

PRODUCT GUIDE NO. 1

**FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
NORTH CAROLINA**

Title Page 1

EFFECTIVE: November 18, 2014

**PRODUCT GUIDE NO. 1
FOR THE
STATE OF NORTH CAROLINA**

This Product Guide contains rates, rules and regulations applicable for the furnishing of Basic Local Exchange Service, Long Distance Message Telecommunications Service, Wide Area Telecommunications Service and for other general subscriber services, equipment and facilities associated with the above services offered by Frontier Communications of the Carolinas LLC. Wherever in the Product Guide the term "Company" appears, that shall mean and shall refer to Frontier Communications of the Carolinas LLC.

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

If, and when, a service is required for which no rate is authorized, before said service is established, a formal written application shall be made to the State Utilities Commission, if required, for a rate and formal approval shall be obtained before said service is established.

If, and when the terms Verizon South Inc., GTE South Incorporated, Verizon South Inc. - North Carolina, General Telephone Company, GTE, or "Company" appears in this Product Guide, that reference shall be deemed to refer to Frontier Communications of the Carolinas LLC.

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EXPLANATION OF SYMBOLS

When changes are made in any Product Guide page, a revised page will be issued cancelling the Product Guide page affected; such changes will be identified through the use of the following symbols:

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, regulation or text.
- (I) Signifies an increase.
- (M) Move from one page to another with no change in rate, regulation or text.
- (N) Signifies a new rate, regulation or text.
- (O) Signifies a rate, regulation or text transferred to Obsolete Section.
- (R) Signifies a reduction.
- (S) Signifies matter already appearing in another part of the Product Guide and repeated for clarification.
- (T) Signifies a change in text but no change in rate or regulation.
- (U) General Service Equipment Code (GSEC) added or changed only.

The above symbols will apply except where additional symbols are identified at the bottom of an individual page.

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S1. DEFINITION OF TERMS

ACCESS LINE

Automatic Access Line is a central office line that provides communications capacity between the serving central office and multiline communications switching equipment normally located on the customer's premises that is arranged in such a manner that the station user has no control over which access line is connected to the demarcation point for incoming or outgoing calls.

Manual Access Line is a central office line that provides communications capacity between the serving central office and multiline communications switching equipment located on the customer's premises that is arranged in such a manner that the station user has selective capability over which access line is connected to the demarcation point for incoming or outgoing calls.

ACCESSORIES

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

AIRLINE MILEAGE

See "Mileage and Zone Charges".

ANOTHER TELEPHONE COMPANY

The term "Another Telephone Company" denotes a corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

APPLICANT

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

AUTHORIZED CHANGE OF LOCAL SERVICE PROVIDER

This term applies to a change in the preferred local service provider that the end-user authorizes.

AUTHORIZED USER

The term "Authorized User" denotes a person, firm or corporation (other than the customer) who may communicate over a private line or channel according to the terms of the Product Guide, and (1) on whose premises a station of the private line service is located, or (2) who receives from or sends to the customer over such private line or channel communications relating solely to the business of the customer. An authorized user must be specified in the service contract.

AUTOMATED COLLECT CALL

A call placed and billed to the called telephone number without the assistance or intervention of a human operator.

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S1. DEFINITION OF TERMS

BAUD

The term "Baud" denotes a unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark or space) within a code signal. The speed in bauds is the number of signal elements per second.

BIPOLAR WITH 8 ZERO SUBSTITUTION (B8ZS)

The term "Bipolar with 8 Zero Substitution" (B8ZS) denotes a line code which allows transport of an all zero octet over a DS1/1.544 Mbps High Capacity channel. B8ZS enables Clear Channel Capability on Megalink service.

BUILDING

A building is a structure under one roof, or two or more structures connected by enclosed passageways which do not cross public thoroughfares other than alleys and are regularly used as corridors by persons, and are suitable for the installation and maintenance of inside wiring. Pipes and conduits are not considered enclosed passageways.

BUILDING (SAME)

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

BUSINESS SERVICE

Telephone service furnished to customer where the actual or obvious use is principally or substantially of a business, professional, or occupational nature.

CENTRAL OFFICE

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

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CENTRAL OFFICE CONNECTING FACILITY

The term "Central Office Connecting Facility" denotes a facility furnished to an Other Carrier by the Company (in accordance with the Company's Facilities for Other Carrier's Product Guide and/or Tariffs) between the terminal location of the Other Carrier and a point of connection on the Company premises.

CENTRAL OFFICE DESIGNATION

See "Telephone Number".

CENTRAL OFFICE DISTRICT

The specific section or area served by a single central office.

CENTREX CONTROL SWITCHING EQUIPMENT

The term "Centrex Control Switching Equipment" denotes switching equipment, located on the Company's premises, used to provide Centrex service furnished in accordance with Centrex Service provisions of this Product Guide.

CENTREX SERVICE

- a. A service arrangement of dial switching equipment and facilities, located on the telephone company premises, which permits completion of inward and outward local and long distance calls from stations associated with the system without intermediate handling by the attendant.
- b. Classification of Centrex Lines
 - (1) Centrex Lines: Arranged to originate or receive calls either directly or through the attendant.

CERTIFICATE

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

CHANNEL

A channel is an electrical path suitable for the transmission of telephonic communications.

CHANNEL TERMINAL

The term "Channel Terminal" denotes that element of a private line service required to terminate within a central office the interoffice or interexchange transmission system.

CIRCUIT MEASUREMENT

The actual length of a circuit between two points.

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S1. DEFINITION OF TERMS

CLASS OF SERVICE

The classes of customer telephone service are residence service and business service.

CLEAR CHANNEL CAPABILITY

The term "Clear Channel Capability" denotes the transport of twenty-four, 64 Kbps channels over a Megalink service channel, via B8ZS line code format.

COIN TELEPHONE

A telephone station, equipped with a device collecting money in payment of telephone messages.

COMMISSION

North Carolina Utilities Commission.

COMMUNICATIONS SYSTEMS

The term "Communications System" denotes channels and other facilities which are capable, when not connected to private line services, of communications between terminal equipment or Company stations.

COMPANY

Wherever used in this Product Guide, "Company" refers to Frontier, North Carolina, unless the context clearly indicates otherwise.

CONNECTING ARRANGEMENT

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

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S1. DEFINITION OF TERMS

CONNECTING COMPANY

A corporation, association, firm, or individual licensed and operating as a communications common carrier with whom the Company interchanges traffic.

CONTRACT

The term "Contract" refers to the service agreement between a customer and the Company under which facilities for communication between specified locations, for designated periods, and for the use of the customer and the authorized users specifically named in the contract are furnished in accordance with the provisions of this Product Guide.

CONSTRUCTION CHARGE

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the exchange Product Guide.

CONTINUOUS PROPERTY

A continuous plot of ground occupied by the customer which is not separated by a public thoroughfare or space occupied by others.

COORDINATING FACILITIES

The term "Coordinating Facilities" denotes those used for communication between stations on program networks to enable the customer to pass information for the proper handling of his program.

CUSTOMER

The "Customer" denotes the person, firm or corporation which orders service and is responsible for the payment of charges and compliance with Company regulations. No one may be a customer for a private line service who does not have a communication requirement of his own for its own use or except that a customer for a private line service jointly used may order the addition of service points to meet the communications requirements of a joint user of such service where such additional service points are required to extend the transmission of communications to or from the private line service for which the customer has a communications requirement of his own.

CUSTOMER-OWNED PAY TELEPHONE (COPT) COIN LINE SERVICE

Customer-Owned Pay Telephone (COPT) Coin Line Service is a coin voice grade exchange line that provides switch based dial tone first (DTF) coin line functionalities for customer-owned pay telephones.

DATA ACCESS ARRANGEMENT

The term "Data Access Arrangement" denotes a connecting arrangement for use on a Private Line Service arranged for data transmission.

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S1. DEFINITION OF TERMS

DATAPHONE® SELECT-A-STATION SERVICE

Data Station Selector (DSS) - A private line device located in a Company central office which is capable of making connections between a four-wire input and up to 128 (125 for addressable operation) outputs, two-wire or four-wire, one at a time. DSSs are designated, as defined below, dependent upon the customer's service configuration.

Primary DSS (PDSS) - The DSS which is connected directly to the Selector Control Unit (SCU).

A PDSS provides the connection between the master station and any one of up to 128 (125 for addressable operation) two-wire or four-wire voice grade data channels. Where more than one DSS is required, the DSS that is directly connected to the master station is termed the PDSS. Additional DSSs, designated SDSSs, may be connected to the PDSS.

Secondary DSS (SDSS)

Any DSS which is connected to a PDSS.

Selector Control Unit (SCU) (This equipment has been designated as customer premises equipment).

The equipment located at the master station for use by the customer to transmit control and/or address signals to the DSSs and receive supervisory signals from the DSSs.

An SCU will be provided at the master station location. The SCU is used by the customer to transmit control and/or address signals to the DSSs and to receive supervisory signals from DSSs.

Master Station

The one station located on a customer's premises which communicates with each remote station and may control the connections.

Remote Station

One of the many stations located on the customer's premises which is connected to the master station by DSSs.

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S1. DEFINITION OF TERMS

DEMARCATON POINT

The subscriber's side of the Company provided protector, or point where facilities enter a customer premises where a protector is not employed, or a Network Interface Device (NID).

DIRECT ELECTRICAL CONNECTION

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

DIRECTORY LISTINGS

- a. The publication in the Company's directory of information relative to a customer's telephone number, by which telephone users may ascertain the call number of a desired station.
 - (1) Caption Listing: The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches of different departments of the business.
 - (2) Foreign Listing: The listing of a customer in the alphabetical list of an exchange other than that for the exchange from which the customer is served.
 - (3) Free Listing: A directory listing for which no specific charge is made.
 - (4) Indented Listing: A directory listing indented under another listing.
 - (5) Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.
 - (6) Dual-Name Listing: A directory listing consisting of a combination of names and/or initials of two persons who share the same surname and reside at the same address, or of one person known by two sets of first and/or middle names and/or initials.

DISTRIBUTION CENTER

The term "Distribution Center" as used in connection with Series 6000 channels furnished for music networks indicates amplifying and bridging equipment required to connect the various local sections of a network or to connect local sections to an interexchange section of the network.

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S1. DEFINITION OF TERMS

DROP WIRE

Wires used to extend service from the basic distribution facility to the point where connection is made with the Demarcation Point.

DUPLEX SERVICE

The term "Duplex Service" denotes service which provides for simultaneous transmission in both directions.

EQUALIZATION

The term "Equalization" denotes the regulation of signal levels within specified limits over a range of frequencies that comprise the stated bandwidth.

EXCHANGE

A central office or group of central offices, together with the customer stations and lines connected thereto, forming a local communications system furnishing means of telephonic intercommunication without toll charges between customers within a specified area, usually a single city, town, or village and its environs. When an exchange includes only one central office, it is termed a single office exchange, but when it includes more than one central office, the exchange is termed a multi-office exchange.

EXCHANGE AREA

The incorporated limits of the municipality or the local community area in which adequate local exchange telephone service is, or is proposed to be furnished, together with such rural areas contiguous thereto as are served, or as are proposed to be served with reasonably adequate local exchange service from the exchange in question.

EXCHANGE SERVICE

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

a. Flat and Message Rate Service

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

b. Individual and Party Line Service

- (1) Individual Line Service: A classification of exchange service which provides that only one main customer shall be served by the line connecting such station with the central office.
- (2) Party Line Service: A classification of exchange service which provides that two or more customers may be served by the same central office line. Party line service is further classified by the grade of line, as follows:
 - (a) Two-Party Line Service: The same central office line serving no more than two customers.

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S1. DEFINITION OF TERMS

EXCHANGE SERVICE (Continued)

- c. Foreign Central Office Service: A classification of exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.
- d. Foreign Exchange Service: A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.
- e. Touch Calling Service: A classification of exchange service furnished from certain specified central offices whereby calls are originated through the use of pushbuttons in lieu of a rotary dial.
- f. Manual Access Line: A central office line that provides communications capacity between the serving central office and multiline communications switching equipment located on the customer's premises that is arranged in such a manner that the station user has selective capability over which access line is connected to the station for incoming or outgoing calls.

EXTENDED AREA SERVICE

A type of telephone service furnished whereby customers of a given exchange may complete calls to and, where provided by the Product Guide, receive messages from one or more exchanges without the application of long distance message telecommunications charges.

EXTRA EXCHANGE LINE MILEAGE

"See "Mileage and Zone Charges."

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S1. DEFINITION OF TERMS

FACILITIES

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

FACSIMILE SERVICE

A service or process such that written or printed documents are reduced to electronic form on an originating location facsimile device and transmitted by some means to a terminating facsimile device which reconstructs the documents in written or printed form. The term "voice facsimile service" refers to the use of devices providing facsimile service with associated voice capability so that the end user is able to make conventional voice calls as well as electronic transmittals over the same instrument. -Voiceless facsimile service" offers only the means of facsimile transmittals with no associated voice capability.

- a. Public Facsimile Service: Facsimile service made available to the public for compensation and transmitted over the telephone service.

FLAT RATE SERVICE

See "Exchange Service."

FOREIGN CENTRAL OFFICE

Any central office other than that which serves the area in which the customer is located.

FOREIGN CENTRAL OFFICE MILEAGE

See "Mileage and Zone Charges."

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S1. DEFINITION OF TERMS

FOREIGN CENTRAL OFFICE SERVICE

See "Exchange Service".

FOREIGN EXCHANGE

Any other exchange but that in which the customer is located.

FOREIGN EXCHANGE LISTING

See "Directory Listing".

FOREIGN EXCHANGE MILEAGE

See "Mileage and Zone Charges".

FOREIGN EXCHANGE SERVICE

See "Exchange Service".

GRADE OF SERVICE

A term used in describing exchange service with regard to the number of customers which may be connected to one central office line.

HALF-DUPLEX SERVICE

The term "Half-Duplex Service" denotes service which provides for transmission alternately in either direction or for transmission in one direction only including bidirectional simultaneous transmission of tones required solely for control purposes or quick turn around or synchronization.

INDENTED LISTING

See "Directory Listing".

INITIAL CHARGE

See "Installation Charge".

INITIAL SERVICE PERIOD

The minimum period of time for which service or facilities are provided.

INSTALLATION CHARGE

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

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S1. DEFINITION OF TERMS

INTERCEPTING SERVICE

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

INTEREXCHANGE CHANNEL

The term "Interexchange Channel" as used in connection with private line services denotes that portion of a through channel furnished by the Company which interconnects exchanges in which stations or channel terminations in Company offices are located.

INTERFACE

The term "Interface" denotes that point on the premises of the customer, authorized user or joint user at which provision is made for connection of other than Company-provided facilities to services provided by the Company.

INTRAEXCHANGE CHANNEL

The term "Intraexchange Channel" denotes a channel (which directly connects) between stations within an exchange and is not connected to an interexchange channel or to a service terminal or to channel terminations in a Company office.

INTRAEXCHANGE PRIVATE LINE SERVICE

The term "Intraexchange Private Line Service" denotes two-point or multipoint private lines furnished within an area specifically identified in this Product Guide as an Exchange (excluding those used for broadcasting service) whether such channel are between points in the same state or between points in different states.

INTERMEDIATE SERVING CENTRAL OFFICE

The term "Intermediate Serving Central Office" refers to a central office from which a service point on a private line is served and through which the private line is routed.

INTEROFFICE CHANNEL

The term "Interoffice Channel" denotes that element of a private line service which interconnects local channels which serve customers located in different central office areas (wire center serving areas) within the same exchange.

INTRALATA

See Local Access and Transport Area (LATA).

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S1. DEFINITION OF TERMS

JOINT USER

The term "Joint User" denotes a person, firm or corporation who is designated by the customer as a user of an interexchange private line service furnished to the customer and to whom a portion of the charge for the service will be billed under a joint user arrangement.

LINK

The term "Link" refers to the use of a single local channel and/or an interoffice/interexchange channel as one segment (partial channel) of a 2 point or multipoint arrangement when at least one other segment of the service arrangement is served by 1.544 Mbps service, Digital Channel Service, or Flexible Digital Channel Service.

LISTING

See "Directory Listing."

LOCAL ACCESS AND TRANSPORT AREA (LATA)

The term "Local Access and Transport Area" denotes a geographic area established by the Company for the administration of communications service. It encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

LOCAL CALLING AREA

See "Local Service Area."

LOCAL CHANNEL

The term "Local Channel" denotes the element of a private line service required for connecting a customer premises to its serving wire center.

LOCAL MESSAGE

See "Message."

LOCAL SERVICE

Telephone service furnished between customer's stations located within the same exchange area.

LOCAL SERVICE AREA

The area within which telephone service is furnished customers under a specific schedule or exchange rates and without toll charges. A local service area may include one or more exchange area.

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S1. DEFINITION OF TERMS

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

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

MAINTENANCE OF SERVICE CHARGE

The charge for each visit by the Telephone Company to the premises of the customer, or authorized user, where the report results from the use of equipment provided by the customer, or authorized user.

MESSAGE

- a. A communication between two stations. Messages may be classified as follows:
 - (1) Local Message - A communication between stations within the same local serving area.
 - (2) Toll Message - A communication between stations in different exchange areas for which a toll charge is made.

MESSAGE RATE SERVICE

See "Exchange Service".

MESSENGER SERVICE

See "Long Distance Message Telecommunications Service".

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S1. DEFINITION OF TERMS

MILEAGE AND ZONE CHARGES

- a. A charge applying for the use of part or all of a channel furnished by the Company.
- (1) Airline Measurement: The shortest distance between two points.
 - (2) Mileage for Circuits Connecting Stations: The measurement applying on a line, for the use of which a circuit charge is made in accordance with Product Guide provisions.
 - (3) Foreign Central Office Mileage: The measurement applying to a line within the exchange connecting a customer's main station, PBX or Centrex system with a central office rather than that from which he would normally be served, for the use of which a separate charge is made in addition to the base rate, plus zone charges is applicable.
 - (4) Foreign Exchange Mileage: the measurement applying to a line connecting a customer's main station, PBX or Centrex system with a central office of an exchange other than that from which the customer would normally be served, for the use of which a separate charge is made in addition to the base rate, plus zone charges is applicable.
 - (5) Route Measurement: The actual length of a circuit between two points.

MISCELLANEOUS COMMON CARRIERS

Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Commission rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

MISCELLANEOUS SERVICE

Service not regularly furnished with the various classes of exchange service.

MINIMUM CONTRACT PERIOD

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

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S1. DEFINITION OF TERMS

MOVE

The term "Move" as used in connection with the application of move charges for private line services denotes a change in the physical location (whether on the same or different premises), when made at the request of the customer without discontinuance of service, of facilities and items of equipment provided by the Company.

MOBILE TELEPHONE SERVICE

A communication service through a land radiotelephone base station.

MULTIPOINT SERVICE

The term "Multipoint Service" denotes a service which provides communications capability between more than two private line station locations on different premises by means of a bridging or hubbing arrangement.

MULTISTATION ARRANGEMENT

The term "Multistation Arrangement" denotes a service configuration which provides communications capability where:

- a. All stations of a service are located on the same premises consisting of more than two stations.
- b. Stations of a service are located on different premises and more than one station on the same premises are connected to that service.

NATIONAL SECURITY EMERGENCY PREPAREDNESS (NSEP) SERVICES

The term "National Security Emergency Preparedness (NSEP) Services" denotes telecommunications services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

NETWORK ACCESS REGISTER (NAR)

Network Access Register is the flat usage component association with Customized Multi-line Telephone Service.

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S1. DEFINITION OF TERMS

NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating 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 furnished for the provision of network control signaling.

NETWORK INTERFACE DEVICE

A device which readily permits the disconnection of all Customer Premises Wiring from the Company network and provides access to the Company network through an industry registered jack or a standard network jack of a type provided for in Part 68 of the FCC Rules and Regulations, for testing purposes, and is provided as part of the Exchange Service Line, WATS or Private Line Service.

NON-LISTED TELEPHONE

An exchange station which has the listing omitted from the telephone directory but listed in the directory assistance records.

NON-PUBLISHED TELEPHONE

An exchange station which has the listing omitted from both the telephone directory and directory assistance records at the customer's request.

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S1. DEFINITION OF TERMS

NSEP TREATMENT

The term "NSEP Treatment" denotes the provisioning of a telecommunications service before others based on the provisioning priority level assigned by the Executive Office of the President.

PBX TRUNK

See "Access Line".

PERSON

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

PLANT

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

PREMISES

The term "same premises" shall be interpreted to mean: (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others; (b) the portion of the building occupied by the subscriber, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others; or (c) the continuous property operated as a single farm whether or not intersected by a public road.

PRIMARY WIRE CENTER

The term "Primary Wire Center" denotes the central office or wire center in which the interexchange channel is terminated. In a multiple central office or wire center exchange, the primary wire center is that central office or wire center designated as the principle interexchange end office.

PRINCIPAL CENTRAL OFFICE

The term "Principal Central Office" denotes the central office in a single office exchange or to that office of a multi-office exchange which is designated as such for the purposes of measuring intraexchange and interexchange channel mileage.

EFFECTIVE: November 18, 2014

S1. DEFINITION OF TERMS

PRIVATE BRANCH EXCHANGE SERVICE (PBX Service)

- a. A type of service providing an arrangement of customer premises switching equipment and stations for connections through the local and long distance message telephone network to other subscribers.
- b. Lines (circuits) furnished by the Company in connection with PBX service include the following:
 - (1) Trunk: See "Access Line".
 - (2) Tie Line: A circuit connecting private branch exchange switchboards.
 - (3) Automatic Access Line: Automatic Access Line is a central office line that provides communications capacity between the serving central office and multiline communications switching equipment normally located on the customer's premises that is arranged in such a manner that the station user has no control over which access line is connected to the demarcation point for incoming or outgoing calls.

PRIVATE LINE CHANNEL SERVICE

The term "Private Line Channel Service" denotes a channel which provides a path for communications capabilities between two or more station locations and the channel service is not directly connected to the public switched network.

PRIVATE LINE NETWORK

The term "Private Line Network" denotes two or more private line units of the same type contracted for by one customer and reaching one or more common service points. The lines may be operated separately or they may be connected or connectable by means of a switching arrangement.

PRIVATE RIGHT-OF-WAY

A facility route granted to the Company on or over primary property.

PUBLIC FACSIMILE SERVICE

See "Facsimile Service."

RATE CENTERS

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

REFERENCE LISTING

See "Directory Listing."

RESIDENCE SERVICE

Exchange service furnished to customers where the actual or obvious use is for domestic purposes.

EFFECTIVE: November 18, 2014

S1. DEFINITION OF TERMS

RINGING

- a. There are three methods of signaling stations on party line circuits.
- (1) Code Ringing: The method of signaling stations on a party line circuit whereby the bells of all stations on the circuit are rung whenever one station is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.
 - (2) Selective Ringing: The method of signaling stations on a party line circuit, which permits a particular station to be signaled without ringing the bells of the other stations on the circuit.
 - (3) Semi-Selective Ringing: The method of signaling stations on a party line circuit, whereby the bells of only a portion of the stations on a circuit are rung when one of the stations is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.

ROTARY SERVICE

An arrangement whereby two or more lines furnished to a customer are assigned numbers in sequence and equipped so that calls to the first number are automatically completed to the first non-busy line in sequence.

ROUTE MEASUREMENT

See "Mileage and Zone Charges."

SAME BUILDING

See "Building Same."

SAME CONTINUOUS PROPERTY

The term "Same Continuous Property" shall be interpreted to mean the building or buildings, together with the surrounding land that is not intersected by a public thoroughfare or owned by others.

SAME PREMISES

See "Premises."

EFFECTIVE: November 18, 2014

S1. DEFINITION OF TERMS

SECRETARIAL LINES

Lines of patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls on such lines.

SELECTIVE RINGING

See "Ringing".

SERVICE

The act or means of supplying communication to the public.

SERVICE CONNECTION CHARGE

The term "Service Connection Charge" denotes a nonrecurring charge applying to the establishment of a basic telephone service or private line channel service for a customer and certain subsequent additions to that service.

SERVICE POINT

The term "Service Point" when used in connection with private line services denotes an exchange which normally serves the exchange area in which a station of the customer is located, or an exchange in which an interexchange channel is terminated in a Company office at the request of the customer.

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

SERVING CENTRAL OFFICE

The term "Serving Central Office" denotes the central office from which a customer or authorized user would normally be served for local exchange telephone service.

SHARING AND RESALE OF TELEPHONE SERVICES

A telecommunication arrangement where two or more unrelated parties located on the same continuous premises utilize a common telephone service as specified in Section S20 of this Product Guide.

SLAMMING

The unauthorized change of a subscriber's preferred telecommunications carrier.

SOFTWARE

As related to switching systems, is:

- (1) Any of the routines, programs, and instructions required to use directors, translators, and computers.
- (2) The programs associated with automatic data processing and computer systems. A written statement of the procedures to be used and the format of the data at every step.

EFFECTIVE: November 18, 2014

S1. DEFINITION OF TERMS

STANDARD NETWORK INTERFACE
(See Network Interface Device).

STATION

The term "Station" as used in connection with private line services:

- (1) Denotes the transmitting or receiving equipment, or combination transmitting and receiving equipment at any location on a premises and connected for private line service, or
- (2) Denotes a point on a premises at which a channel is terminated where the service involves only channels and the transmitting and receiving equipment, or combination transmitting and receiving equipment, is furnished by the customer, authorized user or joint user, or
- (3) Denotes a termination of a private line a Company office for foreign exchange service or in a switching center of a Switched Circuit Automatic Network or a Common Control Switching Arrangement.

A "Main Station Line" is the station at a location which has been designated by the customer as the principal location or any other station which, at the request of the customer, is connected to the service by a separate local channel.

An "Extension Station Line" is any other station on the same premises as a main station line and which, at the request of the customer, is connected to the same service by an extension to a local channel.

STATION TERMINAL

The term "Station Terminal" denotes the facilities required for terminating and connecting the interexchange channel of a private line service to a station location.

STUDIO

The term "Studio" as used in connection with Series 6100 channels indicates fixed premises of a station at which audio material regularly originates or is received for transmission to local distribution systems.

EFFECTIVE: November 18, 2014

S1. DEFINITION OF TERMS

SUSPENSION OF SERVICE

An arrangement made at the request of the customer, or initiated by the Company for violation of Product Guide regulations by the customer, for temporarily discontinuing service without terminating the service agreement.

SYSTEM

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

TARIFF

The rates, charges, rules and regulations adapted and filed by the Company and approved by the Commission.

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

The term "Telecommunications Service Priority (TSP) System" or "TSP System" refers to the regulatory, administrative and operational system authorizing and providing for priority treatment (i.e., the provisioning and restoration) of NSEP Services.

TELEMETRY/ALARM BRIDGING SERVICE (TABS)

Master Station - The one station of a multi-point system located on a customer's premises which communicates with, or receives communications from, each remote station.

Remote Station - One of the many stations of a multi-point system located on a customer's premises which is connected to the master station via the applicable TABS arrangement.

Master Station Channel - The dedicated private line channel of a TABS system connecting the master station to the primary bridge.

Remote Station Channel - The dedicated private line channel of a TABS system connecting each remote station to its bridge.

Mid-Link Channel - The dedicated interoffice or interexchange private line channel of a TABS system connecting two bridges located in separate central offices with each other. This channel is only applicable for Split Band, Active Bridging.

Primary Bridge - The bridge which is connected directly to the master station via the master station channel.

Secondary Bridge - Any bridge in a TABS system which is connected to a primary bridge via a mid-link channel.

EFFECTIVE: November 18, 2014

S1. DEFINITION OF TERMS

TELEPHONE COMPANY

A person, firm, partnership, cooperative organization, or corporation engaged in the business of furnishing telephone service to the public under the jurisdiction of the North Carolina Utilities Commission.

TELEPHONE NUMBER

A designation assigned to a telephone station or private branch exchange necessary for placing calls to the telephone station or private branch exchange and for identification in the assessment of message charges, etc.

TEMPORARY DISCONNECTION

(See Suspension of Service).

