimited III * (Cont'd)

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.

	<u>Monthly Rate</u>
Basic Bundle	\$28.99
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

AF. (ISDN) - Primary Rate Interface (PRI) Bundle Service

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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AF. (ISDN) - Primary Rate Interface (PRI) Bundle Service (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.
- 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

1. (ISDN) - Primary Rate Interface (PRI) Bundle Service – Monthly Rates

	<u>Monthly Rate</u>
<u>2-Year Term *</u>	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
<u>3-Year Term *</u>	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
<u>5-Year Term *</u>	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

* Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AG. Frontier Digital Phone Essentials

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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 with Name
Touch Calling	Call Waiting/Cancel Call Waiting

Feature Package

3 Way Calling	Call Forward
*66 Busy Number Redial	Speed Call 8 * or 30
Call Return	Distinctive Ring
Anonymous Call Block/Rejection	Call Waiting/Cancel Call Waiting
Basic Call Forward	Call Forward Busy
Selective Call Forward	Selective Call Rejection
Selective Call Acceptance	Priority Call
Basic or Deluxe Voicemail	

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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AG. Frontier Digital Phone Essentials (Cont'd)

2. Regulations

- 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 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

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Digital Phone Enhanced Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AH. Frontier Digital Phone Unlimited (Challenger)

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	3 Way Calling
Speed Call 8 * or 30	*69 Call Return
Distinctive Ring	Anonymous Call Block/Rejection
Priority Call	Basic Call Forward
Call Forward Busy	Selective Call Forward
Selective Call Rejection	Selective Call Acceptance
*66 Busy Number Redial	

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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AH. Frontier Digital Phone Unlimited (Challenger) (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 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 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

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Digital Phone Enhanced Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AI. Frontier Digital Phone Unlimited Plus (Challenger)

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	3 Way Calling
Basic Call Forward	Distinctive Ring
Anonymous Call Block/Rejection	Priority Call
Call Forward Busy	*69 Call Return
Selective Call Forward	Selective Call Rejection
Selective Call Acceptance	Speed Call 8 * or 30
*66 Busy Number Redial	

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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

- Al. Frontier Digital Phone Unlimited Plus (Challenger) (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 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 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	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Digital Phone Enhanced Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

(l)

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AJ. Frontier Digital Phone Unlimited (Leader)

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

*66 Busy Number Redial	Call Waiting ID
Caller ID - Name and Number	Speed Call 8 *
Call Waiting/Cancel Call Waiting	*69 Call Return

Feature Package

Call Waiting	3 Way Calling
Basic Call Forward	Speed Call 30
Distinctive Ring	Anonymous Call Block/Rejection
Priority Call	Selective Call Forward
Call Forward Busy	Selective Call Acceptance
Selective Call Rejection	

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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AJ. Frontier Digital Phone Unlimited (Leader) (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 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 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 (Leader)	\$31.99
Digital Phone Enhanced Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

(I)

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AK. Frontier Digital Phone Unlimited Plus (Leader)

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

*66 Busy Number Redial	Call Waiting ID
Caller ID - Name and Number	Speed Call 8 *
Call Waiting/Cancel Call Waiting	*69 Call Return

Feature Package

Call Waiting	3 Way Calling
Basic Call Forward	Distinctive Ring
Anonymous Call Block/Rejection	Priority Call
Call Forward Busy	Selective Call Acceptance
Selective Call Forward	Selective Call Rejection

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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AK. Frontier Digital Phone Unlimited Plus (Leader) (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 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 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 Plus (Leader)	\$31.99
Digital Phone Enhanced Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

(I)

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

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AL. Frontier Simply Unlimited Service (Challenger) * (C)

1. General

Frontier Simply Unlimited Service Challenger 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 Forward Busy/No Answer
Voicemail (non-regulated)
Caller ID with Name
Four features from the Frontier Business All In Feature Package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Anonymous Call Block/Rejection
*66 Busy Number Redial	Call Return
Selective Call Acceptance	Selective Call Rejection
Selective Call Forward	Priority Call
Distinctive Ring	Speed Call 8 or 30
3 Way Calling	Call Transfer
Caller ID Blocking	Call Waiting ID
Multiline Hunting	Basic Call Forward
Call Forward Busy	Call Forward No Answer