TERMINAL EQUIPMENT (Customer Premises Equipment)

Terminal equipment is any equipment, device, apparatus or associated wiring other than transmission equipment (equalizers, amplifiers, etc.) installed at a customer's premises.

TERMINATION CHARGE

A charge applied under certain conditions, when a contract for service is terminated by the customer before the expiration of the minimum contract period.

TERMINATION LIABILITY

The term "Termination Liability" as used in connection with the application of termination charges for private line services denotes the discontinuance, either at the request of the customer or by the Company under its regulations concerning cancellation for cause, of service or facilities provided by the Company.

TEST EQUIPMENT

The term "Test Equipment" denotes test equipment located at the premises of the customer that is used by the customer for the detection and/or isolation of a communications service fault.

TOLL LINE

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

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NORTH CAROLINA

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S1. DEFINITION OF TERMS

TRANSIENT TENANT

A tenant who occupies a dwelling for a period of less than three months during any twelve-month period, except for a person temporarily subleasing a residential premises.

UNAUTHORIZED CHANGE OF LOCAL SERVICE PROVIDER (SLAMMING)

This term applies to a change in the preferred local service provider that the end-user denies authorizing.

UTILITY

Any person as herein defined engaged in supplying telephone service to the public in North Carolina.

WIDE AREA TELEPHONE SERVICE (WATS)

The furnishing of facilities for telephone communication between wide area service access line and other exchange and toll stations in the area prescribed in the Product Guide.

WIDEBAND CHANNEL

The term "Wideband Channel" as used in connection with Series 5000 channels denotes a channel which has the total equivalent of six or more Type 2001 (voice grade) channels.

WIRE CENTER SERVING AREA

The term "Wire Center Serving Area" denotes, in most cases, that area of the exchange served by a single wire center. In certain highly concentrated exchanges where wire centers are in close proximity, more than one wire center may be included in the wire center serving area.

ZONE

See "Mileage and Zone Charges."

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S2. GENERAL REGULATIONS

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S2. GENERAL REGULATIONS

2.1 Terms and Conditions

Terms and conditions pursuant to which frontier will provide its customers with service. Any dispute must be resolved by binding arbitration on an individual basis rather than lawsuits, jury trials, or class actions, as explained more fully in the following sections. By using frontier services or equipment, customers agree to all terms and conditions provided in frontier tariffs and/or product guides. If a written agreement with a physical or electronic signature was signed, that agreement supersedes anything inconsistent in these terms and conditions.

"Customer" means the individual customer or any member of the customer's household or other persons using the customer's services from Frontier. "Frontier" means Frontier Communications of the Carolinas LLC, its affiliated companies, or both.

a. General Subscriber Services Catalog

In addition to these general terms and conditions, Frontier's Product Guide (also known as Catalog) sets forth terms and conditions specific to the services to which you subscribe, unless otherwise noted. Frontier's Product Guide/Catalog is available on the Frontier website (the "Website") at www.frontier.com. Customers may also obtain further information regarding the terms and conditions applicable to the ordered Service by calling Frontier. . Unless expressly stated otherwise, the Product Guide/Catalog also applies to Customers who have entered into a separate contract for Services for a specified time period; provided, however, in the event of a conflict between the terms in the separate contract and the terms in the Product Guide/Catalog, the terms in the separate contract shall control with respect to Services subject to that contract.

b. Termination by Customer

A customer may terminate a service to which they have subscribed on a month-to-month basis at any time by notifying Frontier. The customer remains liable for payment of all outstanding charges for all services used and equipment purchased prior to termination. If the customer received special rates in return for subscribing to multiple services and subsequently unbundle, terminate, or disconnect any of these services at any time, then Frontier may adjust the rates for the remaining services. A change in the customer's service address or the location to which any service is provided to the customer may constitute termination of that service.

c. Termination by Frontier

Frontier may interrupt or terminate a service: (1) if the customer does not honor any provision of these terms and conditions (including payment obligations to Frontier for these or any other services); (2) if the customer uses a service in a manner that adversely affects service to other customers or harasses Frontier customers or employees; (3) if the customer or others use a service to engage in fraud or unlawful conduct or are suspected of doing so; or (4) any regulatory agency, legislative body, or court restricts or otherwise prevents Frontier from furnishing the Service(s). Frontier may restore such interrupted or terminated service, in its sole discretion, following correction of the violation and payment of any amounts due, including any restoration charge Frontier assess for restoring the customer's service.

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S2. GENERAL REGULATIONS

2.1 Terms and Conditions (continued)

d. Payments

Frontier will bill the customer monthly for all charges associated with the services or equipment provided. Payment in full is due no later than the due date indicated on the customer's bill. The customer is responsible for paying any taxes, surcharges, fees and assessments imposed from time to time in connection with these services. If the customer has authorized payment for services or equipment by credit card or by debiting a bank account, no additional notice or consent is required before Frontier invoices the credit card or debit the bank account for all amounts due to Frontier for any reason. Frontier may accept late payments, partial payments or any payments marked as being "payment in full" or as being settlement of any dispute without losing any of Frontier's rights under this agreement. The customer agrees to pay costs and fees that Frontier incurs to collect an unpaid balance from the customer including attorney's fees.

e. Credits and Deposits

The customer authorizes Frontier to ask credit reporting agencies for credit information about the customer. Frontier may, in Frontier's discretion, require the customer to submit a deposit as security for payment of charges. An additional deposit may be required if either the amount or number of services is increased or the customer's credit rating changes. Simple interest will be paid on the cash deposit for the period it is held by Frontier and will be refunded if satisfactory credit has been established or upon termination of service. Frontier reserves the right to apply the deposit to any amount due and unpaid. Frontier may require a guarantee of payment by an individual or entity approved by Frontier.

f. Telephone Numbers

Frontier may assign telephone numbers in connection with the service subscribed to. The customer has no proprietary right to any such identifiers, and Frontier reserves the right to change them upon notice to the customer.

g. Theft and Fraud

If the customer's service or equipment is lost or stolen or fraudulently used, then the customer is responsible for all usage incurred before Frontier receives notice from the customer of such loss or theft. The customer agrees to cooperate in the investigation of fraud or theft and to provide Frontier with such information and documentation as Frontier may request (including affidavits and police reports).

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S2. GENERAL REGULATIONS

2.1 Terms and Conditions (continued)

h. Dispute Resolution By Binding Arbitration

Frontier encourages the customer to contact our Customer Service department if the customer has concerns or complaints about their service or Frontier. Generally, customer complaints can be satisfactorily resolved in this way. If the customer is not able to resolve their concerns through Frontier's Customer Service department, the customer agrees to resolve all disputes through binding arbitration or a small claims court rather than lawsuits, jury trials, or class actions. Arbitration is more informal than a lawsuit. Arbitration uses a neutral arbitrator instead of a judge or jury, allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and individual relief affecting individual parties that a court can award, including an award of attorney's fees if the law allows.

The customer and Frontier agree to arbitrate all disputes and claims between the customer and Frontier including, but not limited to, all claims arising out of or relating to any aspect of the customer and Frontier's relationship, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory, that arose either before or during this or any prior Agreement, or that may arise after termination of this Agreement. Notwithstanding the foregoing agreement, Frontier agrees that it will not use arbitration to initiate debt collection against a customer except in response to claims the customer has made in arbitration. In addition, by agreeing to resolve disputes through arbitration, the customer and Frontier agree to each unconditionally waive the right to a trial by jury or to participate in a class action, representative proceeding, or private attorney general action.

Instead of arbitration, either party may bring an individual action in a small claims court for disputes or claims that are within the scope of the small claims court's authority. In addition, the customer may bring any issues to the attention of federal, state, or local agencies, including, for example, the Federal Communications Commission. Such agencies can, if the law allows, seek relief against us on the customer's behalf. The Federal Arbitration Act governs the interpretation and enforcement of this provision, even after the agreement is terminated. In person arbitrations will take place at a location that the AAA selects in the state of the customer's primary residence unless the customer you and Frontier agree otherwise. In addition, the arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA") and will be administered by the AAA. Procedure, rule and fee information is available from the AAA online at adr.org, by calling the AAA at 1-800-778-7879, or by calling Frontier at 1-877-462-7320, option 3. The arbitrator is bound by the terms of this Agreement. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision are for the court to decide. If the customer's claim is for \$10,000 or less, the customer may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in person hearing as established by the AAA Rules. If the customer's claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules.

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S2. GENERAL REGULATIONS

2.1 Terms and Conditions (continued)

h. Dispute Resolution By Binding Arbitration (Continued)

Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based.

Frontier agrees to pay the customer's AAA filing, administration, and arbitrator fees for claims for damages of up to \$10,000 and for claims for non-monetary relief up to the value of \$10,000, as measured from either the customer's or Frontier's perspective. In addition, Frontier will not pay the customer's share of the AAA fees if the arbitrator finds that either the customer's claim or the relief sought is frivolous or brought for an improper purpose, as measured by the standards of Federal Rule of Civil Procedure 11(b).

If Frontier offers to settle your dispute prior to appointment of the arbitrator and the customer does not accept the offer, and the arbitrator awards the customer an amount of money that is more than Frontier's offer but less than \$5000, then Frontier agrees to pay the customer double the arbitrator's award up to, but not more than, \$5000. If Frontier does not offer to settle the customer's dispute prior to appointment of the arbitrator, and the arbitrator awards the customer an amount of money, then Frontier agrees to pay the customer double the arbitrator's award up to, but not more than, \$5000. Although Frontier may have a right to an award of attorneys' fees and expenses if it prevails, Frontier agrees that it will not seek such an award.

The customer and Frontier agree to seek only such relief—whether in the form of damages, an injunction, or other non-monetary relief—as is necessary to resolve any individual injury that either the customer or Frontier has suffered or may suffer. In particular, if either the customer or Frontier seek non-monetary relief, such relief must be individualized and may not affect individuals or entities other than the customer or Frontier. The customer and Frontier agree that either party may bring claims against the other only in an individual capacity and not as a plaintiff or class member in any purported class, representative, or private attorney general proceeding. The arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a class, representative, or private attorney general proceeding. This requirement that claims be brought in binding arbitration only in an individual capacity and not as a representative, private attorney general, or class member is non-severable. If this requirement is found to be unenforceable, then the entirety of this arbitration provision shall be null and void. Further, an arbitrator's award and any judgment confirming it shall apply only to that specific case and cannot be used in any other case except to enforce the award itself.

Notwithstanding any provision in this Terms and Conditions to the contrary, Frontier agrees that if Frontier makes any change to this arbitration provision, the customer may reject that change and require Frontier to adhere to the language in this provision. By rejecting any future change, the customer is agreeing that the customer will arbitrate any dispute between the parties in accordance with the language of this provision.

i. Governing Law

If required by law, this agreement will be governed by the laws of the customer's state. Otherwise, this agreement will be governed by the laws of the state of New York, without regard to its choice of law rules.

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S2. GENERAL REGULATIONS

2.1 **Terms and Conditions** (continued)

j. **No Third Party Rights**

This agreement shall not provide any third party with a remedy, claim or right of reimbursement.

k. **Assignment**

Frontier may assign this Agreement to another entity without any advance consent from or notice to the customer. The customer may not assign this Agreement without Frontier's consent.

l. **Acts Beyond Our Control**

Neither the customer nor Frontier will be responsible to the other for any delay, failure in performance, loss or damage due to fire, explosion, power blackout, earthquake, volcanic action, flood, the weather elements, strike, embargo, labor disputes, civil or military authority, war, terrorist acts, acts of God, acts or omissions of carriers or suppliers, acts of regulatory or governmental agencies, or other causes beyond the customer or Frontier's reasonable control, except that the customer must pay for any services used.

m. **Severability**

If Frontier does not enforce any right or remedy available under this Agreement, that failure is not a waiver. Except where this Agreement specifically provides otherwise, if any part of the Agreement is held invalid or unenforceable, the remainder of this Agreement will remain in force.

n. **INDEMNIFICATION**

THE CUSTOMER AGREES THAT FRONTIER SHOULD NOT BE RESPONSIBLE FOR ANY THIRD-PARTY CLAIMS AGAINST FRONTIER THAT ARISE FROM THE CUSTOMER'S USE OF THE SERVICES. FURTHER, THE CUSTOMER AGREES TO REIMBURSE FRONTIER FOR ALL COSTS AND EXPENSES RELATED TO THE DEFENSE OF ANY SUCH CLAIMS, INCLUDING ATTORNEY'S FEES, UNLESS SUCH CLAIMS ARE BASED ON FRONTIER'S WILLFUL MISCONDUCT OR GROSS NEGLIGENCE. THIS PROVISION WILL CONTINUE TO APPLY AFTER THE AGREEMENT ENDS.

o. **LIMITATION OF LIABILITY**

Frontier's liability regarding the customer's use of services or equipment, or the failure of or inability to use the services or equipment, is limited to the charges the customer incurs for services or equipment during the affected period. This means frontier is not liable for any incidental or consequential damages (such as lost profits or lost business opportunities), punitive or exemplary damages, or attorney's fees.

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S2. GENERAL REGULATIONS

2.1 Terms and Conditions (continued)

p. **DISCLAIMER OF WARRANTIES**

Frontier makes no warranty regarding the services and disclaims any implied warranty, including any warranties of merchantability or fitness for a particular purpose. Frontier is not responsible for circumstances beyond frontier's control, including without limitation, acts or omissions of others, atmospheric conditions, or acts of god. Frontier does not manufacture equipment or software, and the customer only warranties and representations with respect to equipment or software are those provided by the manufacturer (with respect to which frontier has no liability whatsoever).

q. **Entire Agreement**

These terms and conditions, together with the service order, the Product Guide/Catalog and any applicable tariff, are the entire agreement between the customer and Frontier, which may only be amended as described above. These terms and conditions supersede any inconsistent or additional promises made to the customer by any of Frontier's employees or agents. Interstate rates and charges for each of Frontier's products can be found in Frontier's current price list at tariffs.frontiercorp.com. If the customer does not have Internet access, the customer may call the customer service number on the customer's bill to request this information

TO THE EXTENT THAT THERE ARE ANY CONFLICTS WITH THE ABOVE TERMS AND CONDITIONS ELSEWHERE IN THE PRODUCT GUIDE AND/OR ANY APPLICABLE COMPANY TARIFFS, THE ABOVE TERMS AND CONDITIONS WILL SUPERCEDE.

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FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
NORTH CAROLINA

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S2.2 **Application**

The regulations specified herein are applicable to all communication services offered in this Product Guide by Frontier, hereinafter referred to as the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this Product Guide.

By subscribing to the Company's local exchange service, the customer acknowledges and agrees that its name, address and telephone number may be released to a governmental entity when such entity has advised the Company that such information is required for use by that entity in an enhanced emergency 911 telephone system. Such information shall only be used by the governmental entity for the limited purpose of establishing and operating an enhanced emergency 911 system. The information provided herein will be furnished by the Company pursuant to the applicable provisions of Section S18 of its Product Guide.

S2.3 **Limitations and Use of Service**

S2.3.1 **Use of Customer's Service**

- a. Except as specified following and as otherwise provided in this Product Guide, telephone equipment, facilities and services are furnished for the use of the customer, employees, agents or representatives of the customer or members of the customer's domestic establishment. Service may be shared but not resold by the respective customer with the following:
 - (1) Patrons of hospitals, nursing homes, rest homes and licensed retirement centers.
 - (2) Members of clubs.

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S2. GENERAL REGULATIONS

S2.3 Limitations and Use of Service (Continued)

S2.3.1 Use of Customer's Service (Continued)

- a. (Continued)
 - (3) Students living in quarters furnished by schools, colleges or universities. Nonprofit colleges and universities may share or resale service to its students under the provisions of b.(1) following.
 - (4) Persons temporarily subleasing a customer's residential premises.
- b. Except as specified following and as otherwise provided in this Product Guide, service furnished by the Company is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. Service may be shared by the respective customer with the following or resold by the respective customer to the following:

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S2. GENERAL REGULATIONS

S2.3 Limitations and Use of Service (Continued)

S2.3.1 Use of Customer's Service (Continued)

- b. (Continued)
 - (1) Clients of providers of Sharing and Resale of Telephone Service as specified in S20.
 - (2) Hotel/Motel patrons as specified in S20.1.1.
 - (3) Transient tenants as specified in S20.1.1.
 - (4) Patrons of Enhanced Service Providers for communications relating directly to their business.
 - (5) Communications common carriers engaged in the provision of public telegram message business.
 - (6) Users of Public Telephone Access Service for Customer Provided Equipment.
 - (7) City and county agencies within the state of North Carolina participating in the state network as provided in the North Carolina G.S.62-110 (d).
 - (8) Students or guests housed in quarters furnished by nonprofit colleges or universities, patrons of hospitals or medical centers of the institution, or persons or businesses providing educational, research, professional, consulting, food or other support service directly to or for the institution, its students or guests as specified in Section S20.1.1.a.(3)
- c. Use of Long Distance Message Telecommunications Service (MTS), Wide Area Telecommunications Service (WATS) and Foreign Exchange Service (as provided in Section S9.1) may be extended to customers of long distance carriers authorized by North Carolina Utilities Commission (NCUC) to provide intrastate intraLATA long distance service.
- d. Use of Long Distance Message Telecommunications Service (MTS) and Wide Area Telecommunications Service (WATS) may be extended to the exception group as defined in S20.1.1.a.

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S2. GENERAL REGULATIONS

S2.3 Limitations and Use of Service (Continued)

S2.3.1 Use of Customer's Service (Continued)

- e. In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.

S2.3.2 Establishment of Identity

- a. The calling party shall establish his identity in the course of any communication as often as may be necessary.
- b. The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.

S2.3.3 Accessories Provided by the Customer

- a. Accessories which aid a customer's convenience in his use of the facilities of the Company in the service for which they are furnished under this Product Guide are permissible, provided any such accessories so used would not endanger the safety of Company employees or the public; damage, require change in or alteration of, to the service or other facilities of the Company, or interfere with the proper functioning of such service or facilities; or impair the operation of the telephone system or otherwise injure the public in its use of the Company's services.

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S2. GENERAL REGULATIONS

S2.3 Limitations and Use of Service (Continued)

S2.3.3 Accessories Provided by the Customer (Continued)

- b. While the Company's Basic Local Exchange Service Line, as specified in Section S3.2 of this Product Guide, may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the Company.
- c. Except as otherwise provided in this Product Guide, 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 company with any other communication line or channel of the Company or of any other person.

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S2. GENERAL REGULATIONS

S2.3 Limitations and Use of Service (Continued)

S2.3.4 Broadcast of Records of Telephone Conversations

The broadcasting of a recording of a telephone conversation during the period of recording is allowed provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with voice recording equipment as specified in section 13 of this Product Guide.

S2.3.5 Recorded Public Announcements

- a. Use of Company facilities or service in connection with miscellaneous devices for recorded public announcements are subject to the following conditions:
 - (1) For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
 - (2) Customers transmitting factual public announcements such as Time, Stock Market quotations, Airline schedules and similar information are excluded from the preceding condition.
 - (3) Non-published telephone numbers will not be furnished for use with recorded public announcements.
 - (4) Failure to comply with the provisions of this Product Guide shall be cause for termination of the service.

S2.3.6 Limited Communication

- a. The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by urgency conditions.
- b. In case a shortage of facilities exists at any time either for temporary or protracted periods, the establishment of Exchange and Long Distance Message Telecommunications Service takes precedence over all other services.
- c. The emergency provisioning and restoration of facilities shall be in accordance with Part 64, Subpart D, Paragraph 64.401, of the FCC's Rules and regulations, which specifies the priority system for such activities. Section S12.19 describes the service arrangement.

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S2. GENERAL REGULATIONS

S2.3 Limitations and Use of Service (Continued)

S2.3.7 Transmitting Messages

The Company does not transmit messages but offers the use of its facilities for communications between customers. If because of transmission difficulties, the operator, in order to accommodate the customer, repeats messages, she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between customers because of the errors.

S2.3.8 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law.

S2.3.9 Cancellation of Service for Cause

- a. The Company may, without notice, either suspend the service or terminate the service without suspension for the following reasons:
- (1) The abandonment of service.
 - (2) The use of foul or profane language.
 - (3) Impersonation of any other person.
 - (4) The making of nuisance calls.
 - (5) Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of telephone service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.
 - (6) Listening in on party line conversation.
 - (7) Any violation of the Company's regulations.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service

S2.4.1 Availability of Facilities

- a. The Company's obligation to furnish service is dependent upon its ability to procure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
- b. The rates and charges quoted in this Product Guide provides for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- c. when excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section S5 "Charges Applicable Under Special Conditions", except as otherwise specified.
- d. In certain instances, i.e., when spare facilities and/ or equipment are not available, it may be necessary to preempt existing services to provision or restore National Security Emergency Preparedness (NSEP) Services. If, in its best judgment, the Telephone Company deems it necessary to preempt, then the Telephone Company will ensure that:
 - (1) The service(s) preempted have a lower or do not contain NSEP assigned priority levels.
 - (2) A reasonable effort is made to notify the pre-empted service customer of the action to be taken.
 - (3) A credit allowance for any preempted service shall be made in accordance with the provisions set forth in Section S2.5.4.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service

S2.4.2 Party Line Service

- a. Applications for party line service are accepted by the Company with the understanding that each customer will so use the service as not to interfere with an equitable proportionate use of the service by the other customer or customers on the same line. The Company reserves the right to cancel any party line service, upon thirty days' notice, whenever in the judgment of the Company the use of the customer holding such contract is such, from large use or other causes, as to interfere with the reasonable use of others connected with the same line.

S2.4.3 Application for Service

- a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect.
- b. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former customers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service (Continued)

S2.4.3 Application for Service (Continued)

- c. If telephone service is established and it is subsequently determined that either condition in b. above exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.
- d. Except for interexchange private line service, when an application for service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are cancelled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed.

Any costs due to a rearrangement of equipment caused by a suspension of a portion of a service will be borne by the customer.

- e. When equipment has been ordered for the specific needs of a customer and the installation thereof is unduly delayed by or at the request of the customer, applicable charges as specified in Section S5.3 apply for such equipment for the period of the delay.
- f. When a customer requests a change in location of all or a part of the facilities covered by his application for service or request for addition, rearrangements or modifications of his existing service and equipment prior to completion of the work involved, he is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.

S2.4.4 Application of Rates for Business and Residence Service

- a. Although in general business rates apply at business locations and residence rates apply at residence locations, the determination as to whether customer service should be classified as business or residence is based on the character of use to be made of the service.
- b. Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature where the listing required is such as to indicate business use.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service (Continued)

S2.4.4 Application of Rates for Business and Residence Service (Continued)

b. (Continued)

Business rates apply for:

- (1) Offices, stores, factories, mines and all other places of a strictly business nature.
- (2) Boarding houses, except as modified under S2.4.4.c.(2); offices of hotels and apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified under S2.3.3.c(5); public, private or parochial schools, hospitals, nursing homes, libraries and other institutions and churches.

Note: For the purpose of this Product Guide, a boarding house is defined as a house or apartment where rooms are rented or boarders taken or both. Such houses or apartments may obtain service at residence rates when in the judgment of the Company they are not conducted primarily for business purposes and are listed as residences.

- (3) At residence locations when the customer has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising, either by business cards, newspapers, handbills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephones during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
- (4) Residence locations, where an extension station is located in any place where business rates would apply under the provisions of this Product Guide.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service (Continued)

S2.4.4 Application of Rates for Business and Residence Service (Continued)

b. (Continued)

(5) Service terminating solely on the secretarial facilities of a secretarial answering firm will carry business rates.

(6) At any location where the listing of service at that location indicates a business, trade or professions, except as specified under S2.4.4.c.(3) following.

c. Residence rates apply when the use of the service is of domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:

(1) Private residences on service not employing business listings.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service (Continued)

S2.4.4 Application of Rates for Business and Residence Service (Continued)

c. (Continued)

Residence rates apply for:

- (2) Private apartments in hotels, clubs, and boarding houses where service is confined to the domestic use of the customer and business listings are not employed.
- (3) The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner, provided the service is not installed in that portion of the customer's residence which is used as an office, but is located in the customer's domestic establishment, and provided no business designation is employed. Titles such as "Dr.," "Rev.," "Judge," and "Professor" are not considered business designations.
- (4) Private stable or garage when strictly a part of the customer's domestic establishment.
- (5) College fraternity and sorority houses where members lodge within the houses.
- (6) Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.
- (7) Lines which are terminated in facilities or equipment of an amateur radio licensee and used for control of amateur radio communications repeaters and for no purpose which would otherwise cause the service to be classified as business.
- (8) Services provided to family care homes. For the purposes of this provision, a family care home is defined as a home with support and supervisory personnel that provides room and board, personal care and habilitation services in a family environment for not more than six resident handicapped persons.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service (Continued)

S2.4.4 Application of Rates for Business and Residence Service (Continued)

- d. Changes from business service to residence service are made only in the event of a change in the customer's arrangements which would entitle him to a residence classification of his service, as specified in c. above.

The business telephone number may be continued for the residence service only if all the facts indicate that the service is no longer to be used substantially for business purposes or if any family care home classified as business requests a change in classification from business to residence on or before April 10, 1995.

- e. Changes from residence to business service may usually be made without change in telephone number, if the customer so desires.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service (Continued)

S2.4.5 Transfer of Service between Customers

- a. Service previously furnished one customer may be assumed by a new customer upon due notice of cancellation, provided there is no lapse in the rendition of service. The Record Service Ordering charge, specified in Section S4.3, will be applied to the new customer's account for such transfers.
- b. Where existing service is continued for a new customer, the telephone number may be retained by the new customer only if the old customer consents and an arrangement acceptable to the Telephone Company is made to pay all outstanding charges against the service.
- c. Where the new customer requests any changes to the service other than records change, a subsequent order must be issued and the appropriate service charges specified in Section S4.3 will apply.
- c. Where there is a change of responsibility due to a change of name made necessary by marriage or by court order, a service charges does not apply.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service (Continued)

S2.4.6 Initial Service Periods

- a. Unless otherwise specified, the initial service period for all services offered in this Product Guide is one month commencing with the date of installation of the service.
- b. If the period of use exceeds the initial service period, the charges for the fractional part of a month following and consecutive with a full month will be a part of the monthly charge based on the proportion that the actual number of days service is furnished bears to 30 days. When rates involve a fraction of a cent, the fraction is carried throughout the computation of charge. When the computed charge includes a fraction of a cent, fractions of one-half cent or more are treated as one cent and fractions of less than one-half cent are disregarded.
- c. For services furnished with initial service periods exceeding one month, the applicable initial service period is the number of months indicated in parenthesis following the basic termination charge listed in that section of this Product Guide containing the service offered.
- d. The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service (Continued)

S2.4.7 Floor Space, Electric Power and Operating at the Customer's Premises

- a. The customer is responsible for the provision and maintenance, at his expense, of all suitable space, floor arrangements, and supporting structures, including but not limited to adequate lighting, proper relative humidity and temperature control, required on his premises for communication facilities provided by the Company in connection with services furnished to the customer by the Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the customer.
- b. Except as may be specified elsewhere in this Product Guide, all operating required for the use of communication facilities provided by the Company at the customer's premises will be performed at the expense of the customer, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.

S2.4.8 Provision and Ownership of Equipment and Facilities

- a. Equipment and facilities furnished by the Company on the premises of a customer or authorized user of the service are the property of the Company and are provided upon the condition that such equipment and facilities, except as expressly provided in this Product Guide, must be installed, relocated and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the customer's premises, or upon termination or cancellation of the service, to remove such equipment and facilities.
- b. Customers may not rearrange, disconnect, remove or attempt to repair or permit others to rearrange, disconnect, remove, or attempt to repair any apparatus installed by the Company, except upon the written consent of the Company.
- c. Equipment and facilities furnished by the Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof accept.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service (Continued)

S2.4.9 Provision and Ownership of Directories (Continued)

- a. Telephone directories shall be issued by each telephone utility operating in North Carolina approximately every twelve months. The directory shall remain the property of the utility until the succeeding issue becomes effective. Current directories shall not be mutilated or destroyed and shall be surrendered upon request of the utility.
- b. Telephone directories are furnished subscribers to facilitate the use of the services. The Company shall provide at least one directory for each exchange access line or main Centrex station, but may provide without charge up to one directory for each station at the customer's request. Additional copies may be provided at a reasonable charge.
- c. All non-telephone utility advertising shall be confined to the yellow pages only.

S2.4.10 Provision and Ownership of Telephone Numbers

Telephone numbers are the property of the Company and are assigned to the service furnished the customer. The customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service (Continued)

S2.4.11 Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in this Product Guide, is borne by the Company. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the customer or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

The customer shall be responsible for payment of service charges shown in S4.7 for each visit by the Telephone Company to the premises of the customer, or authorized user, where the difficulty or trouble report results from the use of equipment provided by the customer, or authorized user.

S2.4.12 Company Facilities at Hazards or Inaccessible Locations

Which service is to be established at a location that would involve undue hazards, or where accessibility is impracticable to employees of the Company, the customer may be required to install and maintain the Company's facilities in a manner satisfactory to the Company, any remuneration to be based on the conditions involved.

S2.4.13 Work Performed Outside Regular Working Hours

The rates and charges specified in this Product Guide contemplate that work in connection with furnishing or rearranging service be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours or that once begun be

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S2. GENERAL REGULATIONS**S2.4 Establishment and Furnishing of Service (Continued)****S2.4.13 Work Performed Outside Regular Working Hours (Continued)**

interrupted, so that the Company incurs costs that would not otherwise have been incurred, the customer may be required to pay, in addition to the other rates and charges specified in this Product Guide, the amount of additional costs incurred by the Company as a result of the customer's special requirements.

S2.4.14 Termination of Service at the Customer's Request

Service may be terminated at any time upon reasonable notice from the customer to the Company. Upon such termination the customer shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any applicable termination liability charges.

S2.4.15 Ringer Limitations

- a. The number of ringers directly connected to the line is limited to four per customer in the case of individual and two-party lines, to two per customer in the case of four-party lines.
- b. Ordinarily in connection with individual line and party line service, a ringer is permanently connected to the line.

S2.4.16 Termination Liability

- a. In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$25\% \times \text{MRC} \times \# \text{ of Lines/Channels/Paths} \times \text{Remainder of Term} = \text{Termination Charge}$$

- b. Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.

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S2. GENERAL REGULATIONS

S2.4 Establishment and Furnishing of Service (Continued)

S2.4.16 Termination Liability (Continued)

c. End of Term Options

- (1) Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:
 - (a) Renew their term commitment,
 - (b) Commit to a new term period,
 - (c) Arrange for a change of service, or
 - (d) Arrange for termination of the service.
- (2) In the event the customer does not select one of the above options, the customer will be converted to the shortest-term period available under this Product Guide (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.

d. Early termination charges will not be assessed under the following circumstances:

- (1) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- (2) Customer attempts to move the existing service to a new location within the Company's service area, but the service is unavailable;
- (3) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (4) Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
 - (a) The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
 - (b) The Company provides the new service via Product Guide or on an individual case basis (ICB), and
 - (c) The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

e. The rules and regulations set forth in a. through d. preceding affect only those services that reference this section for termination liability application. Termination liability as specified for other services shown elsewhere in the Company's Product Guides or tariffs applies in lieu of the above.

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S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances

S2.5.1 Advance Payments

- a. An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other nonrecurring charges plus charges for one month of service.
- b. The amount of any advance payment collected is credited to the subscriber's account after service is established.
- c. In addition to the advance payment specified in the preceding paragraph, an applicant for telephone service (the furnishing of which involves an unusual installation expense) may, if it is deemed necessary by the Company in safeguarding its interests, be required to make an advance payment of such proportion of the estimated cost as is to be borne by the applicant in addition to such service connection charges as are applicable.
- d. The amount of any advance payment collected because of unusual installation expense is credited to the applicant's account as applying against the construction or installation charge. If the amount of such advance payment collected is in excess of the proportion of such costs to be borne by the applicant, the amount of excess is either returned to the customer or credited to his account.

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S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.2 Deposits

The Company rules for collection of customer deposits are as provided in Chapter 12 of the rules and regulations of the Utilities Commission establishing uniform rules for all public utilities for the collection of customer deposits, as follows:

NORTH CAROLINA UTILITIES COMMISSION
CHAPTER 12
CUSTOMER DEPOSITS FOR UTILITY SERVICES

Rule R12-1. DECLARATION OF PUBLIC POLICY -

The Utilities Commission, hereinafter referred to as the "Commission", declares that it is in the public interest that any utility requiring a deposit from its customer shall fairly and indiscriminately administer a reasonable policy reflected by written regulations, in accord with these Rules, for the requirement of a deposit for connecting utility service, or for an existing customer to continue or to reconnect service. A cash deposit to establish, maintain or reestablish service shall be required only in compliance with these Rules, and to avoid, to the extent practicable, the creation of a burden arising from uncollectible bills which would have to be born ultimately by all the utility's ratepayers. Any utility requiring a deposit shall apply a deposit policy in accord with these Rules in an equitable and non-discriminatory manner to all applicants for service and to all customers throughout the service area without any different application in any part thereof, and such deposit policy shall be predicated upon the credit risk of the individual without regard to the area in which he lives.

Rule R12-2. DEPOSITS FROM CUSTOMERS -

- (a) Each utility may require an applicant for service to satisfactorily establish credit which will be deemed established if:
 - (i) The applicant owns the premises to be served or other real estate within the county, unless the applicant is an unsatisfactory credit risk; or

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S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.2 Deposits (Continued)

Rule R12-2. DEPOSITS FROM CUSTOMERS - (Continued)

(a) (Continued)

- (ii) The applicant demonstrates that he is a satisfactory credit risk by appropriate means including, but not limited to, references which may be quickly and inexpensively checked by the utility; or
 - (iii) The applicant has been a customer of the utility for a similar type of service within a period of twenty-four consecutive billings preceding the date of application and during the last twelve consecutive billings for that prior service has not had service discontinued for non-payment of bill or had more than two occasions in which a bill was not paid when it became due; provided, that the average periodic bill for such previous service was equal to at least fifty per centum of that estimated for the new service; and provided further, that the credit of the applicant is unimpaired; or
 - (iv) The applicant furnishes a satisfactory guarantor to secure payment of bills for the service requested in a specified amount not to exceed the amount of the cash deposit pre-scribed in Rule R12-4 of these Rules; or
 - (v) The applicant makes a cash deposit to secure payment of bills for service as prescribed in Rule R12-4 of these Rules.
- (b) The establishment of credit under the provisions of this Section, or the reestablishment of credit under the provisions of Rule R12-3 of these Rules, shall not relieve the applicant for service or customer from compliance with the reasonable regulations of the utility including, but not limited to, the prompt payment of bills and the Rules for dis-continuance of service for the non-payment of bills due for service furnished.

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S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.2 Deposits (Continued)

Rule R12-3. RE-ESTABLISHMENT OF SERVICE -

- (a) An applicant for service who previously has been a customer of the utility and whose service has been discontinued by the utility during the last twelve months of that prior service, because of non-payment of bills, may be required to re-establish credit in accordance with Rule R12-2 of these Rules; except that an applicant for residential service shall not be denied service for failure to pay such bills for classes of non-residential service.
- (b) A customer who fails to pay a bill within a reasonable period after it becomes due and who further fails to pay such bill within five (5) days after presentation of a discontinuance of service notice for non-payment of bill (regardless of whether or not service was discontinued for such non-payment) may be required to pay such bill, together with a reasonable reconnection charge, if service was disconnected after notice as provided in Rule R12-8, and re-establish his credit by depositing the amount prescribed in Rule R12-4 of these Rules.
- (c) A customer may be required to re-establish his credit in accordance with Rule R12-2 of these Rules in case the conditions of service or basis on which credit was originally established have materially changed.

Rule R12-4. DEPOSIT, AMOUNTS; RECEIPT; INTEREST -

- (a) No utility shall require a cash deposit to establish or re-establish service in an amount in excess of two-twelfths of the estimated charge for the service for the ensuing twelve months; and, in the case of seasonal service, in an amount in excess of one-half of the estimated charge for the service for the season involved. Each utility, upon request, shall furnish a copy of these Rules to the applicant for service or customer from whom a deposit is required, and such copy shall contain the name, address, and telephone number of the Commission.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.2 Deposits (Continued)

Rule R12-4. DEPOSIT; AMOUNT; RECEIPT; INTEREST - (Continued)

- (b) Upon receiving a cash deposit, the utility shall furnish to the applicant for service or customer, a receipt showing: (i) the date thereof; (ii) the name of the applicant or customer and the address of the premises to be served or served; (iii) the service to be furnished or furnished; and (iv) the amount of the deposit and the rate of interest to be paid thereon.
- (c) Each utility shall pay interest on any deposit held more than ninety (90) days at the rate of eight per centum per annum. Interest on a deposit shall accrue annually and, if requested, shall be annually credited to the customer by deducting such interest from the amount of the next bill for service following the accrual date. A utility shall pay interest on a deposit beginning with the 91st day after it is collected and continuing until such deposit is lawfully tendered back to the customer by first class mail, or to his legal representative or until it escheats to the State, with accrued interest.

Rule R12-5. REFUND OF DEPOSIT -

- (a) Upon discontinuance of service, the utility shall promptly and automatically refund the customer's deposit plus accrued interest, or the balance, if any, in excess of the unpaid bills for service furnished by the utility. A transfer of service from one premises to another within the service area of the utility shall not be deemed a discontinuance within the meaning of these Rules.

On one stated date each calendar year, each utility company shall review its customer deposit accounts and shall automatically refund the deposit of any customer who has paid his bills for service for the preceding twelve consecutive bills without having had service discontinued for non-payment of bill or had more than two occasions in which a bill was not paid when it became due, and the customer is not then delinquent in the payment of his bills.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.2 Deposits (Continued)

Rule R12-5. REFUND OF DEPOSIT - (Continued)

- (b) The utility shall promptly return the deposit, plus accrued interest, at any time upon request, if the customer's credit has been otherwise established in accordance with Rule R12-2 of these Rules.
- (c) At the option of the utility, a deposit, plus accrued interest, may be refunded, in whole or in part, at any time earlier than the times hereinabove prescribed in this Rule.

Rule R12-6. RECORD OF DEPOSIT -

Each utility holding a cash deposit shall keep a record thereof until the deposit is refunded. The record shall show:

- (a) the name and current billing address of each depositor;
- (b) the amount and date of the deposit; and
- (c) each transaction concerning the deposit.

Rule R12-7. APPEAL BY APPLICANT OR CUSTOMER -

Each utility shall direct its personnel engaged in initial contract with an applicant for service or customer, seeking to establish or re-establish credit under the provisions of these Rules, to inform him, if he expresses dissatisfaction with the decision of such personnel, of his right to have the problem considered and acted upon by supervisory personnel of the utility. Each utility shall further direct such supervisory personnel to inform such an applicant or customer, who expresses dissatisfaction with the decision of such supervisory personnel and requests governmental review, of his right to have the problem reviewed by the Commission and shall furnish him the name of the Commission official to be contacted and his address and telephone number. Any customer who is not satisfied as to his deposit requirement by informal complaint to the Commission may file a written complaint with the Commission to be served on the utility under the procedure of Rule R1-9.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.2 Deposits (Continued)

Rule R12-8. DISCONTINUANCE OF SERVICE FOR NON-PAYMENT -

No utility shall discontinue service to a customer for non-payment of bill without first having diligently tried to induce the customer to pay the same and until after at least five (5) calendar days written notice of discontinuance of service to the customer. The written notice may be given by first class mail, or by other delivery to the premises served, or by other legal means of service of process, and the five (s) days notice period shall begin to run from the day following deposit of the notice in the post office or from the day of otherwise delivery of the notice to the premises served, or from the day of other legal service. Provided, however, that in the case of any customer who has a record of abuse of or excessive use of metered or toll service for which the customer's deposit would not furnish security for such five (s) day notice period, service may be discontinued after 24-hour notice. A report of all such service disconnections made on such a 24-hour notice under this proviso shall be filed with the Utilities Commission within thirty (30) days after the discontinuance of service.

NORTH CAROLINA UTILITIES COMMISSION
CHAPTER 12
BILLING PROCEDURE RULE

RULE R12-9.

- (a) Declaration of policy. No "penalties", "discounts" or "net-and-gross" rate differentials shall be imposed upon North Carolina consumers served by public utilities subject to the jurisdiction of this Commission, for the reason that those rate differentials are confusing and misleading, and the monthly rates of 5% or 10% heretofore charged are arbitrary and unreasonable. This Commission recognizes, however, that there are interest, finance, or service costs directly attributable to customers who excessively delay payment of utility bills, and considers that it is appropriate for a utility to attempt to recoup a portion of those costs by applying such interest, finance or service charges as may be reasonable and lawful.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.2 Deposits (Continued)

Rule R12-9 (Continued)

- (b) Billing date - All bills for utility services are due and payable as of the billing date, or if not received by said billing date, upon receipt. The billing date shall be printed on the bill and the bill shall be placed, postage prepaid, in the U. S. Mail (or if the mail is not used, delivered to the customer) prior to or no later than the billing date.
- (c) Past due or delinquent bills - The past due or delinquent date is the first date upon which the utility may initiate disconnect proceedings under N.C.U.C. Rule R12-8. The past due or delinquent date shall be disclosed on the bill and shall be not less than fifteen (15) days after the billing date. In the event the utility fails to place the bill in the mail (or deliver it as in paragraph (b) above) prior to or on said billing date, the consumer shall have the right to require that the utility adjust the billing date by the number of days by which the postmark (or delivery as in paragraph (b) above) exceeds the original billing date.
- (d) Finance charges - No interest, finance, or service charge for the extension of credit shall be imposed upon the consumer or creditor if the account is paid within twenty-five (25) days from the billing date. No utility shall apply a late payment, interest, or finance charge to the balance in arrears at a rate of more than 1% per month. The bill shall clearly state the interest rate or the amount that would be due if not paid within the allowed amount of time, including the interest, finance or service charge. All utilities which are required to file tariffs or product guides, and which apply an interest, finance, or service charge must file tariff or product guide provisions to that effect. All utilities must apply the appropriate interest, finance, or service charge on a uniform basis.

NOTE: Refer to S2.5.3.g for the provision on Late Payment Charge.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.2 Deposits (Continued)

Rule R12-9 (Continued)

- (e) Acceleration of last due or delinquent date in rare cases and with good cause. If a utility with good cause determines that the credit rating of a customer has been jeopardized by unusually extensive use of a metered or toll service, such as long distance telephone service, or by other factors which indicate the likelihood that the customer cannot pay his outstanding bill, and for which the customer's deposit, if there be one, does not furnish adequate security, the utility may accelerate the past due or delinquent date and proceed with disconnect procedures under N.C.U.C. Rule R12-8; provided, however, that it must state to the customer in writing its cause for so doing and file a copy of said statement with the Commission.

EFFECTIVE: August 1, 2022

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)S2.5.3 Payment of Service

- a. All charges due by the customer are payable at the Company's Business Office or at any agency duly authorized to receive such payments. If objection in writing is not received by the Company within thirty days after the bill is rendered, the account shall be deemed correct and binding upon the customer.
- b. The customer shall pay monthly, in advance or on demand, all charges for service and equipment and shall pay on demand all charges for long distance service. The customer is responsible for payment of all charges for services furnished the customer including charges for service originated or charges accepted at the customer's station.
- c. Failure to receive a bill does not relieve the customers of the responsibility for payment in accordance with the provisions set forth herein.
- d. Should service be suspended for non-payment of charges as stated in Rules R12-8 and R12-9 preceding, restoration of service charge will apply as specified in Section 4.5 of this Product Guide.
- e. In its discretion, the Company may restore or reestablish service which has been suspended or disconnected for non-payment or charges, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service for non-payment of any such or other charges due and unpaid or for the violation of the provisions of this Product Guide; nor shall the failure to suspend or disconnect service for non-payment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for non-payment of such account or of any other past due account.
- f. A return check charge as specified in Section 4 of this Product Guide will be applied to each dishonored check received. Regulations contained in this Product Guide regarding suspension or discontinuance of telephone service will remain applicable.
- g. Late Payment Charge applies to each subscriber's bill (including amounts billed in accordance with the Company's Billing and Collection Services) when any undisputed portion of a previous month's bill has not been paid in full by the subsequent billing date.

Residence - A late payment charge of 1.5 percent or \$9.00 (whichever is greater) of the unpaid balance.

Business - A late payment charge of 1.5 percent plus \$14.00 of the unpaid balance.

(l)

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.4 Allowance for Interruptions

- a. Customers experiencing an outage of service other than interexchange private line service, exceeding 24 hours will receive a credit allowance as provided in b. following, and a Service Performance Guarantee credit as provided in S2.5.6 following.
- b. When the use of service or facilities furnished by the Company 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 of the fixed monthly charges involved will be allowed, upon request of the customer, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this Product Guide. For the purpose of administering this regulation, every month is considered to have thirty days.
- c. When service utilizing Series 5000 channels is interrupted for a period of two hours or more, credit is allowed for the portion of the service affected by the interruption, in hourly multiples for each hour or major fraction thereof, of interruption as follows:
 - (1) For items other than Base Capacity, credit is allowed in the proportion that the period of interruption bears to the hours in a month.
 - (2) For each of the types of Base Capacity, credit is computed separately for each two-point section affected.
 - (a) Where the Base Capacity is furnished for use as a single channel, credit is allowed as in (1) preceding.
 - (b) Where the Base Capacity is furnished for use as individual channels of lesser individual capacity.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.4 Allowance for Interruptions (Continued)

c. (Continued)

(2) (Continued)

(b) (Continued)

1. If the equivalent voice grade channels interrupted in a section are less than 50% of the total equivalent voice grade channels arranged for use in the section, no credit is allowed.
 2. If the equivalent voice grade channels interrupted in a section are 50% or more of the total equivalent voice grade channels arranged for use in the section, credit is allowed as in (1) preceding.
- d. For service utilizing interexchange channels other than Series 5000 channels, no credit is allowed for interruption to service of less than thirty minutes. Interruptions of thirty minutes or over are credited to the customer at the proportionate monthly charge in half-hour multiples for each half-hour or major fraction thereof of interruption.
- e. Long distance message telecommunications service furnished at the customer's request, when his service utilizing an interexchange channel is interrupted is charged for at the regular rates for long distance message telecommunications service.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.5 Provision for Certain Local Taxes and Fees

If a municipality or political subdivision collects or receives any payment or payments or any telephone service without charge or at reduced rates from the Company for or by reason of the use of the streets, alleys or public places of a municipality or political subdivision or for or by reason of the operation of the Company's business or any portion or phase thereof in the municipality or political subdivision or by reason of an agreement between the municipality or political subdivision and the Company, whether such payments or such service be called a license, occupational, privilege, franchise or inspection tax or fee or otherwise, or whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits or other facilities or otherwise, the aggregate amount of such payments and such service will be billed, insofar as practical, pro rata to the exchange customers within such municipality or political subdivision, provided, however, the foregoing shall not apply to any such payment or payments or to any such telephone service without charge or at reduced rates during the term of any agreement or arrangement now in effect.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.6 Service Performance Guarantee

a. Business

- (1) If a business customer requests installation or repair of Company-owned facilities used to provide exchange, message toll, private line or enhanced services offered under this Product Guide and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00. One \$100.00 credit per order or trouble report will be applied to the customer's bill for the affected GTE South services.
- (2) Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.
- (3) Credit will be provided in accordance with the above conditions at the request of the customer. At the customer's option, the Service Performance Guarantee will either appear as a \$100 credit on the customer's bill or a prepaid debit calling card, with a value of \$100, will be mailed to the customer.
- (4) Credit will be extended in accordance with the above conditions only for installation or restoration of exchange, private line, message toll, or enhanced services or for installation or repair of Company-owned facilities used to provide those services.
- (5) The credit will not apply to "out of service" conditions resulting from:
 - (a) Willful neglect, misuse or abuse by the customer.
 - (b) Problems in the customer's premises equipment or in the customer's inside wire.
 - (c) Natural disasters, labor difficulties, governmental orders, civil commotions, general network failure, cable cuts affecting more than 5% of the Company's customers or circumstances beyond the control and/or knowledge of the Company.
 - (d) Temporarily or permanently discontinued service due to nonpayment of bills.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.6 Service Performance Guarantee (Continued)

b. Residence

- (1) If a residence customer requests installation or repair of Company-owned facilities used to provide service offered under this Product Guide, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00. One \$25.00 credit per order or trouble report will be applied to the customer's bill for the affected Frontier services.
- (2) Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.
- (3) Credit will be provided in accordance with the above conditions at the request of the customer. At the customer's option, the Service Performance Guarantee will either appear as a \$25 credit on the customer's bill or a prepaid debit calling card, with a value of \$25, will be mailed to the customer.
- (4) Credit will be extended in accordance with the above conditions only for installation or repair of Company-owned facilities used to provide services offered in accordance with this Product Guide.
- (5) The credit will not apply to "out of service" conditions resulting from:
 - (a) Willful neglect, misuse or abuse by the customer.
 - (b) Problems in the customer's premises equipment or in the customer's inside wire.
 - (c) Natural disasters, labor difficulties, governmental orders, civil commotions, general network failure, cable cuts affecting more than 5% of the Company's customers or circumstances beyond the control and/or knowledge of the Company.
 - (d) Temporarily or permanently discontinued service due to nonpayment of bills.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.7 Optional Payment Plan

a. Channel Services Payment Plan

(1) General

- (a) The regulations specified herein are applicable to specific facilities as indicated in the appropriate sections of this Product Guide for channel services.
- (b) Facilities furnished under the Channel Services Payment Plan (CSPP) are subject to all general regulations applicable to the provision of service by the Company as stated elsewhere in this Product Guide except as noted herein.
- (c) The CSPP is a payment plan which allows customers to pay fixed or variable rates for channel service equipment and facilities over variable contractual payment periods. A specific monthly rate applies for the duration of each period.
 - 1. 36 month Term Payment Plan - payment periods may be selected from 24 months to 48 months in length, at 36 month rates and charges.
 - 2. 60 month Term Payment Plan - payment periods may be selected from 49 months to 72 months in length, at 60 month rates and charges.
 - 3. 84 month Term Payment Plan - payment periods may be selected from 73 months to 96 months in length, at 84 month rates and charges.

(2) Application of Rates and Charges

- (a) The monthly rate applicable at the time a customer subscribes to Channel Service under a CSPP is not subject to Company-initiated change during any optional payment period longer than one month.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.7 Optional Payment Plan (Continued)

a. Channel Services Payment Plan (Continued)

(2) Application of Rates and Charges (Continued)

- (b) In the event that all or any part of a service is disconnected at customer request prior to expiration of any selected payment period of greater than one month's duration, the customer will be required to pay a termination charge as stated in that service's section of this Product Guide.
- (c) When customers renew or change the length of their payment period, the rates applicable for the new period are those currently in effect at the time of the renewal or change in the length of the payment period. A service order charge will not be applicable for such renewals or changes to the payment period.
- (d) Recurring rates and installation, termination, service establishment, Service Connection and other nonrecurring charges apply according to the appropriate schedules for services offered as associated items to Channel Services, and are filed elsewhere in this Product Guide.
- (e) Customer request for inside moves of service will not affect the contract period.

(3) Additions

- (a) Facilities can be added to an existing system where capacity permits. New rates, charges and regulations as stated in the Channel Services section of the Product Guide, for any period available under CSPP, may be selected at the rates currently in effect for new customers at the time of the addition.
- (b) Termination charges for premature disconnection of added contractual services will apply as set forth under Disconnects.
- (c) Additions under CSPP are exempt from Company-initiated rate changes for all payment periods longer than one month.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.7 Optional Payment Plan (Continued)

- a. Channel Services Payment Plan (Continued)
 - (3) Additions (Continued)
 - (d) Installation, service order, service establishment, and any other nonrecurring charges, as specified in this Product Guide, will apply to the added channel services.
 - (4) Disconnects
 - (a) Facilities disconnected from a system prior to the expiration date of the payment period for such services will require termination charges for premature disconnection if applicable.
 - (b) The expiration date of the remaining facilities will not be affected.
 - (5) Moves of Equipment
 - (a) The appropriate nonrecurring charges for inside moves for items associated with channel services as specified in this and other Product Guides or Tariffs are applicable. This type movement will not affect the contract period.
 - (b) Inside moves of channel services provided under CSPP will be handled as provided for in each service's tariff or product guide.
 - (6) Requests for Changes in Length of Optional Payment Period
 - (a) Subsequent to the establishment of a contract with a CSPP period, and prior to the completion of that period, the existing payment period may be replaced by:
 - 1. A currently offered payment period at the current rates, with a length equal to or longer than the time remaining in the existing service agreement, subject to the following conditions:

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.7 Optional Payment Plan (Continued)

a. Channel Services Payment Plan (Continued)

(6) Requests for Changes in Length of Optional Payment Period (Continued)

(a) (Continued)

1. (Continued)

- No credit will be given for payments made during the formerly selected period.
- The new payment period begins with the date requested.
- No termination charge applies for the remaining portion of the former payment period.
- Nonrecurring charge will not be reapplied.
- A service order charge will not apply.

2. A currently offered payment period at the current rates, with a length shorter than the time remaining in the existing service agreement, subject to the following conditions:

- No credit will be given for payments made during the formerly selected period.
- The new payment period begins with the date requested.
- A termination charge applies for the remaining portion of former payment period.
- Nonrecurring charges will not be reapplied.
- A service order charge will not apply.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.7 Optional Payment Plan (Continued)

a. Channel Services Payment Plan (Continued)

(7) Renewal Options

(a) The customer has the following renewal options:

1. Prior to completion of the current payment period, any period available under the CSPP may be selected at the rates in effect for new customers at the time of the renewal. The customer will be charged the current rate for the newly selected payment period, commencing the day following completion of the prior payment period.
2. Service may be continued on a month-to-month basis at the current rate for the one-month payment period, unless otherwise specified in this Product Guide. The customer has no additional service commitment and, consequently, when service is terminated will not be subject to any termination charge. The one month service will be subject to Company-initiated rate adjustments when approved by the regulatory authority.
3. If the customer does not elect an additional payment period or does not request discontinuance of service, service will be continued at the monthly rate currently in effect for the month-to-month payment rate, under the terms specified in 2. preceding.

(b) Service connection charges are not applicable for services renewed under the CSPP. Any new services added at the time of renewal will be subject to all appropriate service connection charges and other nonrecurring charges.

(c) The Company may discontinue or change any or all renewal options with approval of the appropriate regulatory authority.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.7 Optional Payment Plan (Continued)

a. Channel Services Payment Plan (Continued)

(8) Transfer of Service

- (a) Service may be transferred to a new customer at the same location upon prior written concurrence by the new customer as specified in this Product Guide. The new customer will be subject to all provisions and equipment configurations currently in effect for the previous customer. Regulations concerning transfer of service between customers as stated in other sections of this Product Guide also apply under CSPP.

(9) Deferred Payment

- (a) Payment of nonrecurring charges for channel services with contract payment plans may be deferred over the length of the customer's payment period or a shorter period (in annual increments) subject to the conditions specified in this paragraph.

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

Nonrecurring Charges
Service Establishment

2. The customer may select a payment period longer than one month.
3. The total amount of nonrecurring charges as defined in (9)(a)1. may be deferred.
4. The minimum amount deferrable per CSPP Contract is \$4,000.00.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.7 Optional Payment Plan (Continued)

a. Channel Services Payment Plan (Continued)

(9) Deferred Payment (Continued)

(a) (Continued)

5. Interest on deferred amounts will be calculated at the rate set forth in the deferred payment agreement executed by the customer. The interest rate to be charged on deferred payments will be 10.5% on an annual percentage rate basis. If, in the judgment of the Company, this interest rate allowed by law is insufficient to cover the costs of providing the deferred payment option, the Company will suspend, subject to the approval of appropriate regulatory authority, the availability of said option until such time as the costs of providing said option can be recovered through the application of this interest rate. Suspension of the deferred payment option will not affect customers who have executed a deferred payment agreement prior to the effective date of such suspension.
6. The deferred charges (including interest) will be prorated on a monthly basis over the selected deferral period length.
7. All deferred charges must be paid in full when the customer:
 - Selects a payment period with an expiration date prior to the expiration date of the deferral period.
 - Disconnects service, for the system, prior to expiration of the selected deferral period.
 - Fails to pay a monthly amount within 30 days of its due date.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.7 Optional Payment Plan (Continued)

a. Channel Services Payment Plan (Continued)

(9) Deferred Payment (Continued)

(a) (Continued)

8. The customer may prepay only the total outstanding deferred charges at any time during the selected deferral period. Customer will be given a credit for the amount of unearned interest. Customer may not prepay less than the total of the outstanding deferred charges.