2. Regulations

- a. The Frontier Simply Unlimited Service Challenger is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- c. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (N)
(N)

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AL. Frontier Simply Unlimited Service (Challenger) * (Cont'd)

2. Regulations (Cont'd)

- d. Frontier Simply Unlimited Service Challenger includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. The bundle will appear as a single line item on the customer's bill.
- g. The package cannot be used in association with a 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 (Challenger) (Lines 1 to 3)	\$38.99
Each Additional Package (Lines 4 to 12)	\$23.99
Frontier Business All in Feature Package	\$4.99

* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AM. Frontier Simply Unlimited Service (Leader) *

(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 Forward Busy/No Answer

Voicemail (non-regulated)

Caller ID with Name

Eight features from the Frontier Business All In Feature Package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting

*66 Busy Number Redial

Selective Call Acceptance

Selective Call Forward

Distinctive Ring

3 Way Calling

Caller ID Blocking

Multiline Hunting

Call Forward Busy

Anonymous Call Block/Rejection

Call Return

Selective Call Rejection

Priority Call

Speed Call 8 or 30

Call Transfer

Call Waiting ID

Call Forwarding

Call Forward 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)

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AM. Frontier Simply Unlimited Service (Leader) * (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.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service (Lines 1 to 3)	\$48.99
Each Additional Package (Lines 4 to 12)	\$33.99
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

AN. 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 Forward Busy/No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID
Anonymous Call Block/Rejection
Basic Call Forward
Multiline Hunting
3 Way Calling

Premium Feature Package

*69 Call Return
Call Transfer
Distinctive Ring
*66 Busy Number Redial
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 schedules of the tariff
- c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AN. 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 within the bundle without incurring a Service Connection Charge.
- f. The bundle rate will appear as a single line item on the customer's bill.
- g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- h. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.
- i. The bundle is offered on a month-to-month, or one year term basis. (D)

3. Rates and Charges

- a. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. New customers will incur a nonrecurring charge up to \$95.00, per account. This charge supersedes the Initial Order and Connection charges.

	<u>Monthly Rate</u>	
Frontier OneVoice	\$57.99	(I)
Term Price with a one year commitment	\$42.99	(I) (D)
Premium Feature Package	\$9.99	

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AO. Frontier Commercial Voice Unlimited *

(T)

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.

Basic Bundle

Single Party Flat Rate Access Line
Basic Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
(Call Waiting ID) where applicable
3 Way Calling
Hunting

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the 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)

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AO. Frontier Commercial Voice Unlimited * (Cont'd)

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 Service 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 before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- k. At the end of the one year term, customers will be moved to the month to month pricing.

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.

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

(N)

* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AP. Frontier Residential Unlimited Voice Service

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.

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AP. Frontier Residential Unlimited Voice Service (Cont'd)

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.
- d. Frontier Residential Unlimited Voice Service is provided at the following rates:

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

(N)

(N)

GENERAL CUSTOMER SERVICES CATALOG

BUNDLED SERVICES

AQ. 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

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

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:

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

(N)

(N)

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) – Grandfathered ¹ (C)

1. Applicability

Applicable to Integrated Services Digital Network - Basic Rate Interface, an optional telephone service arrangement for residential and business customers, in exchanges where facilities are furnished for such service.

2. Territory

Within the areas of all exchanges utilizing digital central offices equipped with Integrated Services Digital Network - Basic Rate Interface capability.

3. General

- a. Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) is a new offering supported by the ISDN architecture. ISDN-BRI is a local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data on an incoming and outgoing basis. This service is available from the Company's central offices which have been specially equipped with the digital switching equipment.
- b. Customers who subscribe to ISDN-BRI Extended Service Arrangement must do so for a minimum period of two (2) years.
- c. ISDN-BRI is an optional service arrangement that requires a minimum configuration of two 64 Kbps "B" Channels and one 16 Kbps "D" Channel signaling (2B+D).