(10) Prepayment

- (a) For payment periods longer than one month, the customer may prepay the total outstanding recurring monthly rates. The prepayment of monthly rates in no way constitutes a purchase and the Company retains full ownership of all services covered by the prepayment. The following conditions apply:

1. Customers who prepay six months or more will have an allowance applied. The prepayment interest rate will be 10.5% on an annual percentage rate basis.
2. Monthly rates for all services covered by a single Letter of Election must be prepaid. Monthly rates must be prepaid for services added subsequently and placed on the same Letter of Election (i.e., customer-elected coterminous option) with a prepaid system.
3. Customers who change the length of a prepaid payment period will be credited any unused portion of the prepayment, subject to termination charges as specified in S2.5.7a.(10) (a)4.
4. Customers who prematurely disconnect will have termination charges deducted from the prepaid amount and any balance credited to their bill.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.5 Payment Arrangements and Credit Allowances (Continued)

S2.5.8 Residence Retention and Reconnect Offer

Verizon South Inc. may offer residence customers who contact the company to disconnect their telephone service or change their local service from another provider to Verizon, a one-time benefit of either \$25 or \$50 to remain or reconnect with Verizon. This benefit may either take the form of a gift card or bill credit.

Eligible customers who have been identified as a customer likely to disconnect based upon criteria determined by the company may receive the \$25 benefit.

Eligible customers who are responding to a Verizon direct mailing, advertisement, or other Verizon marketing activity, may receive the \$50 benefit.

The offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.

The offers are not available to customers disconnecting dial tone service for seasonal service.

Verizon will not contact former customers until at least 7 days after termination of service.

The offers are limited to one per customer and cannot be combined with any other offers except as authorized by Verizon.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.6 Liability of the Company

S2.6.1 Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, preemptions, delays, errors or defects in transmission or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, preemptions, delay, error or defect in transmission or defect or failure in facilities occurs. The Company has no liability for damages caused by the negligence of the customer.

S2.6.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with this Company's facilities in establishing connections to points not reached by this Company's facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

S2.6.3 Indemnifying Agreement

The Company shall 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 of omission of the customer in connection with the facilities provided by the Company.

S2.6.4 Errors in Telephone Directories

The Company assumes no liability for damage claimed on account of errors or omission from its directories and, in accepting listings as prescribed by applicants or customers, will not assume responsibility for the result of their publication in the directory.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.6 Liability of the Company (Continued)

S2.6.5 Period for the Presentation of Claims

The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within sixty days after the alleged delinquency occurs.

S2.5.6 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 or employees of the Company.

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.7 Customer Premises Inside Wiring

S2.7.1 General

- a. Customer Premises Inside Wire is defined as that wire, including connectors, blocks and jacks, within a customer's premises that extends between the termination of the Exchange Service Line at the Demarcation Point and those standard jack locations on the customer's premises to which terminal equipment can be connected for access to the Exchange Service Line.
- b. The demarcation point is provided as part of the Exchange Service Line, WATS or Private Line Services. If a Network Interface Device (NID) is employed as the demarcation point, this NID will normally be installed outside the customer's building at a location determined by the Company which is accessible to the customer. If the NID is installed inside a customer's building due to customer request, and not at the initiative of the Company, charges will apply as specified in Section 4 of this Product Guide. The normal location of the NID is in close proximity to where the Company facilities attach to the customer's building, wherever practicable.
- c. When a NID is installed at the customer's request on existing service, a Subsequent Service Order charge and a Premises Visit charge will apply as covered in Section 4 of this Product Guide.

S2.7.2 Responsibility of the Customer

- a. The installation and maintenance of Customer Premises Inside Wire is the sole responsibility of the customer.
- b. The customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or the customer's agent that may result from any installation or maintenance activity undertaken by that customer or the customer's agent.
- c. The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer's premises inside wire activity.

EFFECTIVE: September 27, 2023

S2. GENERAL REGULATIONS

S2.7 Customer Premises Inside Wiring (Continued)

S2.7.3 Violation of Regulations

- a. Where Customer Premises inside Wire is found to be causing network related harm, the Company will promptly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.
- b. It is the customer's responsibility to discontinue such use and correct the situation causing the network harm.
- c. Failure of the customer to discontinue such use or to correct the problem will result in suspension of the customer's service until such times as corrections are made.

S2.8 Special 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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EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.9.1 Provision of Network Interface Devices

The following rules will apply to new installations for telephone service using Network Interface Device (NID).

- a. All wiring on the customer's premises that is connected to the telephone network shall connect to the Telephone Company network through the Telephone Company provided NID.
- b. Maintenance of the NID shall be the responsibility of the Telephone Company.
- c. For one and two line installation in single or duplex, residence or business structures, the NID will normally be located outside the customer's premises or inside at the customer's request. If the customer requests an inside location or an alternate inside or outside location from that determined by the Company, the additional costs to the Company to accommodate the customer's request will be charged to the customer as shown in S4.5.6.a.(2).
- d. The termination of all Telephone Company network facilities, including the NID in multi-story, multi-occupancy buildings will normally terminate inside the building at the point of minimum penetration to the building at a location determined by the Company which is accessible to the customer. Normally, the location will be the same location as the termination for riser house, or building distribution cable. If an alternate location is requested by the customer, and not at the initiative of the Company, the charges outlined in Section 4 will apply.
- e. The Telephone Company shall instruct the customer of the location, purpose and use of the NID.

EFFECTIVE: May 1, 2023

S2. GENERAL REGULATIONS

S2.10 Road Work Recovery Surcharge

S2.10.1 General

This charge is for the recovery of costs for moving or relocating network facilities or infrastructure changes requested by the City, County, State or Federal authorities, or any other government entity of any kind. The charge will apply to end user accounts who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs/product guides. The surcharge will be billed monthly per account.

S2.10.2 Regulations

Surcharge will be assessed at the time of billing.

There will be no proration of charges.

There will be no discounts for vacation, seasonal or temporary suspension of service.

S2.10.3 Rates

	<u>Monthly Rate Per Account</u>	
Business	\$2.00	(l)
Residence	\$2.00	(l)

EFFECTIVE: November 18, 2014

S2. GENERAL REGULATIONS

S2.11 Change of Local Service Provider

a. Authorized Change of Local Service Provider Charges

- (1) If an end-user authorizes a change in his/her local service provider and subsequently requests that the Company reestablish the customer's service(s) as such service existed prior to the authorized change, then at such time as the customer's service(s) is reestablished the end-user will be assessed the nonrecurring service charges for a new service as specified in the Company's "NC Product Guide No. 1", Section 4.
- (2) In addition, the terms and conditions normally associated with a request for new service, as specified in the Company's "NC Product Guide No. 1", Sections 1 and 2 will apply. The Company will make every reasonable effort to ensure that there is no lapse in the customer's service.

b. Unauthorized Change of Local Service Provider (Slamming) Charges

- (1) If an end-user denies authorizing a change in his/her local service provider, as submitted by the alleged unauthorized local service provider, then the alleged unauthorized local service provider will be assessed the nonrecurring service charges, as specified in the Company's "NC Product Guide No. 1", Section 4, to restore the customer's service(s) as they existed prior to the alleged unauthorized change, including the customer's PIC and LPIC choices.
- (2) In accordance with the Federal Communications Commission's Slamming Liability Rules in CC Docket 94-129, if an alleged unauthorized local service provider is ultimately exonerated of liability, the alleged unauthorized local service provider is entitled to receive full payment from the end-user for all services provided. In such situations, any nonrecurring service charges assessed against the alleged unauthorized local service provider by the Company are subject to rebilling to the end-user by the alleged unauthorized local service provider.

EFFECTIVE: March 1, 2018

S3. BASIC LOCAL EXCHANGE SERVICE

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FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
NORTH CAROLINA

SECTION 3
Original Page 1

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.1 General

- a. Local exchange service rates in this Product Guide are identified with Frontier Communications of the Carolinas LLC.

The rates are the combination of the Local Exchange Service Line rate and the Multi-Area Calling Plan usage rates where applicable.

S3.2 Local Exchange Service Line

S3.2.1 General

- a. Exchange Service Areas for each exchange are identified on maps retained by Frontier and are available at the local Business Office. The Research Triangle Park service area is designated on the Durham Exchange service area map.
- b. The rates for service and equipment not specifically shown in this section are presented in other sections of this Product Guide.
- c. Local exchange service rates, do not include the provision of a telephone set.
- d. Rates specified in Section S20 of this Product Guide apply for basic local exchange service which is extended by the customer to patrons of hotels and motels or to occupants of time share or condominium complexes serving primarily transient tenants. The rates for Multi-Area Calling in S3.4.2 are also applicable to Sharing and Resale of Telephone Service customers.

EFFECTIVE: May 1, 2024

S3. BASIC LOCAL EXCHANGE SERVICE

S3.2 Local Exchange Service Line (Continued)

S3.2.2 Flat Rate Service – Month-to-Month

The rates specified herein entitle customers to an unlimited number of messages to all stations bearing the designation of central offices within the serving exchange and the additional exchanges as shown in Section S3.4.1, Local Calling Areas.

<u>Exchange</u>	<u>Business</u>			<u>Residence</u>		
	<u>Ind. Line</u>	<u>Manual Access Line</u>	<u>Automatic Access Line</u>	<u>Ind. Line</u>	<u>Manual Access Line</u>	<u>Automatic Access Line</u>
Altan	\$58.50	\$58.50	\$61.00 (l)	\$23.30	\$23.30	\$21.50
Creedmoor	58.50	50.50	61.00	23.30	23.30	24.83
Durham *	58.50	50.50	61.00	23.30	23.30	23.59
Goose Creek	58.50	50.50	61.00	23.30	23.30	21.50
Monroe	58.50	58.50	61.00 (l)	23.30	23.30	21.50

* Refer to S3.3 for applicable monthly rates for the Frontier Research Triangle Park.

Refer to S3.4.2 for Multi-Area Calling Plan.

EFFECTIVE: February 24, 2019

S3. BASIC LOCAL EXCHANGE SERVICE

S3.2 Local Exchange Service Line (Continued)

S3.2.3 Term Contract Pricing - Business

Term Contract Pricing (TCP) provides optional term discounts for business customers who order eligible services under TCP. Eligible services under TCP are business flat rate access local exchange lines and local exchange PBX trunks. TCP is offered in all local exchange rate groups and provides for one or three-year terms.

All rules, regulations, fees and surcharges normally applicable to eligible services apply. Central Office Line Connection Work charges found in S4.3 are included and will not apply separately for any lines subscribed under TCP. The Line Hunt charge found in Section 12 is included in the monthly rate and should not be charged separately for each line subscribed under TCP.

The customer agrees that by ordering and subscribing to a term agreement for business dial tone telephone services, Frontier shall waive the line connection charges on said order, where applicable. The customer further agrees that should said services be discontinued within the first 12 months of the contract start date, the customer shall repay the original waived charges as an early termination penalty, in addition to 25% of the monthly line charge, for the number of months remaining in the agreement.

To qualify, the customer subscribing to the TCP must commit to an oral or written service agreement as prescribed by Frontier, establishing the term period and rate in effect at the time the customer enters into the service agreement.

Upon expiration of a service agreement, the service will automatically be billed at the monthly rates in effect at the time the service agreement expires, as set forth in S3.2.2 of this Product Guide, unless a new service agreement is negotiated.

When a TCP customer moves service from one service location to another, and if the customer agrees to continue the service agreement at the new service location and retain local exchange access lines that equal or exceed the number of lines that were connected at the old service location, termination charges will not apply. If TCP is not available at the new service location, termination charges will apply.

In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section S2.4.16 of this Product Guide will apply.

Business Line Exchange including line hunt:

<u>Exchanges:</u>	<u>Business Lines</u>		<u>PBX Trunks</u>	
	<u>1 Year Term</u>	<u>3 Year Term</u>	<u>1 Year Term</u>	<u>3 Year Term</u>
Altan	\$44.00 (I)	\$41.00 (I)	\$47.00 (I)	\$45.00 (I)
Creedmoor	44.00 (I)	41.00 (I)	47.00 (I)	45.00 (I)
Durham	44.00 (I)	41.00 (I)	47.00 (I)	45.00 (I)
Goose Creek	44.00 (I)	41.00 (I)	47.00 (I)	45.00 (I)
Monroe	44.00 (I)	41.00 (I)	47.00 (I)	45.00 (I)
Frontier Research Triangle Park (Frontier RTP)	52.00 (I)	50.00 (I)	56.00 (I)	54.00 (I)

EFFECTIVE: May 1, 2024

S3. BASIC LOCAL EXCHANGE SERVICE

S3.3 Local Exceptions

**S3.3.1 Frontier Research Triangle Park (Frontier RTP)
(Restricted to business service only)**

- a. The Research Triangle Park is provided service by two local exchange companies (LECs). The customer's physical location within the Research Triangle Park determines which LEC he/she will be served by. For the purposes of this Product Guide, Frontier Research Triangle Park (Frontier RTP¹) refers to service provided by this Company to only business customers located in the geographic area in the Durham exchange defined as Research Triangle Park. Unless otherwise specified in this Product Guide, references to the Durham exchange include Frontier Research Triangle Park and the services, rates, regulations, terms and conditions specified for the Durham exchange also apply for the Frontier Research Triangle Park.

Refer to Attachment A of the Durham exchange service area map, for a map of the area designated as Frontier Research Triangle Park.

- b. The Frontier Research Triangle Park basic local exchange service rates entitle business customers to an unlimited number of calls placed to the exchanges identified in Section S3.4.1.c.
- c. Month-to-Month Rates

The following monthly rates are applicable for business customers who are physically located in the Frontier Research Triangle Park. All other rates, charges, and regulations specified elsewhere in this Product Guide are also applicable for the Frontier Research Triangle Park business customers.

	<u>Individual Line</u>	<u>Manual Access Line</u>	<u>Automatic Access Line</u>
Month-to-Month Rate	\$54.00	\$54.00	\$69.00 (I)

Note 1: In this Product Guide, references to RTP or Research Triangle Park Service Area are intended to specify the Frontier Research Triangle Park (Frontier RTP) as described in this Section.

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.3 Local Exceptions (Continued)S3.3.2 **Raleigh Border Plan**
(See Note)

- a. Frontier will offer to their Durham Exchange area customers (Business and Residence) the following two local calling options.

A Wake County or Raleigh city resident, who receives local telephone service from Frontier via its Durham Exchange may select either the "Durham" option, referred to as the Multi-Area Calling Plan, or the "Raleigh Border Plan" option, as their local calling area. Only one option per household/service address is permitted. Wake County or Raleigh city resident customers must choose either the Multi-Area Calling Plan option or the Raleigh Border Plan option for all lines terminated at the service address.

- (1) Durham Exchange customers who reside within Wake County or Raleigh city and who select the "Durham" option (Multi-Area Calling Plan) will have the exchanges identified in Section S3.4.1.a. as their local calling area.
 - (2) Durham Exchange customers who reside within Wake County or Raleigh city and who select the "Raleigh Border Plan" option (Raleigh Border Plan) will have the exchanges identified in Section S3.4.1.b. as their local calling area.
- b. The applicable monthly rates specified for the Durham Exchange in Section S3.2.2 of this Product Guide applies to customers choosing either option. Service charges will apply to existing customers who convert to the Raleigh Border Plan.

NOTE: Existing customers who currently receive local telephone service from Frontier will be required to change their existing telephone number if they select the Raleigh Border Plan. New customers selecting the Raleigh Border Plan option will be assigned the correct NXX, i.e. 293, designated for the Raleigh Border Plan.

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.4 Local Calling Areas

S3.4.1 Local Calling Areas by Exchange

a. Durham Exchange customers with Multi-Area Calling Plan

Durham Exchange business and residence customers are entitled to an unlimited number of unmeasured local calls to his/her "Home Exchange" and to the "Additional Exchanges" (middle column) listed below. Local calls placed to the "Multi-Area Exchanges" (listed in the right column) are billed Multi-Area Usage Rates, as specified in S3.4.2.f. and g. of this Product Guide.

<u>Home Exchange</u>	<u>Additional Exchanges</u>	<u>Multi-Area Exchanges</u>	<u>Distance Bands</u>
Durham (All NXXs except 293)	Bell	Apex	B
	Creedmoor/Butner	Cary	B
	Pittsboro	Chapel Hill	A
	Raleigh-Durham Airport	Durham NXX293	B
	Roxboro	Fuquay-Varina	B
	Timberlake	Hillsborough	A
	Frontier RTP	Knightdale	B
		Raleigh/Garner	B
		Wake Forest	B
		Wendell	B
		Zebulon	B

b. Durham Exchange customers with Raleigh Border Plan

Durham Exchange business and residence customers who select the Raleigh Border Plan (NXX-293) are entitled to an unlimited number of unmeasured local calls to his/her "Home Exchange" NXX-293 designation and to the "Additional Exchanges" (middle column) listed below. Local calls placed to the "Multi-Area Exchanges" (listed in the right column) are billed Multi-Area Usage Rates, as specified in Section S3.4.2.f. and g. of this Product Guide.

<u>Home Exchange</u>	<u>Additional Exchanges</u>	<u>Multi-Area Exchanges</u>	<u>Distance Bands</u>
Durham NXX 293	Apex	Chapel Hill	B
	BellSouth RTP	Durham (All NXXs except 293)	B
	Cary	Hillsborough	B
	Creedmoor/Butner		
	Fuquay-Varina		
	Knightdale		
	Raleigh/Durham Airport		
	Raleigh/Garner		
	Frontier RTP		
	Wake Forest		
	Wendell		
	Zebulon		

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.4 Local Calling Areas (Continued)

S3.4.1 Local Calling Areas by Exchange (Continued)

c. Frontier Research Triangle Park Business Customers

Frontier Durham Research Triangle Park (Frontier RTP) business customers served from the Research Triangle Park Central Offices are entitled to an unlimited number of unmeasured local calls to his/her "Home Exchange" and to the "Additional Exchanges" (middle column) listed below. Local calls placed to the "Multi-Area Exchanges" (listed in the right column) are billed Multi-Area Usage Rates, as specified in S3.4.2.f. and g. of this Product Guide:

<u>Home Exchange</u>	<u>Additional Exchanges</u>	<u>Multi-Area Exchanges</u>	<u>Distance Bands</u>
Frontier RTP	Apex BellSouth RTP Cary Chapel Hill Creedmoor/Butner Durham Fuquay-Varina Knightdale Pittsboro Raleigh-Durham Airport Raleigh/Garner Roxboro Timberlake Wake Forest Wendell Zebulon	Hillsborough	A

d. Creedmoor/Butner Exchange customers with Multi-Area Calling Plan

Creedmoor/Butner Exchange business and residence customers are entitled to an unlimited number of unmeasured local calls to his/her "Home Exchange" and to the "Additional Exchanges" (middle column) listed below. Local calls placed to the "Multi-Area Exchanges" (listed in the right column) are billed Multi-Area Usage Rates, as specified in S3.4.2.f. and g. of this Product Guide.

<u>Home Exchange</u>	<u>Additional Exchanges</u>	<u>Multi-Area Exchanges</u>	<u>Distance Bands</u>
Creedmoor/ Butner	BellSouth RTP Durham Durham NXX293 Oxford Raleigh-Durham Airport Raleigh/Garner Frontier RTP	Apex Cary Chapel Hill Fuquay-Varina Hillsborough Knightdale Wake Forest Wendell Zebulon	B B B B B B A B B

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.4 Local Calling Areas (Continued)

S3.4.1 Local Calling Areas by Exchange (Continued)

- e. Monroe, Altan, and Goose Creek Exchange customers with Extended Calling Service (ECS)

Monroe, Altan, and Goose Creek Exchange business and residence customers are entitled to an unlimited number of unmeasured local calls to his/her "Home Exchange" and to the "Additional Exchanges" (middle column) listed below. Local calls placed to the "Extended Calling Exchanges" (listed in the right column) are billed ECS Usage Rates, as specified in S3.4.3.f. and g. of this Product Guide.

<u>Home Exchange</u>	<u>Additional Exchanges</u>	<u>Extended Calling Exchanges</u>	<u>Distance Bands</u>
Altan	Goose Creek Hemby Bridge Indian Trial Marshville Matthews Monroe New Salem Waxhaw Wingate	Charlotte	A
Goose Creek	Altan Hemby Bridge Indian Trial Locust Marshville Matthews Monroe New Salem Waxhaw Wingate	Charlotte	A
Monroe	Altan Goose Creek Hemby Bridge Indian Trial Marshville Matthews New Salem Waxhaw Wingate	Charlotte	A

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.4 Local Calling Areas (Continued)

S3.4.2 Multi-Area Calling Plan

- a. The Multi-Area Calling Plan provides measured rate extended area local calling to the exchanges listed in S3.4.1. The Multi-Area Calling Plan is a permanent service offering per North Carolina Utilities Commission Docket No. P-55, Sub 952 dated May 17, 1994.
- b. The Multi-Area Calling Plan will be provided on all residence and business individual lines; automatic and manual access lines; foreign exchange lines; Public Telephone Access (PTAS) lines for customer provided coin telephone service and Customer-Owned Pay Telephone (COPT) Coin Line Service.
- c. The charges for Multi-Area Calling Plan shall be those shown in S3.4.2.f. and g. for the usage plus the applicable local exchange service line rates shown in S3.2.2 for Durham and Creedmoor; S3.3.1 for the Frontier Research Triangle Park and Section S9.1 for Foreign Exchange lines. Public Telephone Access Service (PTAS) will only be billed the rates shown in Section S7.1 of this Product Guide.

Customer-Owned Pay Telephone (COPT) Coin Line Service will only be billed the rates shown in Section S7.2 of this Product Guide.

Multi-Area Calling Plan calls placed via an Operator will be rated at the Multi-Area usage charges; however, the usage charges apply to the calling number not the billed number. The Operator Assisted Charges as specified in S3.7 of this Product Guide will apply to these calls.

The local Directory Assistance Service regulations and rates specified in Section S3.6 will apply for requests for telephone numbers within the expanded local calling area offered under the Multi-Area Calling Plan.

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.4 Local Calling Areas (Continued)

S3.4.2 Multi-Area Calling Plan (Continued)

- d. Multi-Area Calling Plan usage rate elements are defined as follows:
- (1) Call Connection - A charge applied to each completed outgoing call placed during the month.
 - (2) Minutes of Use - A charge per minute for duration of call. Minutes and fractions of minutes are accumulated monthly with only the monthly total for each band and discount period being rounded up to the next even minute.
 - (3) Distance - Band A relates to incremental Call Connection and Minutes of Use rates based upon interexchange mileage determined by measuring the airline distance between rate centers within the Multi-Area Calling Plan calling area, using the V&H coordinate procedure.

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.4 Local Calling Areas (Continued)

S3.4.2 Multi-Area Calling Plan (Continued)

- e. The Distance Bands associated with each exchange are as specified in Section S3.4.1.
- f. Usage Rates

The following Usage Rates are applicable to all exchange services except Public Telephone Access Service (PTAS) and Customer-Owned Pay Telephone (COPT) Coin Line Service. All Coin Telephone Service rates are shown in Section S7 of this Product Guide.

<u>Distance Bands</u>	<u>Airline Miles</u>	<u>Full Rate Period</u>	
		<u>Call Connection</u>	<u>Each Minute</u>
A	0 through 16	\$.00	\$.00
B	17 through 36	.06	.050

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.4 Local Calling Areas (Continued)

S3.4.2 Multi-Area Calling Plan (Continued)

- g. Time-of-Day Discounts and Periods - Applies to all exchange lines except Public Telephone Access Service (PTAS) and Customer-Owned Pay Telephone (COPT) Coin Line Service.

	<u>From</u>	<u>Up to but not Including</u>	<u>Discount</u>
Everyday 11:00 p.m.	8:00 a.m.	50%	
Saturdays, Sundays, and Certain Holidays (See Note 1)	8:00 a.m.	11:00 p.m.	50%

- h. Detail Billing

Where technical capability allows billing detail to be furnished, the billing detail includes: date of call, called telephone number, answer time, and length of call. Detail Billing may be requested with initial establishment of basic local exchange service. When Detail Billing is requested subsequent to the establishment of basic local exchange service, the customer must request Detail Billing at least 30 days in advance of the period for which detail is desired. No service order charges apply for establishment or discontinuance of Detail Billing. (See Note 2)

Detail Billing

Per customer bill, per month	\$.00
Charge per page of billing detail	.00

Note 1: Holiday discount applies on New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25).

Note 2: As ordered by NCUC in Docket No. P-55, Sub 952 on February 1, 1995.

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.4 Local Calling Areas (Continued)

S3.4.2 Multi-Area Calling Plan (Continued)

i. Rates for Hearing or Speech Impaired Persons

- (1) Calls within the Extended Local Calling Plan Area but outside the local calling area specified in Section S3.4.1 which are made by (a) individuals with a certified hearing or speech impairment, (b) agencies or businesses which assist or employ hearing or speech impaired persons, and (c) non-impaired persons who utilize a TDD or other non-voice equipment for communicating with hearing or speech impaired persons may qualify for a 50% discount, subject to the requirements in this Section S3.4.2.i.(4) through S3.4.2.i.(6) following.
- (2) Those individuals, agencies and businesses which are currently qualified through certification or application for discounted Multi-Area rates under the guidelines of this Product Guide automatically qualify for discounted rates as specified herein; no further certification or application is necessary.
- (3) Usage rates for qualified calls are 50% below the rates which would apply for standard time of day rates (including normal discounts). Surcharges for operator-assisted calls are not discounted.
- (4) Rates for certain Multi-Area calls are reduced for a residence or single-line business customer who meets the following requirements:
 - (a) The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication.
 - (b) The customer uses a telecommunications device for the deaf (TDD) or other non-voice equipment for telecommunications.
 - (c) The customer makes written application to the Company for the reduced TriWideSM rates.
 - (d) The customer designates to the Company one and only one telephone number associated with that customer's service and telecommunications device.
 - (e) The reduced rates apply for all TDD calls originated from the designated telephone number or associated credit card.

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.4 Local Calling Areas (Continued)

S3.4.2 Multi-Area Calling Plan (Continued)

i. Rates for Hearing or Speech Impaired Persons (Continued)

- (5) Rates for certain Multi-Area calls are reduced for an agency or business that assists or employs hearing or speech impaired persons under the following conditions:
 - (a) The agency or business provides non-voice telecommunications equipment (TDD) solely for the use of hearing or speech impaired persons or persons who communicate with hearing or speech impaired persons.
 - (b) The agency or business makes a one-time written application for eligibility to the Company for the reduced Multi-Area rates.
 - (c) The reduced rates are given as a credit on a subsequent bill.
 - (d) The reduced rates apply for all calls placed between TDD's.
- (6) Rates for certain Multi-Area calls are reduced for individuals equipped with TDD's for communicating with hearing or speech impaired persons under the following conditions:
 - (a) The customer uses a TDD or other non-voice equipment for communicating with other TDD's or non-voice equipment.
 - (b) The customer makes a one-time written application for eligibility to the Company for reduced Multi-Area rates.
 - (c) The reduced rates are given as a credit on a subsequent bill.
 - (d) The reduced rates apply for all calls placed between TDD's.