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)
(N)

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) – Grandfathered ¹ (Cont'd) (C)

3. General (Cont'd)

d. "B" Channel

The "B" Channel is a bi-directional synchronous channel capable of supporting 64 Kilobits per second (Kbps) intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or circuit data transmission paths on a per call selection basis. Transmission on the "B" Channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. One Directory Number (DN) with one Primary Directory Listing for the first "B" Channel ISDN service line is provided. Each B Channel may be configured in one of the following ways:

- 1) Circuit-Switched Voice/Data- Allows the user to originate and receive either voice calls or data calls over a single circuit-switched B Channel, but not simultaneously.
- 2) High Speed Packet Switched Data Service - Allows the user to originate and receive X.25 packet data calls on the "B" channel.
- 3) D Channel

The D Channel is a 16 kbps digital signaling channel that carries signaling and control for the B Channels. The D Channel may be optionally used to transmit X.25 packet data at a maximum transmission throughput of 9.6 kbps.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)
(N)

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) – Grandfathered ¹ (Cont'd) (C)

3. General (Cont'd)

e. Packet Switching

Packet Switching is a technique in which packets of data are individually addressed and combined on a transmission path with other addressed packets. Packet Switched Data "D" Channel service provides the ability to originate and receive X.25 packet data calls over the "D" Channel. This arrangement provides a maximum throughput of 9.6 Kbps. Each "D" Channel packet terminal will be provided a logical channel up to the technical capabilities of the serving central office. Multiple packet calls can be active simultaneously by a user on a single "D" Channel. Up to eight data terminals can be supported per Basic Rate Interface. Service includes one data telephone number. The following optional features are currently available between all customers residing on the same central office switch, and must be selected at the time of initial installation.

- 1) per call basis the flow control parameters. FCPN consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission. FCPN can be presubscribed (fixed) or it can be established on a per call basis.
- 2) Throughput Class Negotiation - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.
- 3) Logical Channels - An arrangement that provides for outgoing logical channels for a packet switching user. It is a virtual circuit identified at the packet level of X.25.
- 4) Incoming Calls Barred - An arrangement that prohibits a data terminal from terminating an incoming call.
- 5) Outgoing Calls Barred - An arrangement that prohibits a data terminal from originating outgoing virtual calls.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

- A. Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) – Grandfathered ¹ (Cont'd) (C)
3. General (Cont'd)
- e. Packet Switching (Cont'd)
- 6) Closed User Groups - An arrangement that allows ISDN users to establish subnetworks of ISDN packet switching data users from which members can communicate with each other. The Closed User Group is established on a per line basis. Each data terminal in a Closed User Group can be arranged in one of the following modes:
- Closed User Group with Outgoing Access - The data terminal makes outgoing calls only.
- Closed User Group with Incoming Access - The data terminal receives incoming calls only.
- Incoming Calls Barred Within a Closed User Group - The data terminal makes outgoing calls only to the data terminals in the Closed User Group with which it is associated
- Outgoing Calls Barred Within a Closed User Group - The data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.
- Unrestricted Access - The data terminal receives and makes both incoming and outgoing calls.
- 7) Fast Select - An arrangement that allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.
- 8) Fast Select Appearance- An arrangement that allows the switch to transmit incoming packets with the fast select facility to a destination terminal that has this feature.
- f. Calling/Called Number Delivery - A feature that provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination. This feature is provided with ISDN - BRI.
- g. Calling Number Identification Service -National ISDN - A feature that provides redirected call information in addition to the information provided with Calling/Called Number Delivery. This feature is provided with ISDN - BRI.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) – Grandfathered ¹ (Cont'd) (C)

4 Definitions

“B” Channel - A bi-directional synchronous channel also capable of supporting 64 Kbps of digital transmission.

“D” Channel - A 16 kbps digital signaling channel capable of supporting 9.6 Kbps or packet information for the Basic Rate Interface.

64 KBPS Clear Channel Capacity (CCC) - A “B” Channel connection that provides end to end digital connection in which all 64 Kbps of bandwidth are available for customer use.

Packet Switching - ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

Circuit Switching - A switching technique in which a specific selection of time slots is dedicated to a given call, through the use of an entire circuit or a digital switch equipped for ISDN.