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.4 Local Calling Areas (Continued)

S3.4.3 Extended Calling Service (ECS)

- a. Extended Calling Service (ECS) provides measured rate extended area local calling to the exchanges listed in S3.4.1.
- b. Extended Calling Service will be provided on all residence and business individual lines; automatic and manual access lines; foreign exchange lines; Public Telephone Access (PTAS) lines for customer provided coin telephone service and Customer-Owned Pay Telephone (COPT) Coin Line Service.
- c. The charges for Extended Calling Service shall be those shown in S3.4.3.f. and g. for the usage plus the applicable local exchange service line rates shown in S3.2.2 for Altan, Goose Creek and Monroe; and Section S9.1 for Foreign Exchange lines. Public Telephone Access Service (PTAS) will only be billed the rates shown in Section S7.1 of this Product Guide. Customer-Owned Pay Telephone (COPT) Coin Line Service will only be billed the rates shown in Section S7.2 of this Product Guide.

ECS calls placed via an Operator will be rated at the ECS usage charges; however, the usage charges apply to the calling number not the billed number. The Operator Assisted Charges as specified in S3.7 of this Product Guide will apply to these calls.

The local Directory Assistance Service regulations and rates specified in Section S3.6 will apply for requests for telephone numbers within the expanded local calling area offered under ECS.

- d. Extended Calling Service usage rate elements are defined as follows:
 - (1) Call Connection - A charge applied to each completed outgoing call placed during the month.
 - (2) Minutes of Use - A charge per minute for duration of the call. Minutes and fractions of minutes are accumulated by each discount period on a monthly basis. Fractions of minutes, for each discount period, are rounded up to the next even minute.

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.4 Local Calling Areas (Continued)

S3.4.3 Extended Calling Service (ECS) (Continued)

d. (Continued)

(3) Distance - Band A relates to incremental Call Connection and Minutes of Use rates based upon interexchange mileage determined by measuring the airline distance between rate centers within the ECS calling area, using the V&H coordinate procedure.

e. The distance bands associated with each exchange are as specified in Section S3.4.1.

f. The local usage rates for Altan, Goose Creek and Monroe entitle customers to call NXXs bearing the exchange designation of Charlotte. Calls to additional exchanges of the Charlotte local calling area/extended area service (EAS) points are excluded from the ECS plan. The following usage rates apply to all exchange services except coin telephone service; rates for coin telephone service are shown in Section S7 of this Product Guide.

<u>Distance Band</u>	<u>Airline Miles</u>	<u>Full Rate Period</u>	
		<u>Call Connection</u>	<u>Each Minute</u>
A	0 through 40	\$.020	\$.050

g. The following time of day discounts and periods apply to all exchange lines except Public Telephone Access Service (PTAS) and Customer-Owned Pay Telephone (COPT) Coin Line Service.

	<u>From</u>	<u>Up to but not Including</u>	<u>Discount</u>
Everyday	11:00 p.m.	8:00 a.m.	50%
Saturdays, Sundays, and Certain Holidays (See Note 1)	8:00 a.m.	11:00 p.m.	50%

Note 1: Holiday discount applies on New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25).

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.4 Local Calling Areas (Continued)

S3.4.3 Extended Calling Service (ECS) (Continued)

h. Detail Billing

Where technical capability allows billing detail to be furnished the billing detail will include: date of call, called telephone number, answer time, and length of call. Detail Billing may be requested with initial establishment of basic local exchange service. When Detail Billing is requested subsequent to the establishment of basic local exchange service, the customer must request Detail Billing at least 30 days in advance of the period for which detail is desired. No service order charges apply for establishment or discontinuance of Detail Billing. (See Note 1)

Per customer bill, per month	\$.00
Charge per page of billing detail	.00

i. Rates for Hearing or Speech Impaired Persons

- (1) Calls within the Extended Calling Service area but outside the local calling area specified in Section S3.4.1 which are made by (a) individuals with a certified hearing or speech impairment, (b) agencies or businesses which assist or employ hearing or speech impaired persons, and (c) nonimpaired persons who utilize a TDD or other nonvoice equipment for communicating with hearing or speech impaired persons may qualify for a 50% discount, subject to the requirements in Section S3.4.2 of this Product Guide.
- (2) Those individuals, agencies and businesses which are currently qualified through certification or application for discounted ECS rates under Section S3.4.2 automatically qualify for discounted rates as specified herein; no further certification or application is necessary.
- (3) Usage rates for qualified calls are 50% below the rates which would apply without the discount. Surcharges for operator assisted calls are not discounted.

Note 1: As ordered by NCUC in Docket No. P-19, Sub 259 on February 1, 1995.

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.5 Employee Telephone Service

S3.5.1 General

- a. Upon approval, Employee Telephone Service is furnished at the rates below to active and pensioned employees of this Company.
- b. Service provided in accordance with a. above will be furnished only at one location and only when the telephone is located in the employee's residence. Such service will be furnished only at locations where the station is restricted to the use of the employee and members of his immediate family or other employees residing in the same household.

S3.5.2 Rates

- a. Employees of this Company will be furnished local telephone service at 50 percent (50%) of the regular monthly rates and nonrecurring service charges (NC).
- b. Pensioned employees shall continue to receive local telephone service from this Company at the employee rates in effect upon their retirement.
- c. Employee Telephone Service as provided in S3.5.1.a. above, will not be applicable to:
 - (1) Long distance message telecommunications service.
 - (2) Foreign exchange service.
 - (3) Temporary suspension of service.
 - (4) An employee who has his telephone number non-published or non-listed.
 - (5) Dial mobile telephone service.
 - (6) Directory Assistance Service.

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.6 Directory Assistance Service

S3.6.1 General

- a. The Company furnishes Directory Assistance Service for the purpose of aiding customers in obtaining telephone numbers.

When a party in North Carolina requests assistance in obtaining telephone numbers of customers who are located within the same local calling area as the calling party, the charges set forth following apply. The calling customer's local calling area includes the Multi-Area Calling Plan's Additional Exchanges identified in Section S3.4.2.e., and the Extended Calling Service's Terminating Exchanges identified in Section S3.4.3.e. of this Product Guide.

- b. Business telephone numbers or listings can be obtained when the calling party furnishes a city, state, and either a listed name or a category or type of business designation. The directory assistance operator, upon request, will search up to a maximum of two business categories or designations per call, using Business Category Search. Up to three business names are furnished from this random type of search, per category or designation. With each type of business search, the caller is billed for each business category or designation searched.

- c. Directory Assistance Plus

- (1) Directory Assistance Plus provides an incoming Directory Assistance customer that dials either 411 or 611, telephone numbers of customers who are located within the same local calling area as the calling party, a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling customer).
- (2) The mechanized announcement will instruct the caller that for an additional charge he may have his call automatically completed by depressing a specific digit on the touch-tone key pad. All completed calls will be charged the Directory Assistance Plus surcharge, in addition to any other appropriate charges. Customers may request blocking of Directory Assistance Plus calls originating from their telephone lines by contacting the Company's customer contact center.
- (3) Directory Assistance Plus will only be furnished where facilities and operating conditions permit.
- (4) Directory Assistance Plus will not be provided to the following services:

800/877/888 Service

976 Service

900 Service

Public Telephone Access Service for Customer-Provided Equipment (CPE)

Public Telephone Service

Semipublic Telephone Service

Feature Group A Service

EFFECTIVE: March 1, 2023

S3. BASIC LOCAL EXCHANGE SERVICE

S3.6 Directory Assistance Service (Continued)

S3.6.1 General (Continued)

c. Directory Assistance Plus (Continued)

- (5) The Telephone Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Telephone Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.
 - (a) This service is furnished solely for the telephone calling purposes of the caller.
 - (b) Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section S2 of this Product Guide.
- (6) Directory Assistance Plus charges will not be applied to persons with a visual, physical or reading handicap.

S3.6.2 Charges

- a. A charge is applicable for each inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes only one inquiry.
 - (1) Directory Assistance Service - request of a telephone number - (maximum of two requested telephone numbers per call)
 - (a) Within the Company's local, Multi-Area calling or expanded local calling area for the originating line, per call

Rate

*

(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)

EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.6 Directory Assistance Service (Continued)

S3.6.2 Charges (Continued)

- b. In order to make allowance for a reasonable need for local calling area Directory Assistance including numbers not in the directory, directory inaccessibility and other similar conditions, no charge applies for the first inquiry for telephone numbers of subscribers who are located within the same local calling area as the calling party, per month, per main telephone, or PBX trunk, or for the first inquiry per month per Centrex main station. Refer to S7.1.5.f for the provision of local directory assistance inquiries for Public Telephone Access Service (PTAS) customers. The allowance applies only to calls placed to the designated service code or number for local Directory Assistance. No allowance is applicable for calls for telephone numbers of subscribers located outside the local calling area of the calling party.
- c. Charges for Directory Assistance Service are not applicable to inquiries received from subscribers or primary users who are blind or handicapped to the extent they are unable to use the directory.
- d. Exchanges where charges for inquiries to directory assistance temporarily are not applicable to any sub-scribers due to lack of facilities are specified below:

NONE

- e. When a customer elects to have a call automatically completed to the number for which the Directory Assistance listing was requested (Directory Assistance Plus), a surcharge of 45 cents shall apply per call. The Directory Assistance Plus surcharge is in addition to any applicable Directory Assistance and/or local call charges. The call allowance as covered in Section S3.7.1.b. preceding does not apply to Directory Assistance Plus.
- f. Directory Assistance Plus is not subject to optional calling plan discounts.
- g. Directory Assistance Plus charges will not be applied to persons with a visual, physical or reading handicap.
- h. Directory Assistance Plus charges cannot be billed to a credit card.

EFFECTIVE: March 1, 2023

S3. BASIC LOCAL EXCHANGE SERVICE

S3.7 Operator Assisted Local Calls

S3.7.1 Operator Assistance Charges

a. All types of local exchange service have local calling areas as specified in S3.4 of this Product Guide which are the areas that can be called on a flat rate basis (no charge for individual calls), on a local coin call rate basis, or on a measured service basis (charges based on a combination of one or more rating elements as in the Multi-Area Calling Plan or Extended Calling Service).

b. The local dial rate applicable to Operator Assisted calls from pay phone lines is as follows:

	<u>Charge Per Call</u>	
(1) local operator assisted sent paid calls originated from a Customer- Owned Pay Telephone (COPT) Coin Line Service line.	*	(C)
(2) local operator assisted non-sent paid calls originated from a Public Telephone Access Service (PTAS) or Customer-Owned Pay Telephone (COPT) Coin Line Service	*	(C)

c. The following Operator Assisted charges apply in addition to the measured service rates as specified in S3.7.1.a. and the local dial rate as specified in S3.7.1.c. above.

(1) Station-to-Station customer credit card local	*	(C)
(2) Station-to-Station Corrections Collect (applies when person originating the call is calling from a correctional facility using special restricted corrections service.)	*	(C)
(3) Station-to-Station operator assisted sent-paid, collect, third number, and non-customer-dialed credit card calls	*	(C)
(4) Person to person operator assisted local call	*	(C)

d. The following Operator Assisted Local Calls are exempted from the charges:

- (1) Calls to designated Company numbers for official telephone business.
- (2) Emergency calls to recognizable authorized civil agencies.

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

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EFFECTIVE: November 13, 2019

S3. BASIC LOCAL EXCHANGE SERVICE

S3.7 Operator Assisted Local Calls (Continued)

S3.7.1 Operator Assistance Charges (Continued)

d. (Continued)

3. Those cases where a Company operator provided assistance to:
 - a. Reestablish a call which has been interrupted after the called number has been reached.
 - b. Reach the called telephone number where facility problems prevent customer dial completion.
 - c. Place a non-coin, sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

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3rd Revised Page 24

EFFECTIVE: March 1, 2023

S3. BASIC LOCAL EXCHANGE SERVICE

S3.8 Live Operator Fee

S3.8.1 General

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

S3.8.2 Conditions

This fee will not apply if:

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

S3.8.3 Rates and Charges

	<u>Charge</u>	
Live Operator Fee, per occurrence	*	(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

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EFFECTIVE: March 1, 2018

S3. BASIC LOCAL EXCHANGE SERVICE

S3.8 (Reserved for Future Use)

(C)

(D)

(D)

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5th Revised Page 26

EFFECTIVE: January 15, 2023

S3. BASIC LOCAL EXCHANGE SERVICE

S3.9 Network Access Register Package

S3.9.1 General

The Network Access Register (NAR) Package provides for exchange and long-distance message network calling to and from Main Stations and attendant positions of a Customized Multi-line Telephone System. The NAR Package provides for Flat Rate network access.

S3.9.2 Rates and Charges

- a. The Flat Rate (NAR) Package includes an unlimited number of dialed sent paid local calls.
- b. The rates shown are applicable whether the NAR Package is used for Inward, outward, or Combination applications.
- c. The conditions and rates specified in other sections of this Product Guide for services which may be associated with these services are in addition to those specified herein.
- d. Flat Rate Network Access Register (NAR) Package, per NAR applies as follows:

<u>Exchanges</u>	<u>1-10 NARS</u>	<u>Monthly Rate</u>		
		<u>11+ NARS</u>		
Altan	\$25.23	\$48.53		(l)
Creedmoor	25.23	48.53		(l)
Durham	25.52*	33.16*		
Goose Creek	25.23	48.53		(l)
Monroe	25.23	48.53		(l)
Research Triangle Park Service Area ¹	33.37*	59.76*		

The 1-10 NARS rate applies to customers with 10 or less NARS and the 11+ NARS rate applies to customers with 11 or more NARS., i.e., if a customer has 18 Customized Multi-line Telephone Service NARS, all 18 NARS are rated at the 11+ rate.

¹ Regulations apply as specified in Section S3.3.1 of this Product Guide for calling scope.

* These rates were effective on February 14, 1998 when Roxboro was added to their local calling scope.

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EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.10 Business Dial Up Service

S3.10.1 General

- a. Business Dial Up Service is an optional enhancement to individual line residential and individual line business service that provides higher quality transmission standards than those normally provided for voice transmission. The voice transmission test for regular exchange loops requires maximum insertion loss at 1,000 HZ of 9.0 dB. Business Dial Up Service must comply with the requirements outlined in Company Technical Practice #880-000-070 which include the following transmission requirements:

Attenuation Distortion - a slope (amplitude) of 3.0 dB maximum over the frequency range of 1000-2800 Hz;

Impulse Noise - No more than 15 counts in 15 minutes at a threshold of 50 dBrc0;

Envelope Delay Distortion - 200 us maximum in the frequency range of 1,000 to 2,400 Hz.

Additional transmission requirements as stated in the above referenced technical practice will also be measured, including the voice transmission test for regular exchange loops. These services are offered subject to the availability of suitable facilities.

- b. Lines conditioned for Business Dial Up Service may also be used for normal voice communication.
- c. The parameters of Business Dial Up Service are designed to support transmission of data up to 4800 bits per second on the line from the point of demarcation at the customer's premises to the customer's serving central office.
- d. The quality of the line is guaranteed only between the customer's demarcation point and the customer's serving central office. The Company makes no guarantee for the transmission level over the whole circuit.

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EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.10 Business Dial Up Service (Continued)

S3.10.1 General (Continued)

- e. A line enhanced with Business Dial Up Service cannot operate with Rotary Line or Off Premises Extension Services. Calling Services will be furnished only when compatibility exists with Business Dial Up Service.

S3.10.2 Rates

- a. The rate for Business Dial Up Service is the applicable monthly rate for individual line service, in addition to the following rates:

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Residence, per line	\$ 25.00	\$ 5.00
Business, per line	25.00	5.00

- b. The applicable service charges as described in Section S4 shall also apply for this service.

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EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.11 Local Calling Plan

S3.11.1 General

- a. This Product Guide applies to local exchange telephone service provided under Local Calling Plan. The regulations and rates contained herein pertain to the exchange areas as specified in Section S3.11.4 of this Product Guide and are in addition to any other applicable regulations and rates specified within the Product Guide.

S3.11.2 Regulations

- a. The following Local Calling Plan is furnished only from central offices which have been arranged to provide this service, and is available to residence customers only.
- b. Existing residential customers have the option of keeping their current Flat Rate Service (which includes the Multi-Area Calling Plan, the Raleigh Border Plan or the Extended Calling Service) or convert to the Local Calling Plan-Premium Option.
- c. All new customers may choose the Local Calling Plan-Premium option or subscribe to Flat Rate Service.
- d. The Local Calling Plan - Premium Option provides unlimited calling to all exchanges in the expanded local calling area 24 hours a day, seven days a week for one rate.

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EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.11 Local Calling Plan (Continued)

S3.11.2 Regulations (Continued)

- e. The Local Calling Plan-Premium Option is available with or without Local Call Detail Billing.

Local Call Detail Billing will be provided on a non-charge monthly basis and will be provided upon customer request. Local Call Detail includes: date of call, telephone number called, answer time and number of minutes of call. Local Call Detail may be requested with initial establishment of telephone service. When Local Call Detail Billing is requested subsequent to the establishment of the Local Calling Plan-Premium Option the customer must request Detail Billing at least 30 days in advance of the period for which detail is desired.

- f. Service charges, as specified in Section S4.3, shall be waived for those residential customers subscribing to the Local Calling Plan-Premium Option, or when converting back to the Flat Rate Service.
- g. Flat Rate Service and Local Calling Plan-Premium Option will be furnished to the same customer on the same premises where both services are available in the customer's local exchange area. Should a customer request Flat Rate Service and the Local Calling Plan-Premium Option on the same premises, a separate line and number will be required for each service type. The customer will receive two separate bills, one bill combining all Flat Rate lines and services and one for all the Local Calling Plan-Premium Option lines and services.
- h. Calls made to the specified exchanges will be dialed by the customer on a seven digit dialed station-to-station basis without the assistance of a Telephone Company operator.

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EFFECTIVE: February 24, 2019

S3. BASIC LOCAL EXCHANGE SERVICE

S3.11 Local Calling Plan (Continued)

S3.11.2 Regulations (Continued)

- i. Customers who subscribe to the Local Calling Plan-Premium Option may obtain directory numbers for the exchanges by calling the local Directory Assistance number. The local Directory Assistance service charges specified in Section S3.6 of this Product Guide will apply.

S3.11.3 Rates

- a. Application of Rates

The rates shown herein entitle the customer to unlimited local messages to all telephones of the exchanges listed in Section S3.11.4 following.

- b. Rate Schedule

<u>Residence One-Party</u>	<u>Monthly Rate</u>
Durham	\$40.50 (I)
Creedmoor	
Monroe	
Altan	
Goose Creek	
 <u>Residence Manual Access Line</u>	
Durham	43.00 (I)
Creedmoor	
Monroe	
Altan	
Goose Creek	

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EFFECTIVE: November 18, 2014

S3. BASIC LOCAL EXCHANGE SERVICE

S3.11 Local Calling Plan (Continued)

S3.11.4 Local Calling Plan Exchanges

Premium Calling Plan

Exchange

Calling Area

Altan

Altan
 Charlotte
 Goose Creek
 Hemby Bridge
 Indian Trail
 Marshville
 Matthews
 Monroe
 New Salem
 Waxhaw
 Wingate

Creedmoor/Butner

Apex
 BellSouth RTP
 Cary
 Chapel Hill
 Creedmoor/Butner
 Durham (all NXXs)
 Fuquay-Varina
 Hillsborough
 Knightdale
 Oxford
 Raleigh/Garner
 Raleigh-Durham Airport (RDU)
 Frontier RTP
 Wake Forest
 Wendell
 Zebulon

Durham (Raleigh Border
 Plan customers -
 NXX 293)

Apex
 BellSouth RTP
 Cary
 Chapel Hill
 Creedmoor/Butner
 Durham (all NXXs)
 Fuquay-Varina
 Hillsborough
 Knightdale
 Raleigh/Garner
 Raleigh-Durham Airport (RDU)
 Frontier RTP
 Wake Forest
 Wendell
 Zebulon

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S3. BASIC LOCAL EXCHANGE SERVICE

S3.11 Local Calling Plan (Continued)

S3.11.4 Local Calling Plan Exchanges (Continued)

Premium Calling Plan

Exchange

Calling Area

Durham (Multi-Area customers)

Apex
 BellSouth RTP
 Cary
 Chapel Hill
 Creedmoor/Butner
 Durham (all NXXs)
 Fuquay-Varina
 Frontier RTP
 Hillsborough
 Knightdale
 Raleigh/Garner
 Raleigh-Durham Airport (RDU)
 Roxboro
 Timberlake
 Wake Forest
 Wendell
 Zebulon

Goose Creek

Altan
 Charlotte
 Goose Creek
 Hemby Bridge
 Indian Trail
 Marshville
 Matthews
 Monroe
 New Salem
 Waxhaw
 Wingate

Monroe

Altan
 Charlotte
 Goose Creek
 Hemby Bridge
 Indian Trail
 Marshville
 Matthews
 Monroe
 New Salem
 Waxhaw
 Wingate

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S4. SERVICE CHARGES

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			(D)
			(D)
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			(D)
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S4. SERVICE CHARGES

S4.1 Definitions

S4.1.1 Service Charge

A service charge consists of one or more of the following nonrecurring charges for work required due to subscriber request. The charges below are separately established in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

- a. Service Order Charge - Applicable for receiving information and taking action in connection with a sub-scriber's or applicant's request. Service order charges are classified as either initial or subsequent. (T)
- b. Access Line Work Charge - Applicable for a required trip to subscriber's premises in connection with establishment of service, rearrangement of service, or installation of equipment. (T)
- c. Central Office Connection Charge- Applicable for testing and connecting functions required within the central office. (T)
- d. Record Only Charge - Applicable for changes which involve no monthly revenue increase or for changes which involve a monthly revenue decrease and require record changes.

(D) Paragraph f. (Station Handling Work) and g. (Equipment Work Charge) are deleted.

EFFECTIVE: OCTOBER 3, 2016

S4. SERVICE CHARGES

S4.1 Definitions (Continued)

S4.1.1 Service Charge (Continued)

- e. Installation Charge - These charges are identified and presented throughout this Product Guide as part of the offering of individual items of equipment or of service features.
- f. Miscellaneous Charges - Applicable under a variety of circumstances. The charges usually consist of a combination of one or more service charges.
- g. Reconnect Charge - Applicable for restoral of service following a temporary suspension of such service. (T)
- h. Termination Charge - Applicable for a subscriber's request for discontinuance of an item of service or equipment prior to the expiration of the initial service period designated for such item.
- i. Maintenance of Service Charge - See Section S4.7.
- j. Network Cabling - Applicable for specific customer requests to place the Demarcation Point(s) on the premises, at a location or locations other than that proposed by the Company. Cabling charges are as specified in Section S4.5.3.

S4.1.2 Installment Billing

Installment Billing - Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments.

(N)
|
(N)

S4.1.3 Inside Move

A transfer of equipment from one location to another on the same premises. Where service is interrupted other than incidentally or moved to other premises, it will be treated as a new installation.

(T)

S4.1.4 Change

Substitution of a different style, color, or type of equipment, or equipment rearrangement.

(T)

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EFFECTIVE: November 18, 2014

S4. SERVICE CHARGES

S4.2 Application

S4.2.1 General

- a. Service charges are applicable for service/facilities furnished to the subscriber as herein provided.
- b. No service charges are applicable:
 - (1) For normal maintenance and repair of the Company's facilities and service.
 - (2) For change or correction in name or billing address when there is no change in responsibility and no connection, disconnection, move or change in the service.
 - (3) For an upgrade, e.g., two-party service to one-party service or downgrade, e.g., one-party to two-party.
 - (4) For connection of an item of customer-provided terminal equipment to existing service under the provisions of Part 68 of the FCC Rules and Regulations when all the required facilities are already in place. If additional facilities are required or requested, the appropriate service charge(s) will apply. Any installation charges as stated in the Product Guide for optional services or equipment will apply.

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S4. SERVICE CHARGES

S4.2 Application (Continued)

S4.2.1 General (Continued)

- c. Charges specified in this section do not apply to interexchange services provided in Sections S14 and S15 of this Product Guide. These services include Message Toll Service, WATS access lines, and all interexchange private line services and channels. Nonrecurring charges for these services are given along with the Product Guide provisions in the appropriate sections. No charges apply for these services in the above mentioned references.
- d. Changes in the locations of terminations to points outside the subscriber's premises are considered new installations at the new location.
- e. Service charges for the establishment of foreign exchange service are those nonrecurring charges applicable to local exchange service within the serving foreign exchange.
- f. In no case shall the combination of charges applicable for a move or change of equipment or service exceed the charges applicable for a new installation of equipment or service.
- g. Payment of service charges may be required before the work is begun.
- h. The Company shall offer an option to residential applicants or subscribers to allow them to pay for service charges as shown in S4.3.a through c. where the total exceeds \$24.90 in two equal payments over the first two billing periods after such service work is completed, unless the subscriber is a known credit risk to the Company.

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EFFECTIVE: OCTOBER 3, 2016

S4. SERVICE CHARGES

S4.2 Application (Continued)

S4.2.2 Service Order Charges

- a. A service order charge will be applicable in addition to the appropriate central office work, line work, station handling, equipment work and/or installation charge(s).
- b. Only one service order charge is applicable for all requests for the same subscriber made at one time for service at one premises. When the subscriber specifically requests multiple completion dates, which would not normally be scheduled by the Company, or when the requests require work on more than one premises of the subscriber, an appropriate service order charge is applicable for each completion date and/or premises.
- c. The initial service order charge is applicable for requests for initial connection of service, and connection of additional local exchange lines, Customized Multi-line Telephone Service Local Access Lines, private lines, off premises extension lines, or tie lines to an established service, and transfer of service involving change in name and responsibility. (T)
- d. The subsequent service order charge is applicable for requests for connection of an additional station or any miscellaneous equipment, inside move or change, number change, requested by a subscriber, contractor or builder of premises under construction or during remodeling. (T)
- e. The records service charge is applicable for record type orders only, i.e., (1) change in directory listings; (2) equipment changed by the customer at a designated pickup and return center when all facilities are in place and there is no monthly revenue increase; (3) change from business to residence service without change in telephone number.
- f. The initial service order charge and the subsequent order charge, and the records order charge cannot be applied on the same order. When an order work applied, only the initial service order charge is applicable. (T)
(T)

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S4. SERVICE CHARGES

S4.2 Application (Continued)

S4.2.3 Access Line Work Charge (T)

The access line work charge is applicable if a premises visit is required to complete any requested work on the subscriber's premises with the exception of restoral of service and a number change on an exchange or Centrex CO line number. (T)

S4.2.4 Central Office Line Connection Charge (T)

a. The central office line connection charge is applicable for work in the central office required in:

(1) Connection or reconnection of local exchange lines, Centrex CO stations, Customized Multi-line Telephone Service Local Access Lines, local private lines, off-premises station lines, and tie lines.

(2) Number changes on local exchange lines and Centrex CO stations, and Customized Multi-line Telephone Service Local Access Lines. (T)

b. One central office line connection charge applies for each line connected, or restored and for each telephone number change.

When two or more segments of a local private line, tie line or off-premises line are bridged in the central office, only one central office work charge will apply for each line. (T)

c. The central office line connection charge does not apply for:

(1) transfer of service when there is no lapse in service.

(2) connection or reconnection of Customized Multi-line Telephone Service Network Access Registers.

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EFFECTIVE: JANUARY 26, 2020

S4. SERVICE CHARGES

S4.3 Schedule of Charges

a. Service Ordering

		<u>Residence</u>	<u>Business</u>
(1)	Initial (as specified in Section S4.2.2.c)	\$ 35.00 (I)	\$ 35.00 (I)
(2)	Subsequent (as specified in Section S4.2.2.d)	20.00 (I)	24.00
3)	Records (as specified in Section S4.2.2.e)	9.95	10.40
b.	Access Line Work Charge, each	16.00 (I)	20.00 (I)
c.	Central Office Line Connection Charge, each	29.00 (I)	35.00 (I)
d.	Reconnect Charge	30.00	40.00

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S4. SERVICE CHARGES

(M)

(M)

S4.4 Installation Charges

Installation charges for services are identified and presented throughout this Product Guide if applicable as a part of the offering of certain service features. These charges apply in addition to the charges listed in S4.3 as appropriate.

Installation charges do not apply where service is established without connection or change of service.

(M) Material relocated to Page 7

(N)

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S4. SERVICE CHARGES

S4.5 Miscellaneous Charges

S4.5.1 Charges in Telephone Number

- a. For changes in telephone number of local exchange or Centrex CO lines, one subsequent service order charge plus a (T)
central office line connection charge for each number changed will apply. (T)
- b. The above charges in S4.5.1.a. do not apply when, in the judgment of the Company, changes in telephone number are necessary for continuation of satisfactory service.

(D)

(D)

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S4. SERVICE CHARGES

S4.5 Miscellaneous Charges (Continued)

S4.5.2 Restoration of Service (Reconnect)

- a. In the event service is temporarily suspended for non-payment of charges, such service will be restored upon payment of charges due or, at the discretion of the Company, a substantial portion thereof and, in addition, the reconnect charges set forth in S4.3.d will apply. (T)
(T)
(D)
(D)

- b. When, at the request of the customer, service is temporarily suspended, the reconnect charges set forth in S4.3.d will apply. (T)
(D)
(D)

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S4. SERVICE CHARGES (N)

S4.5 Miscellaneous Charges (Continued) (N)

S4.5.3 Installation of Network Interface Device (NID)

a. Single or Duplex Dwellings

- (1) Where a customer with existing service requests that his network interface device be relocated to the outside of his dwellings, a NID will be installed at the appropriate service order and access line work charges shown in S4.3. (T)
- (2) When a customer with existing service specifically requests that the network interface device be located inside his dwelling, the appropriate service order and access line work charges shown in S4.3 will be applicable plus an (T) installation charge for each NID installed of \$30.00.

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S4. SERVICE CHARGES

S4.5 Miscellaneous Charges (Continued)

S4.5.3 Installation of Network Interface Device (NID) (Continued)

b. Single or Duplex Dwellings (Continued)

- (3) For the installation of an NID located inside the customer's dwelling on new service, requested by the customer, the appropriate service order and premises visit charges as specified in S4.3 will be applicable plus an installation charge for each NID installed of \$17.00 for residence and \$24.77 for business.

c. Multi-Story, Multi-Occupancy Dwellings

- (1) The termination of all Telephone Company network facilities, including the NID, in multi-story, multi-occupancy buildings will normally terminate inside the building at a point of minimum penetration to the building at a location determined by the Company which is accessible to the customer. Normally, the location will be the same location as the termination for riser, house, or building distribution cable. If an alternate location is requested by the customer, and not at the initiative of the Company, the charges outlined in Section S4.5.3.a. will apply for one or two line installations. If this situation applies to a multiline installation, the following charges will be applied per increments of 10 feet:

Network Cabling, 25 pair	\$ 7.48
Network Cabling, 50 pair	11.02
Network Cabling, 75 pair	15.35

S4.6 Return Payment Charge

A charge of \$25.00 will apply for returned payments for residential and business customers. Return Payment Charge applies to any payments which are unable to be processed and includes, but is not limited to: Insufficient funds; unable to locate account; account closed; balance held; drawn against uncollected funds; account garnished payment stopped; no funds; account frozen; or post no debits.

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S4. SERVICE CHARGES

S4.7 Maintenance of Service Charge

The customer shall be responsible for payment of service charges shown below for each visit by the Telephone Company to the premises of the customer, or authorized user, where the difficulty or trouble report results from the use of equipment provided by the customer, or authorized user.

(1)	First 30 minutes Each premises	Business or Residence	\$43.50
(2)	Each additional 30 minutes or fraction thereof Each premises	Business or Residence	\$16.45

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S4. SERVICE CHARGES

S4.8 Relocation of Drop Wire

For relocation of the drop wire requested by the customer, the following charges are applicable:

- | | | |
|-----|---|-------------------------------|
| (1) | First 30 minutes, each
Premises | Business or Residence \$43.50 |
| (2) | Each addition 30 minutes
or fraction thereof,
each premises | Business or Residence \$16.45 |

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S4. SERVICE CHARGES

S4.9 Special Network Termination Equipment

- a. The following charges apply for special network termination equipment provided for as a Demarcation Point for the connection of customer equipment. The network cabling charges may be applicable pursuant to Section S4.1.1.

	<u>Installation Charge</u>
(1) Ancillary Devices Series, per termination point	\$ 21.00
(2) Data Equipment Universal, per termination point	31.08
Programmed, per termination point	40.00
(3) Key and PBX Systems 50-pin miniature ribbon connection,* per termination connector	24.52

NOTE: Central office and PBX lines will be consecutively wired beginning with the first position unless otherwise specified by the customer.

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EFFECTIVE: February 15, 2019

S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.1 Construction Charges

S5.1.1 General

- a. Special charges in the form of installation charges, monthly charges, or both, are applied in addition to the usual service connection charges and monthly rates, when, because of the occasional nature of the service or an unusual investment or expense, the revenue does not reasonably compensate the Company, as for example:
 - (1) The facilities are provided on a temporary basis.
 - (2) Conditions require the provision of special equipment or unusual methods of plant construction, installation, or maintenance.
 - (3) The customer's location requires the use of costly private right-of-way.
- b. Title to all construction, provided wholly or partly at a customer's expense, is vested in the Company.
- c. The word "cost," when used in this Section, means the in-plant cost consisting of labor, engineering, materials, supervision, and other overhead expenses associated with the construction. Estimated cost will be used; however, where the customer requests, actual cost will be used where practicable.
- d. When attachments are made to poles of other companies in lieu of providing new pole line construction for which construction charges would be applicable under the provisions of this Section, the attachment rental charges to the Company for such attachments may be assessed to the applicant(s) in whole or in part as the particular circumstances may warrant.
- e. Except as otherwise provided herein, the regulations in this Product Guide contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.1 Construction Charges (Continued)

S5.1.1 General (Continued)

- f. When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the costs incurred in securing, clearing, and retaining such right-of-way.
- g. Construction charges will not apply to the customer's station installation which includes the aerial drop which extends from the last pole to the building in which the telephone is located.
- h. No construction charge is applicable for the provision of construction on public highways or other easements within the exchange area or beyond the base rate area then such grade and class of telephone service normally offered in a given exchange.

S5.1.2 Construction on Private Property

a. Pole Line Construction

- (1) No construction charge is made for the provision of new pole line construction on private property, when such pole line is to be used in serving customers in general. Ownership and maintenance of such poles on private property is vested in the Company.
- (2) Except as provided in (1) foregoing and (3) following, poles on private property will be furnished by the Company at a charge to the customer(s) equal to the cost of each such pole; however, the Company will furnish as many as two poles without charge per customer(s) provided that the poles thus furnished are used to carry central office circuits. Ownership and maintenance of such poles is vested in the Company
 - (a) In lieu of the arrangements specified above, the customer may, at his own expense, provide all poles on private property necessary to serve him. Ownership and maintenance of such poles on private property is vested in the customer.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.1 Construction Charges (Continued)

S5.1.2 Construction on Private Property (Continued)

a. Pole Line Construction (Continued)

- (3) Where for the purpose of furnishing extension lines, it is necessary to lay underground conduit, to trench, or to set poles on the customer's premises, the customer is required to provide and install such underground conduit, to dig and backfill trenches, and to provide and erect such poles or the Company will perform the work at the customer's expense. Where the work is performed by the customer, it must be in accordance with the specifications of the Company. In such situations, conduit, trenching, poles or other supporting structure required for central office circuits will be furnished by or at the expense of the customer. Thus, ownership and maintenance of all supporting structure on private property is vested in the customer.
- (4) Where poles are provided under the provisions described in (1) or (2) preceding, the Company will furnish and maintain the necessary circuits. Where poles are provided, necessary circuits will be furnished and maintained by the Company; however, the customer may be required to bear all or a part of the construction cost of the circuits where the revenue is not expected to be sufficient to insure, within a reasonable time, an adequate return on the necessary investment. Where poles or other supporting structure are provided under (3) preceding the Company will furnish and maintain the necessary circuits.

b. Buried Construction

Where buried construction is furnished instead of pole line construction, at the expressed desire of the applicant, the principles applicable in a. above are followed and an allowance of 300 feet of buried construction will be made in lieu of the specified pole allowance.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.1 Construction Charges (Continued)

S5.1.3 Underground Service Entrances

a. General

- (1) Underground service entrances may be provided at the customer's request as special construction in connection with either existing or new services in lieu of the usual aerial drop wire.
- (2) Buried service entrance facilities will be furnished without a construction charge where buried service wire or buried cable would normally be provided by the Company for service entrance.

b. Conditions

- (1) Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and in addition, the customer shall pay the cost of the underground cable - including the cost of installing - less the estimated cost to the many of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Company.
- (2) The duct or ducts required in the underground conduit by the Company to furnish service shall be reserved for its exclusive use.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.1 Construction Charges (Continued)

S5.1.3 Underground Service Entrances (Continued)

b. Conditions

- (3) Where armored cable is laid in a trench, the trench shall be constructed and backfilled by or at the expense of the customer. In addition, the customer shall pay the cost of the cable - including the cost of installing - less the estimated cost to the Company of installing such aerial drop as would be (or is) required to furnish the same service.
- (4) Cable or wire installed in conduit will be maintained and replaced at the expense of the Company where the conduit has been inspected in place by the Company and approved, but repairs or replacements of cable or wire in conduit not so inspected and approved, or repairs or replacements of cable or wire in conduit or trench made necessary by damages caused by the customer or his representative will be made only at the customer's expense.
- (5) Where facilities are changed from aerial to underground, in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.1 Construction Charges (Continued)

S5.1.4 Special Type of Construction

When a special type of construction other than those covered preceding is desired by a customer or where the individual requirements of a particular situation make the construction unusually expensive, the customer is required to bear the excess cost of such construction. Any special maintenance expense that may from time to time occur will be borne by the customer.

S5.1.5 Rearrangement of Existing Plant

When the Company is requested to move or change existing plant for which no specific charge is quoted in this Product Guide, the person at whose request such move or change is made may be required to bear the costs incurred.

S5.1.6 Construction Required for Temporary Service

When construction is required for temporary service and there is no immediate prospect of reusing the plant provided, the customer may be required to bear all or a portion of the cost of such construction, plus the estimated cost of removal of the plant minus net salvage.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.2 Installation

S5.2.1 Special Types of Installation

When a special type of installation is desired by a customer or where the individual requirements of a particular situation make the installation unusually expensive, the customer is required to bear the excess cost of such installation.

S5.2.2 Temporary Installation

When an installation is required for temporary service and there is no immediate prospect of reusing the plant provided, the customer may be required to bear all or a portion of the cost of such installation, over and above all other regular charges for service and equipment.

EFFECTIVE: January 10, 2023

S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements

S5.3.1 General

- a. Where practicable, special equipment and arrangements, not otherwise provided for in this Product Guide, are furnished if they are in accord with authorized service offerings and if they are to be used in connection with and not detrimental to any of the services furnished by the Company. Special Service Arrangements may also be furnished in lieu of existing Product Guide offerings, provided there is reasonable potential for uneconomic bypass of the Company's services.
- b. Charges for such special service arrangements will be based on the estimated costs of furnishing them, such costs to consist of the following items to the extent they are applicable.
 - (1) Cost of maintenance.
 - (2) Cost of operation.
 - (3) Depreciation on the estimated cost installed of the facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
 - (4) Administration and taxes on the basis of reasonable average charges for these items.
 - (5) Any other specific items of expense associated with the particular situation.
 - (6) A reasonable amount, computed on the estimated cost installed of the facilities provided, for return and contingencies.
- c. Estimated cost installed as mentioned in (3) and (6) above includes cost of equipment and materials specifically provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and any other investment items.

S5.3.1.1 Charges Applicable for Facility Extension

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

(N)
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(N)

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.2 Raleigh-Durham Airport

Durham public telephone service is provided in the passenger terminal building at the Raleigh-Durham Airport located in the Raleigh exchange of Southern Bell Telephone Company for the convenience of the general public subject to the same regulations and rates as specified in Section S7 of this Product Guide.

S5.3.3 Duke Power Company
 Durham, North Carolina

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Mutual Drainage Reactor - Drains simultaneously to ground current from both conductors of a cable pair subject to longitudinal voltages. Line to line bridging impedance 33,000 to 55,000 ohms at 15 to 100 volts, 60 Hz. Continuous drainage capacity 0.7 amperes with surge capacity each winding 1,400 amperes squared- seconds. One required at C. O. end of cable pair, per cable pair, each	\$ 7.95	\$ 28.25

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.4 International Business Machines Corporation
Research Triangle Institute
Research Triangle Park, North Carolina

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Outwats and regular toll message accounting	\$ 78.58	\$1,624.94

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.5 General Service Administration
 Research Triangle Park, North Carolina

Monthly
 Rate

Facility Concentration System

a. Consists of 192 channel carrier system having 4 subsystems of 48 channels each.

b. 48 channel subsystem, each Additional Systems

\$ 971.28

Additional Subsystems

Reserved for
 Future Offering

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.6 International Business Machines Corporation
Research Triangle Park, North Carolina

a. General

The following rates and charges are for an arrangement that provides for the simultaneous two-way transmission of sequential synchronous bipolar data signals at the rate of 56 kbps over network facilities. This circuit will be from IBM's Building 656 to their Building 001 both located at RTP.

b. Rates and Charges

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>BTL* (120)</u>
(1) 56 kbps Digital Termination (1 needed per customer location)	\$62.26	\$301.10	\$2,028.02
(2) Channel Unit, each (2 required per circuit)	26.42	389.48	808.10
(3) Repeater, each (1 required when loss exceeds 31db)	29.14	954.76	921.74
(4) The rates for a Private Line Channel, four-wire, as specified in Section S15.1.1 will also apply.			

* This is reducible by 1/120 per month.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.7 International Business Machines Corporation
 Research Triangle Park, North Carolina

a. General

The following rates and charges are for Special Digital Access Lines that provide for the simultaneous two-way transmission of sequential synchronous bipolar data signals at the rate of 56 Kbps over network facilities. These circuits will be from IBM's Building 001 located in the Research Triangle Park, to the Commerce Building located in the Imperial Center outside the Research Triangle Park.

b. Rate and Charges

	<u>Monthly Rate</u>	<u>Installation Charge*</u>
Special Digital Access Lines, each	\$343.20	\$330.00

* Applies for the first Special Digital Access Lines (SDAL) installed on each order. An installation charge of \$220.00 will apply for each additional SDAL installed at the same time on the same order.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements

S5.3.8 Voice Messaging Services Group
Research Triangle Park, North Carolina

a. Billing and Collection

Billing and Collection includes the automatic process of entering the voice messaging company's end user's charges into the Company's billing system by transmittals from the voice messaging company, billing the end user and the collection of money due from the end user.

The voice messaging company is responsible for any billing disputes and/or adjustments to the end user's bill. Adjustments to the end user's bill will be made by transmittals provided to the Company by the voice messaging company.

All contact from the voice messaging company's end users concerning the voice messaging company billed amounts will be referred to the voice messaging company.

Billing service will include the printing and mailing of bills to end users. The Company reserves the right to determine placement of voice messaging charges on the billing statement. Billing will be limited to flat rate pricing.

Collection service will include receiving payments from end users, treatment of receivables, treatment of accounts and maintenance of the end user records. The discontinuance of voice messaging service will be the responsibility of the voice messaging company. The end user's telephone service will not be interrupted or discontinued solely for the nonpayment of voice messaging charges.

Billing and Collection will only be provided in conjunction with the purchase of the voice messaging company's receivables. The Company will purchase the voice messaging company's receivables at a discount from face value. A review will be conducted to assess and reconcile the purchase of receivables. Partial payments by end users will first be applied toward the regulated telephone service portion of the bill.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.8 **Voice Messaging Services Group**
Research Triangle Park, North Carolina (Continued)

a. Billing and Collection (Continued)

The voice messaging company shall advise end users that Billing and Collection is provided by the Company in connection with the services the voice messaging company furnishes end users.

b. Rates and Charges

(1) The following charges are billed by the Telephone Company to the voice messaging company.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
(a) <u>Basic Charges</u> Billing and Collection Charge, per End User Bill	\$.10	-

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.9 **Glaxo, Inc. - Research Triangle Park, North Carolina**

a. General

The following rates and charges are for an Alarm Monitoring Arrangement that allows the Company to monitor the customers lines utilizing our Centralized Alarm Reporting System located in the Parkwood Central Office.

b. Rates and Charges

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>BTL* (60)</u>
(1) Alarm Monitoring System	\$ 285.50	\$ 774.25	\$ 3,347.27

(2) The rates for a Private Line Channel as specified in Section S15.1.2 will also apply.

* This is reducible by 1/60 per month.

S5.3.10 **City of Durham
Durham, North Carolina**

a. General

This service arrangement will provide an Enhanced 911 Emergency system that will provide use of the exchange network at no charge to the caller on a per call basis. The ability to transfer calls from a primary PSAP to the proper secondary agency will also be provided.

The calling party's telephone number is forwarded to the enhanced 911 display units on a per call basis. Only the ANI information is provided. Local service address information (street names and numbers) is not a part of this service provision. There will be no special means of routing or screening call originations based on the location of the caller.

The 911 Access Lines will be provided at the Durham exchange Automatic Access line rate shown in Section 3 of this tariff in addition to the applicable Service Charges shown in Section 4.

General rules, regulations, and other monthly rates for Universal Emergency Reporting Service - 911 are shown in Section S18 of this tariff.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.10 **City of Durham**
Durham, North Carolina (Continued)

b. Rates and Charges

Network Central Office Modifications

	<u>Rates</u>	<u>GSEC</u>
Monthly Rate	\$ 1,238.82	E911INTWK GTE
Nonrecurring Charge	11,629.00	E911INTWK GTE NRC
Basic Termination Charge (120)*	57,314.00	

S5.3.11 **Burroughs Wellcome Company**
Research Triangle Park, North Carolina

The following nonrecurring charge is a development cost to establish a Toll Billing record format for the customer. In addition, the monthly rate and regulations shown in Section S11.3 will apply.

	<u>Nonrecurring Charge</u>
Each program	\$ 350.00

S5.3.12 **Durham County Government**
Durham, North Carolina

The following nonrecurring charge is the development cost to establish a Local and Toll Billing record format for the customer. In addition, the monthly rate and regulations shown in Section S11.3 will apply.

	<u>Nonrecurring Charge</u>
Each program	\$3,000.00

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.13 Environmental Protection Agency
Research Triangle Park, North Carolina

a. General

The following rates and charges will provide a fiber solution from the EPA Building on Alexander Drive to the Beaunit Building on Alexander Drive using a sixty (60) fiber cable (48 multimode 62.5/125 um and 12 single 7/125 um).

b. Terms and Conditions

This service will be provided under the following terms and conditions:

- (1) Frontier will terminate the fiber on patch panels at the customer's locations in a manner which restricts the customer's access to the fiber.
- (2) The customer agrees to limit the use of the fiber to their own internal needs, and not resell any of the fiber's capacity to others. Frontier will monitor transmissions to assure customer compliance.
- (3) Frontier will inspect the terminals upon reasonable notice to the customer.
- (4) The Company will perform the necessary maintenance and testing for upkeep of the facility. Operational terms and conditions relating to trouble isolation responsibility, repair and maintenance procedures will be specifically addressed in other documents.
- (5) The Company will insert bandwidth limiting devices between the two locations if and when they become available. Installation of such devices will be at the option of the Company.
- (6) Transport of switched voice or data services that can be purchased from Frontier Product Guides is prohibited.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.13 Environmental Protection Agency
 Research Triangle Park, North Carolina (Continued)

b. Terms and Conditions (Continued)

- (7) These facilities are to be used only for the transport of data communications from the customer's mainframe computers to the Storage Technology Robotic Mass Storage unit located in the Beaunit Building. The speed at which these channels -will operate will be 4.5 Megabytes (36 Megabits) over a limited distance of 5 kilometers.
- (8) Due to network and operating constraints, the offering of this service is application and location specific and is not necessarily transferable to any other situation involving the EPA or any other customer.

c. Rates and Charges

Monthly Rate Per Fiber*	\$ 95.00
One Time Installation Charge	4,930.73
Termination Liability	
First Year	\$75,795.00
Second Year	50,530.00
Third Year	26,265.00

* The monthly rate is based on EPA's need to turn up fibers at the following specified time intervals:

- 16 Initially
- 8 Six Months after initial In-Service Date
- 8 Twelve Months After Initial In-Service Date

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.14 North Carolina Central University (NCCU)
Durham, North Carolina

a. General

Customized Multi-line Telephone Dormitory Service (CDS) will be provided to NCCU for residential use by students, faculty members, or employees who reside in dormitories or other residential quarters owned, leased or under control of the educational institution as specified below:

- (1) All Customized Multi-line Telephone Service lines furnished to the educational institution will have the following basic features:

Common Recorded Announcement on Intercept, Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Distinctive Ringing, Station-to-Station Calling, and Touch Call.

- (2) The Customized Multi-line Telephone Dormitory Feature Package will be comprised of the following features:

Call Forward - All, Busy, No Answer
Call Waiting Terminating
Speed Calling Short List (Individual)
Toll/Code Restriction

- (3) The local calling area for CDS is the same as that specified in Section S3.4.1 of this Product Guide for flat rate service in the Durham exchange.
- (4) The educational institution is responsible for payment of all charges billed to the institution. Collect and third number long distance calls will not be billed to CDS lines. CDS will allow collect and/or credit card calls to be made over these lines.
- (5) To establish an intraLATA toll access account for users of the CDS Service a Residence Primary Service Ordering Charge will apply.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.14 **North Carolina Central University (NCCU)**
Durham, North Carolina (Continued)

a. General (Continued)

- (6) The regulations set forth in Section S2 of this Product Guide for deposits and payment of service shall be applicable to users of CDS Service in dormitories. In the event of non-payment of any charges billed, the Company may suspend toll access to a CDS Service user until all charges have been paid. Service which is so suspended is subject to the residence individual line charges specified in Section S4.5.2 of this Product Guide for restoration of service.
- (7) For CDS Service provided as specified in a. preceding, a minimum of one (1) NAR per eleven (11) CDS station lines is required.

b. Definition of Features:

Call Forward:

This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Includes all calls or only calls reaching a busy or no answer condition (Fixed Forwarding is established and changed by the Telephone Company, whereas variable forwarding is established and changed by the station user).

Call Waiting Terminating:

Informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

Speed Calling Short List (Individual):

Allows the Main Station Line user to place calls to a list of eight frequently called telephone numbers by dialing fewer digits than the complete directory number.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.14 North Carolina Central University (NCCU)
Durham, North Carolina (Continued)

b. Definition of Features: (Continued)

Toll/Code Restriction:

This feature prevents customer designated stations from placing any chargeable calls to NCCU. This feature is intended to restrict main station line direct dialed outgoing calls. This feature will block 01+ and all calls except 1+800 or 1+888 calls. The measured rate Multi-Area Calling Plan will also be blocked but collect, third number or credit card calls can be made to the Multi-Area Calling area at applicable toll rates shown in Section S14.

c. Rates and Charges

	<u>Monthly Rate</u>
(1) Customized Multi-line Telephone Dormitory Service Line	\$ 6.30
(2) Wire Center Line Charge Note 1	
(3) Network Access Register (NAR), each	Note 2
(4) Customized Multi-line Telephone Dormitory Feature Package, each line	1.70
(5) End-User Charge	Note 3
(6) Semester Reconnects	Note 4

- Notes:
- (1) Apply rate as specified in Section S11.1.7.b.(3) for Customized Multi-line Telephone Wire Center Line Charge.
 - (2) Apply appropriate rate as specified in Section S3.9 for Network Access Registers (NARS).
 - (3) The Residential End-User Charge specified in the Company's Facilities for Interstate Access Tariff, Section 12, will apply to each Customized Multi-line Telephone Dormitory Service line.
 - (4) The Business Subsequent Service ordering charge as specified in Section S4 is applicable for semester reconnects in addition to a \$10.00 per line charge.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.15 North Carolina Central University (NCCU)
Durham, North Carolina

a. General

This service arrangement will provide Customized Multi-line Telephone Service Main Station rates for administrative lines at NCCU. All other rates for NARs, Wire Center Line Charge, features and options will be provided at the rates and charges shown in Section S11 of this Product Guide. Service charges as shown in Section S4 will also apply.

b. Rates

Monthly
Rate

Customized Multi-line Telephone Service
Main Station Administrative Lines,
each

\$ 6.30

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S.5.3.16 Durham County Government
 Durham, North Carolina

a. General

The following rates and charges for the County of Durham will provide Customized Multi-line Telephone Service Main Station lines. All other rates for NARs, Wire Center Line Charge, features and options will be provided at the rates and charges shown in Section S11 of this Product Guide. This service is offered on a three year contractual basis commencing on the date the service is established and is provided under the conditions shown in Section S11.1.5 of this Product Guide. Service charges as shown in Section S4 will also apply.

b. Rates

	<u>Monthly Rate</u>
Customized Multi-line Telephone Service Main Station, each line	\$ 6.30

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

**S5.3.17 State of North Carolina
Office of the State Controller
Department of Administration
Raleigh, North Carolina**

a. General

The State of North Carolina, requested a statewide rate for Customized Multi-line Telephone Service. The rates provided below are available to any state agency within Frontier Communications of the Carolinas LLC's North Carolina serving area. The rates and charges provide the following Customized Multi-line Telephone services to:

State Information Processing Service (SIPS):

Customized Multi-line Telephone Service Main Station, Local Loop and desired Feature Package with Calling Number Identification Delivery as described in Section S11 of this Product Guide.

University Dorm Stations - Customized Multi-line Telephone Service Main Station, Local Loop and desired Feature Package with Calling Number Identification Delivery as described in Section S11 of this Product Guide.

The NARs and all other options and enhanced features will be provided at the rates and charges shown in Section S11 of this Product Guide. The SIPS service is offered for a contract period of five years and is effective with the date of this Product Guide. Minimum service period is five years. Termination liability charges, as specified in Section S11.1.5 of this Product Guide, will apply if the customer discontinues Customized Multi-line Telephone Service prior to the completion of the five year contract period.

The University Dorm Stations Service is offered for one year commencing on the date the service is established and is provided under the conditions shown in Section S11.1.5 of this Product Guide.

Service charges as shown in Section S4 will also apply.

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S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.3 Special Service Arrangements (Continued)

S5.3.17 State of North Carolina
 Office of the State Controller
 Department of Administration
 Raleigh, North Carolina (Continued)

b. Rates

The business Subscriber Line Charge is in addition to the SIPS rate and the residence Subscriber Line Charge is in addition to the University Dorm Stations rate below.

	<u>Monthly Rate</u>
SIPS Customized Multi-line Telephone Main Station, each line (with Feature Package 1000)	\$11.65
SIPS Customized Multi-line Telephone Main Station, each line (with Feature Package 2000)	11.75
SIPS Customized Multi-line Telephone Main Station, each line (with Feature Package 3000)	11.85
University Dorm Stations, each line (with Feature Package 1000)	13.80
University Dorm Stations, each line (with Feature Package 2000)	13.90
University Dorm Stations, each line (with Feature Package 3000)	14.00

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EFFECTIVE: February 15, 2019

S5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S5.4 Contract Service Arrangements

S5.4.1 General

- a. When economically practicable, customer specific contract service arrangements may be furnished in lieu of existing tariff and/or Product Guide offerings provided there is reasonable potential for uneconomic bypass of the Company's services. Uneconomic bypass occurs when an alternative service arrangement is utilized, in lieu of Company services, at prices below the Company's rates but above the Company's costs.
- b. Unless otherwise specified, the regulations for contract service arrangements are in addition to the applicable regulations and rates specified in other sections of this Product Guide.