Clear Channel Capacity - A characteristic of the transmission paths on the "B" Channel that allows the full bandwidth on the "B" Channel, 64 Kbps, to be available to the customer. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This characteristic is inherent with ISDN - BRI.

Alternate Circuit Switched Voice Service/Circuit Switched Data Service - Provides the ability to originate and receive either Circuit Switched Voice or Circuit Switched Data calls over a single "B" Channel, but not simultaneously. This arrangement is available where technology permits. This service is provided with ISDN - BRI.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) – Grandfathered ¹ (Cont'd) (C)

5. Regulations

- a. ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.
- b. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of BRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.
- c. The customer will be responsible for providing compatible Customer Premise Equipment (CPE) with the ISDN Interface.
- d. The company will be responsible for publishing and maintaining ISDN Interface Specifications.
- e. Temporary suspension of service is not available with ISDN - BRI.
- f. ISDN-BRI is available at residential rates for use by full-time educational institutions. These institutions must be eligible for accreditation and provide the Company with the proper documentation of accreditation. This service is intended for in-classroom use of computers by students to access information databases, shared educational programs, and students in other classrooms. Teachers and researchers may also subscribe to this service at residential rates for on-campus use. This offering has been expanded to include state libraries and archives, regional and free public libraries. These lines shall not be used to replace existing administrative lines.
- g. When the Company initially provisions a central office with ISDN capability, the Company will waive to its customers served from this office, the non-recurring charges for ISDN-BRI Service. This waiver period is in effect up to ninety (90) days from the time that the central office is provisioned with ISDN capabilities.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) – Grandfathered ¹ (Cont'd) (C)

5. Regulations (Cont'd)

- h. Promotions - From time to time the Company may waive up to 100% of the Non-Recurring Charges associated with the installation of ISDN Service. The Company will notify the Commission of such promotion 15 days prior to offering. No promotion will be in effect for a period above ninety (90) days.
- i. An average amount of entrance and distribution facilities may be furnished by the Company, provided that the facilities are of the standard type normally furnished for the particular location or kind of service. If additional entrance or distribution facilities are required; if the conditions are such as to require special equipment; if the installation is for temporary or semi-permanent purpose or if for any other reason the construction costs are excessive, the applicant shall be required to pay the costs over and above those applicable for a normal installation. Each special construction situation will be evaluated on an individual case basis (ICB).
- j. Foreign Exchange and Foreign Prefix Services are not available with ISDN-BRI.
- k. Extended Service Arrangement - This arrangement provides customers with ISDN-BRI Service when one or both of the following conditions applies; (1) The customer is located in excess of three (3) miles from the central office which has ISDN capabilities or (2) the customer has remote access to the central office with ISDN capabilities. Rates and charges for this arrangement are in addition to the standard charges for ISDN Service.

6. Optional Features

Customers who subscribe to ISDN-BRI Service may request optional features for their service. The customer may elect to subscribe to any of the features and/or feature packages the Company currently offers for Centrex, Custom Calling, and/or Custom Calling Local Area Signaling Service (CLASS). These services are available in Section 7 and Section 8 of the Company's Catalog. Features are available to increase the capability of ISDN-BRI and may be subscribed to on an as needed basis. Availability of features are limited to where facilities permit and may be limited by central office type and switch capacity. Rates and charges for these features are in addition to the customer's ISDN-BRI Service.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) – Grandfathered ¹ (Cont'd) (C)

7. Rates and Charges

The following monthly rates are for unlimited usage associated with using ISDN-BRI Service for data transmission. These rates are in addition to the customer's applicable rates for basic service.

	<u>Actual Rates</u>
a. ISDN-BRI (2B+D) Service	
Business	\$25.00
Residence	\$20.00
Educational	\$20.00
b. Packet Switched "D" Channel	
Business	\$6.00
Residence	4.00
Educational	\$4.00
c. High Speed Packet Switched Data	
Business	\$35.00
Residence	\$30.00
Educational	\$30.00
d. Extended Service Arrangement	
Business	\$40.00
Residence	\$20.00
Educational	\$20.00
e. Circuit Switched Data Usage	
Business	\$50.00
Residence	\$25.00
Educational	\$25.00

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)
(N)

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. ISDN - Primary Rate Interface (PRI)

1. Applicability

Applicable to Integrated Services Digital Network - Primary Rate Interface, an optional telephone service arrangement for residential and business customers, in exchanges where facilities are furnished for such service.