S5.5 Relocation of Utility Facilities

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

(N)
|
(N)

EFFECTIVE: November 18, 2014

S6. DIRECTORY LISTINGS

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S6. DIRECTORY LISTINGS

S6.1 Regulations Applicable to Directory Listings

- a. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory and the directory assistance records. Listings are indented solely for the purpose of identifying customer's telephone numbers and as an aid to the use of the telephone service.
- b. The listing of customers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence of arrangement. In accepting listings as requested by customers or prospective customers the Company will not be a party to controversies between customers as a result of the publication of such listings in its directories.
- c. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its judgment such listings would tend to delay or impede the use of the service.
- d. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when in its judgment the clearness of the listing and the identification of the customer is not impaired thereby. If additional lines are required to properly identify the customer, the rates for Additional Line Matter specified in this Product Guide are applicable for each line over one in the directory.
- e. Except as hereinafter provided only one listing is furnished without charge for each main service, PTAS or COPT Coin Line Service, ISDN-Single Line, Sharing and Resale of Basic Local Exchange Service, PBX system, Customized Multi-line Telephone Service system, Centrex system or ISDN-Basic Rate Interface ¹ business group; where a number of main services are provided on a rotary basis they are considered as one service. If additional listings are required to properly identify the customer, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of main station lines, the number of lines or trunks serving a Sharing and Resale of Telephone Services arrangement, the number of trunk lines in a PBX system, or the number of Customized Multi-line Telephone Service Network Access Registers associated with that service. Directory listings showing the appropriate Centrex station number or Customized Multi-line Telephone Service Local Access number may be furnished indented under the main listing or additional listings at the charge for additional listings. Such listings may be specific departments, locations or titles of key personnel.
- f. Additional listings on rotary numbers usually bear the call number of the first line of the rotary group but, at the customer's request, they may bear any one of the rotary numbers.
- g. Street numbers, followed by the names of streets, will be used in identifying the location of the customer except when in the judgment of the Company names of buildings, apartment houses or communities serve as a better means of identification: The use of floor, room or suite numbers of buildings or apartment houses, or other such designations is not permitted.
- h. Clients of a Sharing and Resale of Telephone Services arrangement may be provided listings in the alphabetical section of the directory at the rates specified in this section of this Product Guide for an additional listing. All regulations for directory listings specified herein apply to clients of a Sharing or Resale of Basic Local Exchange Service arrangement.
- i. When in the judgment of the Company the use of reference or other listings in excess of the number of listings permitted without extra charge as previously outlined, are needed for better identification of the customer or governmental offices to facilitate the Company's operations, such listings may be provided without charge.

(C)

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)

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S6. DIRECTORY LISTINGS

S6.2 Business Listings

- a. Generally, business listings consist of a name, a designation descriptive of the customer's business if not self-explanatory, the address at which service is rendered, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted but may be that of a second party designated by the customer. Additional listings may be furnished in the names of partners or members of the firm, if the customer is in a partnership or firm; the names of the officers of the corporation where the customer is a corporation, and for any business establishment, the names of associates or employees of the customer. Business additional listings may also be the bona fide names of individuals, firms or corporations which the customer owns or controls, or is duly authorized to and actually does represent.
- b. All listings of a customer's services which are located on the same premises must bear the same address, except in the case of outside stations of PBX or Centrex systems when the address may be shown as the premise where the outside station is located.

S6.2.1 Business Designations

- a. The designation in a business listing consists of a word or phrase, abbreviated where necessary, that describes the general nature of the customer's business. Designations will not be used where the name under which the customer is doing business is sufficient to indicate the nature of the business. The listing of an individual, together with his title and the name of the business with which he is associated or represents, in lieu of a designation of the general nature of the business, is not permitted. Likewise, the listing of the name of a firm or corporation, followed by the name or name and title of an individual connected therewith, in lieu of a business designation is not permitted.
- b. Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may for purposes of identification, include abbreviated designations of titles. Also, the title "Mrs." or "Miss" is permitted. Degrees are permitted when they serve as a means of better identification; however, titles and designations will be omitted when a degree is used which conveys adequate information.

S6.2.2 Trade Names

A trade name created by adding a term such as Company, Agency, Shop, Works, etc., to the name of a commodity or service will not be accepted as a listing unless the customer shows satisfactory evidence that he is authorized to do business under the trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, or which in its judgement are otherwise objectionable or unnecessary for identification purposes.

S6.3 Residence Listings

Generally, residence listings consist of a name, the address of the premises at which service is rendered, and the telephone number. The primary listing is ordinarily the name of the individual who contracts for the service but the listing may be in the name of a second party so designated by the customer. Additional listings may be furnished in the names of relatives, including those by marriage, domestic employees of the customer, or other persons residing in the customer's home who are recognized as a part of the customer's domestic establishment.

S6.3.1 Special Residence Designations

Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc. may, for the purposes of identification, include abbreviated designations of titles. Also, the title "Mrs." or "Miss" is permitted.

EFFECTIVE: November 18, 2014

S6. DIRECTORY LISTINGS

S6.3 Residence Listings (Continued)

S6.3.2 Dual Name Listings

a. Dual-name listings are defined as a combination of names and/or initials of two persons who share the same surname and reside at the same address, or of one person known by two sets of first and/or middle names and/or initials.

b. The following examples illustrate the format options for dual- name listings:

(1) Primary Listing

Jones, John & Mary	123 Main Street	123-4567
or		
Jones, Mary & John	123 Main Street	123-4567
Jones, John T. & Mary F.	123 Main Street	123-4567
or		
Jones, Mary F. & John T.	123 Main Street	123-4567
Jones, Mary F. (Mrs. John T.) 123 Main Street 123-4567		
Jones, John T. (Tex)	123 Main Street	123-4567

(2) Primary with Additional Listing

Jones, John & Mary	123 Main Street	123-4567
Jones, Mary & John	123 Main Street	123-4567
Jones, John T.	123 Main Street	123-4567
Jones, Mary F. & John T.	123 Main Street	123-4567
Jones, John T. (Tex)	123 Main Street	123-4567
Jones, Tex (John T.)	123 Main Street	123-4567

c. Dual-name listings are available only for residence subscribers.

d. Dual-name listings may be provided as the primary listing at no recurring charge for the addition of the second name to the listing.

e. Dual-name listings may be provided as an additional listing at the customer's option at the regular additional listing rate.

f. The Records service order applies for:

- (1) Changing a primary single-name listing to a primary dual-name directory listing,
- (2) Changing the primary or additional dual-name directory listing once established.

g. No nonrecurring charge applies when the dual-name listing is established with the initial establishment of service or when a change in an existing listing is requested on an order for which service charges are otherwise applicable.

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S6. DIRECTORY LISTINGS

S6.4 Non-Published Telephone Numbers

Some customers request their telephone numbers be omitted from the directory and the Company's directory assistance records. Such requests may be fulfilled through the assignment of a non-published telephone number subject to the rates and regulations outlined below.

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

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published telephone number in the directory or disclosing said number to any person shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published telephone number. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published telephone number or the disclosing of said number to any person.

The telephone number, name and address of the calling party may be displayed at a Public Safety Answering Point (PSAP) located on the premises of a customer subscribing to Enhanced 911 Service, on a call-by-call basis only, for the purpose of responding to emergency calls from non-published numbers. The customer forfeits his right to privacy upon making a call to 911.

For accounting purposes, the telephone number, name, and address of a customer with a non-published number will be provided to the Long Distance Carrier(s) which furnishes the customer long distance message telecommunications service. Under no circumstances will this information be used for marketing purposes.

Upon request, the Company will provide billing name and address information associated with a non-published telephone number to interexchange carriers, unless the customer requests that the Company restrict this information from being released.

EFFECTIVE: January 3, 2023

S6. DIRECTORY LISTINGS

S6.4 Non-Published Telephone Numbers (Continued)

S6.4.1 Rate Application

- a. A monthly rate for each non-published telephone number with the exception of those services listed in Section S6.4.1.b of this Product Guide.
- b. The rates for non-published and non-listed number service as specified in this Product Guide do not apply to the following exceptions:

(1) Customer with a Published Number

If a customer has a published number and any additional local exchange service lines with any combination of non-published and non-listed number service at the same address with the same class of service, the monthly recurring rates for the non-published and the non-listed number service(s) will not apply.

(2) Customer with a Non-Published and/or Non-Listed Number Service

If a customer has non-published and non-listed number service(s) in any combination provisioned for one or more local exchange service lines, only one monthly recurring charge will apply for all of the customer's non-published and non-listed number service(s) for the customer's local exchange service lines at the same address with the same class of service. If the customer has both non-published and non-listed number service(s) provisioned for one or more local exchange service lines at the same address with the same class of service, the non-listed number service rate will be the only monthly recurring charge that will apply for the non-published and non-listed services associated with the line(s).

- (3) Initial listing for Public Telephone Access Service and Customer-Owned Pay Telephone Coin Line Service
- (4) Inward Wide Area Telephone Service
- (5) Foreign Exchange Service
- (6) Temporary Service (non-published/non-listed number service provided at no charge for a period not more than 30 days)
- (7) Special services such as teletypewriters or data services provided for customer with impaired hearing having a limited requirement for voice communication.
- (8) Local exchange service for customers living in a hotel, hospital, retirement complex, apartment house, boarding house, or club provided the customer is listed under the telephone number listed for the establishment.
- (9) New listings provided to a customer because of unusual circumstances, such as harassing calls, threat, or other acts adversely affecting the health, welfare, security or service of the customer (non-published/non-listed number service provided at no charge for a period not more than 30 days).

S6.4.2 Rates and Charges

	Monthly Rate	
	<u>Residential</u>	<u>Business</u>
Non-Published Telephone Numbers	\$7.00	\$7.00

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S6. DIRECTORY LISTINGS

S6.5 Non-Listed Telephone Numbers

Non-listed telephone numbers are not listed in the Company's alphabetical directory but are maintained on directory assistance records and will be furnished upon the request of the calling party. The acceptance by the Company of the customer's request to furnish a non-listed telephone number does not create any relationship or obligation, direct or indirect, to any person other than the customer.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-listed telephone number in the directory shall attach to the Company. Where such a number is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-listed telephone number. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed telephone number.

Upon request, the Company will provide billing name and address information associated with a non-listed telephone number to interexchange carriers or certain other providers of telecommunications services, unless the customer requests that the Company restrict this information from being released.

Subscribers with non-listed telephone numbers give up their right to anonymity when they dial the 9-1-1 emergency service number, as the telephone number and address information may appear on a viewing screen at the Public Safety Answering Point (PSAP) or otherwise be confirmed by the Emergency Service agency (ESA). Subscribers dialing 9-1-1 are consenting to such transfer of information to the ESA. The information is provided solely for the purpose of responding to 9-1-1 emergency calls.

S6.5.1 Rates and Charges

A monthly rate applies for each non-listed telephone number with the exception of those services previously listed under S6.4.1.b, preceding.

	Monthly Rate		(l)
	<u>Residential</u>	<u>Business</u>	
Non-Listed Telephone Numbers	\$6.50	\$6.50	

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EFFECTIVE: April 15, 2024

S6. DIRECTORY LISTINGS

S6.6 Additional Listing Charges

S6.6.1 General

- a. Additional (paid) directory listings are accepted for a minimum chargeable period of the life of the directory issued in which the listing first appears, not to exceed one year from the effective date of the listing. In case the additional listing does not appear in the directory, the minimum chargeable period is for one month. Listing charges date from the day the directory assistance records are posted. Directory assistance records are posted at the time the application for the listing is made, or at any time up to and including the closing date of the directory, as desired by the customer. The customer to the service assumes responsibility for all charges for additional listings associated with his service.
- b. Listing charges are automatically discontinued upon termination of the main service with which associated and additional listing charges may be discontinued upon request after the expiration of the minimum chargeable period. Charges for additional listings of those other than the customer may be discontinued upon request of the customer in case the listed party becomes a customer to exchange service similar in classification to that under which such party already is listed, i.e., business or residence, or in case of the death of the listed party, or if such party moves from the premises at which the exchange service listed is furnished.

S6.6.2 Rates and Charges

a. Additional Name Listings

	<u>Rates</u>	
(1) Business	\$24.00	(l)
(2) Residence	\$6.00	

b. Additional Line Matter (Refer to Section S6.1.d)

(1) Business	\$24.00	(l)
(2) Residence	\$6.00	

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EFFECTIVE: April 22, 2023

S6. DIRECTORY LISTINGS

S6.7 Miscellaneous Listings

S6.7.1 Reference Listings

Reference listings may be furnished to customers who change their names, absorb other businesses or subdivide their business and have authority to continue the use of the old name, and in other cases when in the judgment of the Company they are considered necessary and are not intended for advertising purposes. Such listings are furnished at the regular rate for additional listings.

S6.7.2 Foreign Listings

Listings in the alphabetical section of the directory of an exchange other than that from which the customer is served are furnished at the regular rate for foreign listings.

Where a subscriber is located in an exchange border area and requests a foreign listing for better identification in order to facilitate the completion of calls, such a listing will be provided without charge in this company's directories or a connecting company's directory. This type listing is limited to those instances where a subscriber resides in one exchange and his mailing address is a second exchange. There shall be no charge made by one company to another for this service.

a. Rates and Charges

	Monthly Rate	
	<u>Residential</u>	<u>Business</u>
Foreign Listing	\$6.00	\$6.50

S6.7.3 Extra Lines of Information

Descriptive text that does not have a telephone number.

a. Rates and Charges

	Monthly Rate	
	<u>Residential</u>	<u>Business</u>
Extra Lines of Information	\$6.00	\$14.00

(l)

S6.7.4 Indented Listings

Indented listings are employed where a customer has more than one listing for service under the same name at one or more locations. An indented listing may be either a business listing or a residence listing where the name in the second listing would be a repetition of that in the first.

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S6. DIRECTORY LISTINGS

S6.7 Miscellaneous Listings (Continued)

S6.7.5 **Caption Listings**

Listings may be indented under a caption or sub-captain at no additional charge for the caption arrangement when in the judgment of the Company the caption will facilitate the use of service.

The captions must be an essential part of the indented listings which follow and may include names of departments, branches of the business or titles of officials.

Listings that are variations of the same general line of business, or which in the judgment of the Company appear to advertise the extent of the customer's business, are not permitted in listings to be indented under captions.

S6.7.6 **Additional Listings for Names Spelled More Than One Way**

Customers whose names may be spelled differently from the way such names are commonly pronounced may arrange for additional listings of their names alternately spelled, at the regular additional listing rate.

Listings of alternate spelling are not allowed when in the judgment of the Company they are desired for the purpose of securing a preferential position in the directory or for advertising purposes.

S6.7.7 **Alternate (Directive) Listings**

Customers may obtain listings which refer calling parties to certain other telephone numbers. Alternate listings are of two general types as described below:

a. **Nights, Sundays, and Holidays -**

- (1) This type of alternate listing refers calling parties to an alternate telephone number to be used after business hours and on Sundays and holidays. The monthly rate for such listing is the regular additional listing rate per month for each line of the "Note" and to each listing included under the "Note" of the alternate directory listing.
- (2) Names of individuals are not permitted in listings of this type, however, telephone numbers may be shown of those entitled to use the service, in connection with which the alternate listing is to be provided, and who are agreeable to the use of their numbers in such alternate listing. Listings of this type may indicate the telephone numbers of members of the immediate family of the customer desiring the alternate listing.

b. **If no answer dial -**

Alternate listings which refer calling parties to other telephone numbers in case no number is received at the preceding listed telephone may indicate the telephone number of customers who are agreeable to the use of their numbers in such listings. This type of alternate listing is charged for at the regular rate for an additional listing.

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S7. COIN TELEPHONE SERVICE

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS)

S7.1.1 General

- a. Public Telephone Access Service (PTAS) for customer-provided pay telephones is an exchange service line directly connected to the public network and provided at the request of the customer for telecommunications use by the general public at locations accessible to the general public. Extensions of the PTAS lines are not permitted.
- b. PTAS lines are provided for use with both customer- provided non coin-operated pay telephones and customer-provided coin-operated pay telephones, as well as customer-provided equipment or processes used for the resale and transmittal of voice or data over the public switched network (such as public facsimile services as defined in Section S1 of this Product Guide).
- c. PTAS is provided subject to the condition that telephone messages (local and long distance) placed from stations which are accessible to the public are completed over PTAS lines. Where PTAS is furnished, any type or grade of business service offered regularly at that location may be furnished in addition, provided such business service is confined to locations solely for use by the particular establishment.
- d. PTAS is provided on a usage rate basis where facilities permit; otherwise the service will be provided on a message rate basis. The message rate service will be converted to usage rate service as it becomes available at no cost to the customer.
- e. The Company will not be responsible for the operation, maintenance, coin refund or coin collection of any PTAS instrument it does not provide nor will Company employees offer PTAS instructions for those instruments not provided by the Company.
- f. Customer to PTAS are subject to the rates, rules, and regulations as specified for Business Individual Access Lines in this Product Guide unless otherwise stated in this section.
- g. This service may not be suspended at a reduced rate.
- h. A listing in the white page section of the exchange directory may be provided in connection with PTAS. The PTAS provider, however, may choose to have non-published and/or non-listed telephone numbers for PTAS at no additional charge. Additional listings will be at rates specified in Section 6 of this Product Guide. Although the PTAS provider is entitled to a directory listing without charge, the PTAS client may be listed instead at the rate for an additional listing.

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.1 General (Continued)

i. PTAS Line or Trunk

- (1) All PTAS instruments and all voiceless facsimile devices operated for compensation, other than those located in detention areas of local, state or federal confinement facilities and connected through line concentrators as specified in Section S7.1.1.j.(1) following, must be connected to the telephone network through PTAS lines furnished by the local exchange telephone company. Except as specified in Section S7.1.1.j.(1) connection through other facilities or systems is prohibited.
- (2) All PTAS instruments and all voiceless facsimile devices connected to the network through line concentrators as specified in Section S7.1.1.j.(1) require the use of PTAS trunks furnished by the local exchange telephone company for connection of the line concentrator to the network.

j. Notwithstanding any provisions herein to the contrary, and subject to all other applicable provisions of this Product Guide, including but not limited to restrictions on the charges that may be made, the following provisions shall apply to all Public Telephone Access Service telephones located in the detention areas of local, state, or federal confinement facilities:

- (1) Such telephones:
 - (a) may be arranged for outward-only calling, if specially requested by the administrative of the confinement facility;
 - (b) may be arranged to terminate calls after 10 minutes of conversation time, if specifically requested by the administration of the confinement facility, and the local exchange company and presubscribed interexchange carrier are so notified by the telephone provider;
 - (c) shall be arranged to block 411 calls, but a copy of a current local directory must be available for inmate access;

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.1 General (Continued)

j. (Continued)

(1) (Continued)

(d) shall be arranged to allow only 0+ collect calls for local, intraLATA, and interLATA calls and to block all other calling including, but not limited to, local direct calls, credit card calls, third number calls, 1+ sent-paid calls, 0+ sent-paid calls, 0- sent-paid calls, 0- calls, 800/877/888 calls, 900 calls, 976 calls, 950 calls, 911 calls, and 101XXXX calls. Provided, however, that where the local exchange company or the telephone set can block additional digit dialing after initial call set-up, 1+ long distance and seven digit local dialing may be permitted if specifically requested by the administration of the confinement facility.

(e) Shall, at the request of the administration of the confinement facility, provide for the cut off of designated PTAS instruments through the use of cut-off keys or switches placed on the provider side of the network interface;

(f) May, with the express written consent of the administration of the confinement facility, terminate PTAS trunks provided by the serving local exchange company for use at the facility in manual or automatic line concentrators; the concentrator may not be arranged or programmed to allow access by more than one PTAS instrument to a single PTAS trunk at any time; prior to connection of the equipment, the provider is obligated to advise the serving local exchange company of its intent to connect a concentrator to the local exchange company's facilities, specifically identify the trunks which will terminate in the concentrator and, upon demand, provide the FCC registration number of the equipment.

(2) Unrestricted coin telephones under administrative control may be available outside of a jail cell for supervised use by inmates.

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.2 Responsibility of the Customer

- a. The customer shall be responsible for the installation, maintenance, and operation of PTAS instruments and other terminal equipment used in connection with this service.
- b. All PTAS instruments and all other terminal equipment must be connected to the telephone network in compliance with Part 68 of the FCC Rules and Regulations as well as the regulatory and certification requirements of the North Carolina Utilities Commission. Subscribers to PTAS may, upon request, be required to provide the telephone company with the FCC registration number of each item of terminal equipment to be connected prior to its connection.
- c. Instruments connected to a Public Telephone Access Service line must be of a type which permits the following characteristics:
 - (1) All PTAS instruments must allow access to the "Operator" and completion of 0- local and long distance calls billed to a credit card, a third number or the called number (collect) at no charge;
 - (2) All PTAS instruments must allow completion of 0+ local and long distance calls billed to a credit card, a third number, or the called number (collect);
 - (3) All PTAS instruments must allow access to 911 Emergency Service where available at no charge;

All PTAS instruments must allow access to the Telecommunications Relay Center at no charge.
 - (4) Coin-operated instruments must be equipped to return the coins to the caller in the case of an incomplete call;

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.2 Responsibility of the Customer (Continued)

c. (Continued)

- (5) Coin-operated instruments must be equipped to accept nickels, dimes, and quarters;
- (6) All new PTAS instruments must allow receipt of incoming calls at no charge; and
- (7) All PTAS instruments must be capable of completing local and long distance calls; provided, however, that sent-paid international calling capability may be blocked.

d. The following information is required to be posted at each customer-owned pay telephone installation:

- (1) The appropriate emergency number (operator, 911);
- (2) The provision of clear operating instructions, ownership of the instrument, and procedures for handling repair, refunds, and billing disputes; and
- (3) The telephone number of the PTAS line and the local address.
- (4) The coin access charge, if any, which will be imposed for completion of a 0+, 101XXXX-0+ local or toll call, and an 800/877/888 toll call; and
- (5) The name of the presubscribed IC(s) or, in non-equal access areas, the name of the carrier to which 0+ and 00+ calls will be routed, must be clearly displayed.
- (6) Whether international calling capability is blocked.

e. The PTAS customer is responsible for meeting all federal, state, and local requirements with respect to provisions of customer-provided telephones for use by hearing impaired and handicapped persons.

f. The PTAS customer shall be responsible for payment of a maintenance of service charge as covered in Section S4 of this Product Guide for each visit by the Company to the premises of the customer, where the service difficulty or trouble report results from the use of equipment provided by the customer.

g. The PTAS customer is responsible for abiding by all applicable Telephone Company Product Guide. Failure to do so is grounds for immediate disconnection of service.

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.2 Responsibility of the Customer (Continued)

- h. All PTAS instruments and all other terminal equipment must be installed in compliance with the current National Electrical Code and National Electrical Safety Code.
- i. The PTAS customer is responsible for payment of all charges from the Telephone Company and interexchange carriers including charges for all toll messages originated from or accepted at the paystation locations.
- j. The customer must allow access to local and long distance directory assistance at no charge.

Notwithstanding any other provisions of this Product Guide, the PTAS provider may restrict incoming and/or outgoing calls at any specific public telephone in the interest of public safety and welfare under the following conditions:

- (1) Such restrictions have been requested in writing as to the specific public telephone from the chief local law enforcement officer acting within his apparent jurisdiction stating that the specific restrictions requested are needed in the interest of public safety and welfare. The Company shall keep a copy of such requests from the chief local law enforcement officer on file for inspection, and upon request by the Commission or Public Staff, shall provide copies of the requests for restrictions. The PTAS provider shall retain copies of the requests for restrictions as long as the public telephones remain restricted.
- (2) A notice of the restrictions applicable to a public telephone must be posted at the instrument. The information must be printed sufficiently large and posted close enough to the telephone to be easily readable from the telephone.
- (3) Access to 911 Emergency Service may not be prevented.

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.2 Responsibility of the Customer (Continued)

- k. Proof of certification must be furnished to the Company by the subscriber of Public Telephone Service prior to the connection of PTAS. Subscribers to Public Telephone Access Service lines connecting customer-provided devices having no real or intended voice capability (such as voiceless facsimile and related services), and who are not required to obtain a special certificate from the North Carolina Utilities Commission, are exempt from proof of certification.
- l. The PTAS subscriber shall at all times maintain a current and complete local telephone directory at each paystation instrument.
- m. The PTAS subscriber is responsible for ensuring that the mailing address for all local exchange company bills for lines installed pursuant to a COCOT Certificate is the same as the address shown on the certificate. The provider is responsible for requesting a revision of the certificate concurrent with a change of name or address by filing an appropriate application with the Commission.
- n. All telephones must be arranged or programmed to allow access to all available Interexchange Carriers (ICs) on a non-discriminatory basis. The name of the presubscribed IC(s) or, in non-equal access areas, the name of the carrier to which 0+ and 00+ calls will be routed, must be clearly displayed;

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.2 Responsibility of the Customer (Continued)

- o. Customer-provided telephones must meet all jurisdiction- al requirements regarding their use by hearing-impaired and handicapped persons;
- p. Customers to Public Telephone Access Service lines connecting customer-provided devices providing public facsimile and related services may charge an unregulated rate for the facsimile portion of the service and shall conspicuously display rates and charges for the facsimile portion of the service on or near the facsimile device.
- q. Automated Collect Calls

Calls generated by automated collect devices provided by COCOT Providers which are placed and billed to a called number without the assistance or intervention of a human operator will be allowed under the following requirements:

- (1) The name and number of the COCOT Provider is required to appear on the end user's bill. At the present time the Company's billing system is not capable of providing Billing and Collection services to holders of COCOT certificates;
- (2) The called party is required to actively accept and indicate a willingness to pay for an automated collect call, and, in the absence of such acceptance, the call is to be terminated without charge;
- (3) If the called party does not act to accept or reject the automated collect call (a) the call must be directed to an operator or a certified carrier (except in confinement facilities), or, (b) instructions must be provided to the end user on how to complete the call using an operator of a certified carrier. Such calls originating from confinement facilities should be terminated;
- (4) A COCOT Provider of automated collect calls must use a certified Local or Interexchange Carrier to transmit all communications involved in the call;

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.2 Responsibility of the Customer (Continued)

q. Automated Collect Calls (Continued)

- (5) A COCOT Provider of automated collect calls is required to block or arrange for blocking of calls to 900, 976, 950, 700 and 101XXXX codes;
- (6) The provisioning of automated collect calling capability (outside of confinement facilities) must not restrict the end user's ability to make other types of calls, such as credit card or sent-paid coin calls;
- (7) Proof of additional authority from the North Carolina Utilities Commission must be furnished to the Company by automated collect service subscribers connecting to Public Telephone Access Service. Application for additional authority shall be made on a form specified by the Commission. Providers making initial application for COCOT certification may request authority to offer automated collect service on the initial application;
- (8) Recipients of automated collect calls must not be charged more for such calls than would have been charged by the local exchange company for a local or intraLATA collect call or by AT&T Communications for an interLATA collect call; and
- (9) The billing authority granted to the providers of automated collect calling may be exercised only in connection with automated collect calls.

r. Use of collect, third number, calling card or auto- collect calling is prohibited to those Public Telephone Access Service lines which connect public facsimile and related services.

s. The PTAS subscriber may not contract with, or arrange for his PTAS instruments to automatically access, any noncertified carrier for completion of intrastate calls.

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.2 Responsibility of the Customer (Continued)

- t. The PTAS subscriber may not contract with, or arrange for his PTAS Instruments to automatically access, any carrier other than the serving local exchange company to carry local intrastate calls originating from his PTAS instruments.

S7.1.3 Violations of Regulations

- a. Where any customer-provided equipment is used/or connected in violation of this Product Guide, the Company will promptly notify the customer in writing of the violation.
- b. Failure of the subscriber to discontinue such use or correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of this Product Guide.

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.4 Optional Service Features

- a. Central Office Blocking With Operator Screening - Central office blocking with operator screening is offered to provide a choice of restrictions at the customer's option. These options will be available where PTAS is provided on a usage rate service basis.

Options are as follows:

- (1) Option 1 - Two-Way Service. Provides that third number and collect calls to Public Telephone Access Service are not allowed.
- (2) Option 2 - Two-Way Service. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to PTAS are not allowed.
- (3) Option 3 - Two-Way Service. Provides central office blocking of seven digit local, 976, 1+DDD, and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to PTAS are not allowed.
- (4) Option 4 - Two-Way Service. Provides central office blocking of 976, 1+DDD, and 1+900 calls. Provides screening information to the operator to prevent operator-assisted sent-paid calls from being billed to the line. Further, third number and collect calls to PTAS are not allowed.

- b. Answer Supervision

Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. Customer-Owned Pay Telephone (COPT) Answer Supervision will be provided for use with Public Telephone Access Service (PTAS) to assist in determining when billing for a specific call should commence.