2. Territory

Within the areas of all exchanges utilizing digital central offices equipped with Integrated Services Digital Network - Primary Rate Interface capability.

3. General

a. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) is an intraLATA group of offerings supported by the ISDN architecture.

b. ISDN-PRI Service provides a method of access to the telephone network call Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will initially provide connectivity between an ISDN PBX or other ISDN compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three (23) 64 Kbps B channels and one (1) 64 Kbps D channel. Options are available for plus or minus 23 B channels. These channels may be used to connect the customer's CPE to the Public Circuit Switched Network (i.e. outward, inward, two-way trunks, and WATS ¹/800 Service access lines).

(C)

c. Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service.

d. Unless specified the regulations for ISDN-PRI apply in addition to the regulations set forth in Section 2 of this catalog.

e. Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) is provided within a LATA from the central office where appropriate ISDN facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special construction charges may apply as specified in the company tariff.

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)

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. ISDN - Primary Rate Interface (PRI) (Cont'd)

4. Regulations

- a. Customer Premises Equipment (CPE) that is compatible with ISDN-PRI service is the responsibility of the customer for provisioning.
- b. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.
- c. Suspension of service is not allowed.
- d. Service Order Charges specified in the Company Tariff do apply.

- e. Minimum subscription period for which month-to-month Primary Rate Access services are furnished and for which charges apply is one month.
- f. Verification and Emergency Interrupt service is not available for ISDN-PRI.
- g. Telephone numbers transmitted via the Optional incoming Call identification feature are intended solely for the use of the ISDN-PRI Service Subscriber. Resale of this information is prohibited by this catalog.
- h. For customer locations with more than one (1) PRI, a backup D-channel will be required.
- i. Each ISDN-PRI digital transport facility can support a maximum of 4 trunk groups per T-1 facility. Within the two-way digital transport facilities, for all 24 trunks or up to 4 trunk groups on each ISDN-PRI, only one telephone number can be pointed to that group. Each group cannot have 24 individual telephone numbers and or 24 individual trunk groups.
- j. Non-facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's over a single D-Channel (NB+D). This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation. When NFAS is selected, the customer will order one ISDN-PRI service arrangement with twenty-three (23) B channels and one (1) D channel. Additional ISDN-PRI service arrangements are ordered with twenty-four (24) B channels at rates and charges provided in Section 16.9.9. The D channel activated on the initial arrangement serves the additional ISDN-PRI arrangements. If a customer desires, he may also request a back-up D channel with the NFAS option (NB+2D). It is recommended that D channels be provisioned in separate ISDN-PRI service arrangements.

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GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B ISDN - Primary Rate Interface (PRI) (Cont'd)

5. Definitions

B Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission. D Channel - A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64 Kbps Clear Channel Capability (CCC) - A B channel connection that provides end to end digital connection in which all 64 Kbps of bandwidth are available for customer use.

PRI Link - A PRI Link is comprised of a Primary Rate Access Line and a Primary Rate Interface.

6. Application of Rates

- a. ISDN-PRI Primary Rate Access Lines furnished between a serving central office and the customer designated premise will be charged at rates per each Primary Rate Access Line.
- b. Nonrecurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing DS1 Service to an ISDN-PRI service arrangement.
- c. ISDN-PRI Primary Rate Access Line rates if applicable, apply in addition to Primary Rate Interface.

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. ISDN - Primary Rate Interface (PRI) (Cont'd)

7. Service Components

a. The customer may choose any number of channels up to twenty-three (twenty-four with NFAS described below) per Primary Rate Access (facility) to be active with a corresponding number of services (i.e. inward/outward trunks, WATS¹ Lines, 800 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed. (C)

b. The components of ISDN-PRI Service will be as follows:

Primary Rate Access Line
Primary Rate Interface

1) Primary Rate Access Line - will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop supports Clear Channel Capability.

2) Primary Rate Interface - provides the multiplexing to support up to twenty-three (23) B channels at 64 Kbps and one (1) D channel for signaling also at 64 Kbps. When Non-Facility Associated Signaling (NFAS) is ordered, the Primary Rate Interface can provide up to twenty-four (24) B channels at 64 Kbps.

a) Voice calls may be completed to both ISDN and non-ISDN lines.

b) Data Transmission on the B channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.

c) The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS¹ and 800 Service. The subscription to these services is in addition to the charges for ISDN-PRI service (C)

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)

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. ISDN - Primary Rate Interface (PRI) (Cont'd)

8. Optional Features

- a. Call-by-Call/Integrated Service Access Feature Capability - This optional feature will allow the customer to dynamically allocate the use of channels for ISDN-PRI service. The customer may also choose to subscribe to more services than channels and dynamically change the services in use.
- b. Incoming Call Identification - This optional feature provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D channel associated with incoming calls on a B channel to a PBX.

9 Rates and Charges

- a. All usual and applicable Service Connection Charges and Nonrecurring Charges as specified in the company tariff, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system. Suspension of service is not permitted with ISDN-PRI service.

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. ISDN - Primary Rate Interface (PRI) (Cont'd)

9. Rates and Charges (Cont'd)

b. ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

<u>Description</u>	<u>Volume # of Circuits</u>	<u>NRC/ Installation</u>	<u>Month-to-Month Charge *</u>
Primary Rate Access Line (per PRI Link)	1-3	\$870.00	\$170
	4+	--Individual Case Basis (ICB)--	
Primary Rate Interface (per PRI Link)	1-3	\$375.00	\$950
	4+	--Individual Case Basis (ICB)--	
Backup D-Channel*		\$100.00	\$50.00
Direct Inward Dialing Numbers		Refer to Section 8	Refer to Section 8
Subscriber Line Charge Per Channel		Not Applicable	Refer to Tariff FCC No.1

* Customer locations with more than one (1) ISDN PRI will require a backup D-Channel.

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. ISDN - Primary Rate Interface (PRI) (Cont'd)

9. Rates and Charges (Cont'd)

c. Optional Feature

The following are optional features that may be ordered with ISDN-PRI.

<u>Optional Features</u>	<u>Volume # of Circuits</u>	<u>NRC/ Installation</u>	<u>Month-to-Month Charge</u>
Call by Call Integrated Service Access Feature Selection (Per PRI Link)	1-3	\$100.00	\$50.00
	4-7	-Individual Case Basis (ICB)-	
Incoming Call Identification (ICI, Per PRI Interface)	1-3	\$100.00	\$50.00
	4+	-Individual Case Basis (ICB)-	

d. Service Connection Charges

- 1) Service Establishment Charges are applicable for each ISDN-PRI Link (which includes the Primary Rate Access Line and Primary Rate Interface) ordered, for receiving and recording information and or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.
- 2) Service Change Charges are applicable for receiving and recording information and or taking action in connection with a customer's inside move or transfer of service responsibility request, and processing the necessary data on an existing PRI Link (which includes the Primary Rate Access Line and the Primary Rate Interface. A Service Change Charge is applicable for each PRI Link associated with the customer request (in lieu of a Service Establishment Charge)

GENERAL CUSTOMER SERVICES CATALOG

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. ISDN - Primary Rate Interface (PRI) (Cont'd)

9. Rates and Charges (Cont'd)

d. Service Connection Charges (Cont'd)

3) Premise Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

4) Charges for ISDN-PRI Service

a) Service Change Charge per PRI Link

<u>Description</u>	<u>Nonrecurring Charge</u>
Changes in 'D' channel or Trunk Group configurations.	\$350.00

b) Premises Visit Charge per PRI Link

<u>Description</u>	<u>Nonrecurring Charge</u>
Premises Visit Charge (Per Visit).	See Note 1

GENERAL CUSTOMER SERVICES CATALOG

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.

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GENERAL CUSTOMER SERVICES CATALOG

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.

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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.