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.4 Optional Service Features (Continued)

- c. Where PTAS is provided on a message rate service basis, third number and collect calls to PTAS are not allowed.
- d. Where third number and collect calls billable to the line are not allowed, special central office equipment serving the originating caller's location is required to make this feature operable. Where such equipment is installed, call attempts which have been screened will not be completed. The operator will advise the calling party that alternative billing arrangements will have to be made before the call can be completed. Where such equipment is not installed, call attempts on the third number basis will be completed but will not be billed to the PTAS line pending investigation. All PTAS customers are advised that calls so completed will be thoroughly investigated as fraudulent calls. The party placing these calls will be expected to make full restitution and will be legally responsible for them. Call attempts on a collect basis which are accepted at the PTAS location will be billed to the PTAS line. Payment for these collect calls will be required.

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.5 Rates and Charges

a. PTAS is provided on a usage rate basis where facilities permit; otherwise the service will be provided on a message rate basis.

(1) Usage Rate Service

(a) The following monthly rates are applicable to PTAS on a per line basis.

		<u>Monthly Rate¹</u>
i.	Option 1 Per Line	\$ 1.00 ²
ii.	Option 2 Per Line	2.00 ²
iii.	Option 3 Per Line	4.00 ²
iv.	Option 4 Per Line	3.00 ²

Note 1: International Blocking will be provided at the approved rate specified in the Frontier Facilities for Interstate Access Tariff FCC No. 1.

Note 2: To the monthly rate shown, add an amount equivalent to 60% of the Business Individual Access Line rate.

(b) No monthly usage allowance applies for PTAS.

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.5 Rates and Charges (Continued)

a. (Continued)

(1) Usage Rate Service (Continued)

(c) The following usage charges apply for calls within the local calling area.

i.	<u>Initial Minute or Fraction Thereof</u>	<u>Additional Minute, Each or Fraction Thereof</u>
	\$.03	\$.02

ii. For local calls placed in the following listed time periods, discounted usage charges of \$.02 for the initial minute or fraction thereof and \$.01 for each additional minute or fraction thereof will apply as follows:

12:00 p.m. - 2:00 pm.
9:00 p.m. - 9:00 a.m.
Saturday and Sunday/All day

(2) Message Rate Service

(a) The following monthly rate is applicable for PTAS.

Two-way, per line - each	<u>Monthly Rate</u> \$1.00 ¹
--------------------------	--

Note 1: To the monthly rate shown, add an amount equivalent to 60% of the Business Individual Access Line rate.

(b) The following message rate charges apply for completed outgoing calls within the local calling area.

Local Message - Each	<u>Rate</u> \$.06
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(3) Answer Supervision	<u>Monthly Rate</u> \$11.00
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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.5 Rates and Charges (Continued)

- b. At the request of the customer, Touch Calling Service may be provided as covered in Section S12 of this Product Guide for Business Individual Line Service.
- c. Service Charges as covered in Section S4 of this Product Guide for Business Individual Line Service are applicable.
- d. Switched Access Charges apply as specified in Sections E3 and E6 of the Access Service Tariff and are billable to the interexchange carrier.
- e. Intrastate intraLATA long-distance charges apply on a per message basis based on toll rates (as provided in Section S14 of this Product Guide) plus the appropriate additive operator services charges (as provided in Section S14 of this Product Guide). Intrastate interLATA long-distance charges apply as specified in the intrastate tariffs of the underlying interLATA carrier. Local charges apply to the PTAS customer on a per message basis based on the applicable local usage rate charges (as provided in Section S7.1.5.a.(1)(c) i. and ii. of this Product Guide) or local message rate charges (as provided in Section S7.1.5.a.(2)(b) of this Product Guide) plus, for operator-assisted sent-paid calls the appropriate additive operator services charges (as provided in Section S3.7.1.d. of this Product Guide).

The customer to Public Telephone Access Service for CPE shall be responsible for the payment of outgoing local calls and long-distance intraLATA calls which are charged by the calling party to a commercial credit card.

- f. The Company providing service to the PTAS customer shall provide the customer with a maximum of 25 local directory assistance inquiries free of charge per month per pay station, but shall otherwise charge the customer for local directory assistance calls in excess of the 25 free calls in the same manner as it charges for such calls to business one-party access line customers.

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.6 Charges to PTAS End-User

- a. The provider is responsible for insuring that calls originated or terminated at his PTAS line are rated in accordance with the following:
- (1) The end user of a PTAS instrument may not be charged more than 25 cents for the carriage and completion of a local sent-paid call.
 - (2) The end user of a PTAS instrument may not be charged more than 25 cents plus the appropriate operator assisted charges, as specified in Section S3.7.1.d. of this Product Guide, for a non-sent paid local call.
 - (3) The end user of a PTAS instrument may not be charged a rate higher than the rate that could be charged by AT&T for the carriage and completion of an intrastate, interLATA toll call of the same type.
 - (4) The end user of a PTAS instrument may not be charged at a rate higher than the rate that could be charged by the local exchange company for the carriage and completion of an intrastate, intraLATA toll call of the same type.
 - (5) The end user of a PTAS instrument may not be charged more than 25 cents by the PTAS provider for a 0+ or 101XXXX-0+ local or toll call, billed to a calling card, or a third number, or to the called party (collect). The Product Guide and/or tariffed charges of the local exchange company or certified interexchange carrier handling the call will also apply to these calls. These charges are billed by or on behalf of the carrier handling the call and are retained by that carrier.

Note 1: Local calls placed to the Telecommunications Relay Center (800 #) from a PTAS instrument will not be charged the \$.25 for the carriage and completion of these 800 calls.

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S7. COIN TELEPHONE SERVICE

S7.1 Public Telephone Access Service (PTAS) (Continued)

S7.1.6 Charges to PTAS End-User (Continued)

a. (Continued)

- (6) The recipient of an automated collect station-to-station call may not be charged more for the call that would have been charged by the local exchange company for a local or intraLATA collect station-to-station call or by AT&T Communications for an interLATA collect station-to-station call.
- (7) All PTAS instruments outside of confinement facilities must allow access to the "Operator" at no charge. The provider may not impose a charge for completion of 0- local and toll calls billed to a calling card, a third number, or the called number (collect).
- (8) The end user of a PTAS instrument may not be charged more than 25 cents for the carriage and completion of an 800/877/888 call.

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S7. COIN TELEPHONE SERVICE

S7.2 Customer-Owned Pay Telephone (COPT) Coin Line Service

S7.2.1 Definitions and Requirements

- a. Customer-Owned Pay Telephone (COPT) Coin Line Service is a coin voice grade exchange line that provides switch based dial tone first (DTF) coin line functionalities for non-Local Exchange Company customer-owned pay telephones.
- b. COPT Coin Line Service is provided at the request of a certificated Public Access Telephone Service (PATS) provider that provides pay telephone service with switch based coin line functionalities to the public on a resale basis.
- c. A COPT Coin Line subscriber must use a separate COPT Coin Line for each pay telephone instrument installed and will be billed the rates provided in the Product Guide for each line. Off-premise extensions to a COPT Coin Line are not permitted.
- d. Where COPT Coin Line Service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.
- e. The carriage and completion of local and intraLATA toll messages are provided by the Company.
- f. The Company shall not be liable for shortages of coins deposited and/or collected from the COPT Coin Line subscriber's equipment.
- g. The Company shall not be liable for end-user fraud associated with failure of the subscriber's equipment to perform.
- h. Temporary Suspension of Service, as specified in Section S12.5 of this Product Guide, is not available to COPT Coin Line Service unless the instrument is located within an establishment which is temporarily closed and, as such, will be totally inaccessible to the general public for the period of suspension. In all cases, the decision to permit temporary suspension of service for a COPT Coin Line rests with the Company.
- i. COPT Coin Line Service will be provided from central offices where facilities are available.
- j. COPT Coin Line Service will be provisioned where technically and economically feasible.

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S7. COIN TELEPHONE SERVICE

S7.2 Customer-Owned Pay Telephone (COPT) Coin Line Service

S7.2.2 Features

- a. Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.
- b. Service is provided on a one-way or two-way basis at the customer's option.
- c. Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.
- d. Billed Number Screening is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.
- e. Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a COPT Coin Line which may require special handling and billing treatment.
- f. Central office 900 and 976 blocking is provided.
- g. Standard recorded announcements used for calls from the Company's public telephone service pay telephones are used for calls that originate from a COPT Coin Line.
- h. All 0-, 0+ and 1+ intraLATA calls and 0+ local calls are handled by the Company's operator services system.
- i. All 0+ interLATA calls are routed to the presubscribed carrier.
- j. Coin sent paid interLATA calls from COPT or IPP Coin Lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (i.e., coin recognition, coin control, etc.) which are required to complete the call.

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S7. COIN TELEPHONE SERVICE

S7.2 Customer-Owned Pay Telephone (COPT) Coin Line Service (Continued)

S7.2.3 Responsibility of the Subscriber

- a. The subscriber is subject to the requirements set forth in Sections S7.1.2 and S7.1.3 of this Product Guide.
- b. The subscriber is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.
- c. Special billing and coin sharing arrangements between a COPT Coin Line Subscriber and another carrier are the responsibility of the COPT Coin Line subscriber.
- d. It is the subscriber's responsibility to ensure instruments used in conjunction with the COPT Coin Line Service are capable of rating sent-paid local calls.

S7.2.4 Rates and Charges

- a. The Business individual line rate, as specified in Section S3.2.2 and S3.3.1 of this Product Guide, will apply for COPT Coin Line service on a per-line basis.
- b. In addition to the monthly line rate above, Usage Charges as specified in S7.1.5 (1) (c) of this Product Guide will apply for calls within the local calling area.

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S7. COIN TELEPHONE SERVICE

S7.2 Customer-Owned Pay Telephone (COPT) Coin Line Service (Continued)

S7.2.4 Rates and Charges (Continued)

- b. No charge will be imposed for incoming calls.
- c. Sent-paid local calls will be rated at the Company's central office.
- d. Operator assisted sent-paid local calls will be rated to the end-user at the rate of .25 cents per message, plus the appropriate additive operator service charges as specified in Section S3.8. Non-sent paid local calls will be rated to the end-user at the rate of .25 cents per message and the appropriate additive operator service charges as specified in Section S3.8.1.d. of this Product Guide.
- e. Operator assisted sent-paid toll calls and non-sent paid intraLATA toll calls will be rated to the end-user at the appropriate long distance rate.
- f. The appropriate Service Ordering, Central Office Line Connection Work, and/or Premise Visit Charges as specified in Section S4 of this Product Guide are applicable for each COPT Coin Line installed, moved, or changed.
- g. Calls to 411 Directory Assistance will be provided to the end user at the rate specified in Section S7.1.5.f. and S3.6.2. Calls to long distance Directory Assistance Service will be charged the rate specified by the Long Distance Carrier.
- h. A listing in the white page section of the exchange directory may be provided in connection with COPT Coin line service. The COPT Coin provider, however, may choose to have non-published and/or non-listed telephone numbers for COPT Coin line service at no additional charge. Additional listings will be at rates specified in Section 6 of this Product Guide. Although the COPT Coin provider is entitled to a directory listing without charge, the COPT Coin client may be listed instead at the rate for an additional listing.

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S8. TELEPHONE ANSWERING SERVICE FACILITIES

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S8. TELEPHONE ANSWERING SERVICE FACILITIES

S8.1 General Provisions

S8.1.1 Facilities

- a. The Company will provide facilities as outlined herein, for telephone answering bureaus (secretarial firms) for their use in furnishing telephone answering service for customers to exchange services, excluding multi-party line services, when they are absent or do not desire to answer their calls personally.

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S8. TELEPHONE ANSWERING SERVICE FACILITIES

S8.2 Rates and Charges

S8.2.1 **Billing to the Client**

The following rates and charges are billed directly by the Company to the client of the telephone answering bureau:

a. Secretarial Line Mileage:

- | | | |
|-----|--|--|
| (1) | Where the client is located in a building other than that in which the telephone answering firm is located | Refer to Section S12 for the regulations and monthly rate for circuits connecting stations |
|-----|--|--|

b. Service Connection Charges:

- (1) Secretarial lines connected to the telephone answering facility. The charges specified in the "Service Charges" section of this Product Guide for Stations apply; however, where the secretarial line is bridged in the central office this charge does not apply in connection with a main station change of address within the same central office area.
- (2) Main station lines - the charges specified in the "Service Charges" section of this Product Guide for main service only.

c. Main lines of clients terminated only in telephone answering facilities for answering purposes only. The rate quoted in the "Basic Exchange Service" section of this Product Guide for individual line service applies.

d. Voice Messaging Access Service (VMAS).¹

	<u>Monthly Rate</u>	<u>Installation Rate</u>
(1) Automatic Call Routing and Automatic Message Retrieval Feature, Each End User Line (excludes Centrex, Customized Multi-line Telephone Service, EDSS)	\$2.00	\$2.00

¹ Voice Messaging is a non-regulated service and included for informational purposes.

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S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE

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**S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE**

S9.1 Foreign Exchange Service

S9.1.1 Regulations

- a. Foreign exchange service is exchange service furnished to a customer from an exchange other than the one from which he would normally be served. This service may only be provided where all facilities and serving points are located in the same LATA.
- b. Foreign exchange service is only offered in connection with flat rate individual line, manual access line, automatic access line, network access registers or Customized Multi-line Telephone Service and in connection with any experimental local calling plans, such as Multi-Area Calling Plan.
- c. Other services, equipment or facilities used in connection with foreign exchange service, except as otherwise indicated in this Product Guide, are furnished subject to the rates and regulations as they apply for those services, equipment or facilities at the open (dial tone) end of the foreign exchange service.
- d. Foreign exchange service is furnished subject to the same restriction as to the use of the service by other than the customer and his representatives, as apply in connection with other classes of service.
- e. Customers to foreign exchange service are not required to subscribe to other service in the exchange from which they would normally be served.
- f. Where the serving foreign exchange is a multi-office exchange, foreign exchange service will be provided from whichever central office would be most economical to the Company; if an applicant desires operation from a different central office and facilities are available therefore, foreign central office charges as per S9.2 will apply for the channel required between the Company selected central office and the central office from which the applicant desires to be served.
- g. Allowance for Interruptions for Foreign Exchange Service.
 - (1) For the access line services described in b. preceding, the regulations for interruption of service in S2.5.4 of this Product Guide will apply.

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S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE

S9.1 Foreign Exchange Service (Continued)

S9.1.1 Regulations (Continued)

g. (Continued)

- (2) For the interexchange channel portion of the Foreign Exchange Service, the rules and regulations for interruption of service as shown in Section S15 of this Product Guide will apply.

Long distance message telecommunications service furnished at a customer's request when his foreign exchange service is interrupted, is charged at long distance message telephone rates.

- h. All negotiations for the establishment of foreign exchange service will be initiated by the prospective customer with the Company having the exchange from which he normally would be served.
- i. Resale of Foreign Exchange Service is provided to certified long distance carriers through the use of Feature Group A Switched Access Service from the Facilities for Intrastate Access Tariff.
- j. Foreign exchange service to an Extended Area Service group of exchanges will normally be provided from the principal exchange(s) or switching center(s) of that group or area. However, upon customer insistence foreign exchange service may be provided from any exchange in the state to any other exchange in the state in accordance with (1) and (2) following. Interexchange channel (IXC) mileage charges and channel terminal charges as specified in S9.1.3 depend upon the distance between rate centers.¹

Note 1: No rates or charges other than the interexchange channel charge and channel terminal charge are affected by principal switching center provisions. The channel terminal charge is affected only to the extent that the distance determined by the provisions dictates which charge to apply, i.e., \$26.65 or \$36.70.

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S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE

S9.1 Foreign Exchange Service (Continued)

S9.1.1 Regulations (Continued)

j. (Continued)

The rate centers between which the mileage is measured depend in some cases upon the principal exchange or switching center designated for the foreign exchange. The various cases and the distances for which the mileage charges and channel terminal charges are applicable are specified following. The foreign exchange is the exchange from which dial tone is provided. The home exchange is the exchange in which the customer is located.

<u>Service Desired</u>	<u>IXC Mileage Charges apply for the distance between:</u>
(1) Between exchanges within the same EAS Group: ¹	
(a) The calling scope of the home exchange includes as a minimum all exchanges in the calling scope of the foreign exchange.	The foreign exchange and the home exchange.
(b) The calling scope of the home exchange does not include all the exchanges in the calling scope of the foreign exchange and:	
1. The foreign exchange is its own principal switching center or has only one principal switching center or	The home exchange and the principal switching center plus the distance (if any) between the foreign exchange and the principal switching center.
2. The foreign exchange has two principal switching centers.	The foreign exchange and the home exchange plus the distance to the principal switching center which is not associated with the home exchange.
(2) Between exchanges not within the same EAS Group:	
(a) The foreign exchange is its own principal switching center or has only one principal switching center.	The home exchange and the principal switching center plus the distance (if any) between the foreign exchange and the principal switching center.
(b) The foreign exchange has two principal switching centers.	The home exchange and the nearest principal switching center plus the distance from the nearest principal switching center to the foreign exchange plus the distance from the foreign exchange to the second principal switching center.

Note 1: For the purposes of this provision two exchanges are considered to be in the same EAS group if the calling scope of each exchange includes the other exchange.

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**S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE**

S9.1 Foreign Exchange Service (Continued)

S9.1.1 Regulations (Continued)

- k. Services established to Extended Area Service points on or before November 10, 1966, will be continued at the same address for the same customer under the regulations existing prior to November 10, 1966, until such services are discontinued or otherwise replaced.

Services established to Non-Extended Area Service points as well as those established under existing regulations which would be altered by the introduction of new or enlarged Extended Area Service plans will be continued under regulations in effect at the time of establishment of service until such time as discontinued or otherwise replaced. For purposes of this regulation, the effective date of the introduction of new enlarged Extended Area Service plans will be the date on which formal approval to establish the service is given.

- l. The principal exchange(s) or switching center(s) of the Company are set forth following.
- m. Exchanges and their Principal Switching Centers:

<u>Exchange</u>	<u>Principal Exchange(s) or Switching Center(s)</u>
Altan	Monroe
Creedmoor	Durham
Durham	Durham
Goose Creek	Monroe
Monroe	Monroe

S9.1.2 Types and Descriptions

- a. These channels are furnished on a single-point basis (except as specified in S9.1.3.a.(2) following) for service seven (7) days per week, 24 hours per day, for a minimum period of one month. These channels may also be furnished on a link (partial channel) basis when connected to Digital Channel Service. The transmission characteristics are the same as specified for Extension Service, as specified in Section S15.8.1.a.

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S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE

S9.1 Foreign Exchange Service (Continued)

S9.1.2 Types and Descriptions (Continued)

a. (Continued)

(1) Station Terminals for use with foreign exchange service are described as follows:

- (a) Type 2006 - A two-wire interface with effective two-wire facilities furnished for voice transmission - Foreign Exchange Use.
- (b) Type 2010 - A two-wire interface with effective two-wire facilities furnished for voice transmission - Off-premises Residence or Business Use.

S9.1.3 Rates and Charges

a. The rates for Foreign Exchange Service are the nonrecurring and monthly rates for the appropriate access line service specified in S9.1.1.b. preceding as they apply at the open end (dial tone), plus charges as specified in S9.1.3 following. In addition, when dial tone is furnished from an exchange within a local or expanded local calling plan, such as the Multi-Area Calling Plan, usage charges apply as specified in the appropriate section of this Product Guide. When a Type 2010 station terminal is terminated outside the Private Line Serving Area, zone charges may apply as contained in S9.1.3.a.(2)(c) following.

(1) Where the applicant for Foreign Exchange Service is so located that it would be more economical to the Company to provide the Foreign Exchange Service direct from the Foreign Exchange to the applicant's location by the extension or utilization of existing plant. Facilities may not cross LATA boundaries.

(a) For distance from the applicant's location to the Central Office in the Foreign Exchange area from which service is to be furnished, a mileage charge, per mile or fraction thereof, airline measurement, will apply.

1.	Per channel	Monthly <u>Rate</u>
	a. Per mile	\$ 8.30

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S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE

S9.1 Foreign Exchange Service (Continued)

S9.1.3 Rates and Charges (Continued)

a. (Continued)

(1) (Continued)

(b) Service Connection Charges contained in S9.1.3. a.(3) are applicable.

(2) Where the applicant for Foreign Exchange Service is so located that it is not economical for the Company to provide the Foreign Exchange Service direct from the Foreign Exchange to the applicant's location by the extension or utilization of existing plant.

(a) Per Station Terminal¹

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1.	Band 1		
	a. Type 2006	\$ 72.25	\$.40
	b. Type 2010	117.50	9.95
2.	Band 2		
	a. Type 2006	131.50	25.35
	b. Type 2010	177.50	38.90
3.	Band 3		
	a. Type 2006	131.50	44.35
	b. Type 2010	177.50	58.00
4.	Band 4		
	a. Type 2006	131.50	88.20
	b. Type 2010	177.50	102.30

Note 1: On single point service, only one Type 2006 Service Terminal is required for Foreign Exchange Service. On multi-point service, one Type 2006 Station Terminal and a minimum of one Type 2010 is required for Foreign Exchange Service. Band descriptions are as specified in Section S15 of this Product Guide.

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S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE

S9.1 Foreign Exchange Service (Continued)

S9.1.3 Rates and Charges (Continued)

a. (Continued)

(2) (Continued)

(b) For a channel between different buildings on same continuous property:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1. First 1/10 mile		
a. Type 2010 use	\$ 88.25	\$ 1.70
2. Each additional 1/10 mile		
a. Type 2010	-	1.40

(c) For a Station Terminal terminated outside the Private Line Serving Area (PLSA) in addition to (a) preceding¹:

1. First Zone		
a. Type 2010	-	8.70
2. Each Additional Zone		
a. Type 2010	-	17.35

Note 1: When a serving central office is located outside the Private Line Service Area (PLSA), no zone charges will apply to a customer located in the same zone as the serving central office. Zone charges will apply when the customer is located in a different zone than the serving central office.

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S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE

S9.1 Foreign Exchange Service (Continued)

S9.1.3 Rates and Charges (Continued)

a. (Continued)

(2) (Continued)

(d) For use with Station Terminals

1. Interexchange Channel, per mile (measured airline distance between rate centers).

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. Channels 10 miles or less, per mile	\$ -	\$4.35
b. Channels over 10 miles, per mile	-	\$3.75 (l)

2. Channel Terminal, two per interexchange channel

(3) Where the inter-

exchange mileage is 10 miles or less, per channel terminal	\$20.50	\$26.65
--	---------	---------

(4) Where the inter-

exchange mileage is over 10 miles, per channel terminal	\$21.50	\$36.70
---	---------	---------

(5) Service Connection Charges

(a) Service Ordering Charges are applicable for receiving and recording information and/or taking action in connection with a customer's request and processing the necessary data. The service ordering charge associated with the exchange service the customer is subscribing to applies in addition to the foreign exchange service ordering charges. These charges include the engineering design function. The two service ordering charges apply only once when more than one channel service is ordered and installed at the same time for termination at the same premises.

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S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE

S9.1 Foreign Exchange Service (Continued)

S9.1.3 Rates and Charges (Continued)

a. (Continued)

(3) Service Connection Charges (Continued)

(a) (Continued)

1.	Type Use, per Service Order	<u>Nonrecurring Charge</u>
	a. Type 2006	\$ 140.00
	b. Type 2010 ¹	127.75
2.	Inside Moves	
	a. Type 2010	79.00
(b)	Premises Visit Charges are applicable for termination of a Station Terminal at the customer's premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated at the same premises at the same time.	
1.	Per Station Terminal	
	a. Type 2010	19.75
(c)	Inside Moves - for moving a channel terminal at the customer's premises from one point within a building to another point within the same building.	
1.	Connection Charges	
	a. Type 2010	44.25

Note 1: Not applicable to Type 2010 station terminal ordered and installed at the same time as Type 2006 station terminal.

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S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE

S9.1 Foreign Exchange Service (Continued)

S9.1.3 Rates and Charges (Continued)

a. (Continued)

(3) Service Connection Charges (Continued)

(d) Other service connection charges except for channel connection and testing, are as specified for the exchange service which the customer requested. Channel connection charges are applicable for the connection and testing of Station Terminals and Channel Terminals. The charges applicable are those nonrecurring charges associated with Station Terminals and Channel Terminals.

(4) Foreign Exchange Service is normally furnished on a single point basis, however, where facilities permit, Multipoint service may be provided within the same LATA. Rates and charges are as specified in S9.1.3.a. preceding, plus those charges for multipoint bridging as specified herein. The first customer location in a foreign exchange is to be designated as the Type 2006 station terminal. Each additional customer premises served in the same exchange and/or different exchange as the Type 2006 station terminal and/or other exchange providing the foreign exchange service (dial tone) is to be designated a Type 2010 station terminal. Interexchange mileage charges for multipoint service is that combination of airline distance connecting rate center points which will produce the lowest total interexchange mileage charge. Each channel connected to an interexchange switching arrangement is considered a separate channel for which the mileage is independently computed.

Where bridging is provided at the "open end" (dial tone end) of Foreign Exchange Service, then a bridging charge is also applicable for connection of the bridge to local switching equipment that provides access to the public switched network. This is in addition to bridging charges for each of the Type 2006 and 2010 channel links bridged at that location. The switched network bridged connection is to be treated and charged as an interexchange channel connection to a bridge.

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S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE

S9.1 Foreign Exchange Service (Continued)

S9.1.3 Rates and Charges (Continued)

a. (Continued)

(4) (Continued)

Standard quality of transmission levels is assured on multipoint Foreign Exchange Service. This provision does not extend to multi-station bridging on a customer's premises unless multi-station bridging is also provided at the same charges as for Type 2001 Station Terminals.

(a) For Type 2006 and 2010 Station Terminals

1. Per Station Terminal Bridged

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a.	Each	\$ 41.25	\$ 11.25

2. Per Interexchange Channel Bridged

a.	Each	\$ 41.25	\$ 10.35
----	------	----------	----------

(5) The rate center of an exchange is the point from which long distance message telecommunications service rates are measured.

(6) The local service area of, and long distance rates to and from main stations, Customized Multi-line Telephone Service stations or PBX systems connected for foreign exchange service are the same as regularly apply to stations located in the foreign exchange area. Charges, if any, for messages to foreign exchange main stations, Customized Multi-line Telephone Service stations or Private Branch Exchange Systems are the established rates for messages to stations located in the foreign exchange area.

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**S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE**

S9.1 Foreign Exchange Service (Continued)

S9.1.3 Rates and Charges (Continued)

a. (Continued)

(7) Foreign exchange service may be furnished involving two areas of the Company or involving an area of the Company and an area of another Telephone Company when the other Telephone Company is willing to concur in arrangements for furnishing such service. In those cases where a portion of the service is furnished by another Telephone Company, the rates and regulations of that Company apply to the part of the exchange service it furnishes. Where the other Telephone Company furnishes a portion of the interexchange facilities and

(a) Concurs in the interexchange rates and regulations of this Company as specified in S9.1.2 and S9.1.3 preceding, the mileage measurement and mileage charges will be as indicated in S9.1.3.a.(2).

(b) Applies its mileage charges to the point of connection with facilities of this Company, the portion of the facilities furnished by this Company will be at the rates and mileage measurements as specified in Section S9.1.3.a.(2) preceding to the same point of connection, the total charges being the sum of the charges of each Company.

(8) Where interstate alternate full period-foreign exchange service is provided, an intercept arrangement may be furnished which transfers the foreign exchange number to a receiving only local number when the service is in the full period condition. This arrangement contemplates a standard termination in a handset, key equipment or PBX and is furnished at the following rates and charges:

(a) Intercept arrangement to permit calls made to the foreign exchange number to be received at the customer's location in the foreign exchange during the period the service is in full period condition.

<u>Installation Charge</u>	<u>Monthly Rate</u>
\$ 14.00	\$ 8.00

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S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE

S9.1 Foreign Exchange Service (Continued)

S9.1.3 Rates and Charges (Continued)

a. (Continued)

(9) Four Wire Service Terminating Arrangement

The Four Wire Service Terminating Arrangement permits switching equipment that is designed to use four wire terminations to be connected to the Company's standard two wire Foreign Exchange (FX) exchange facilities toll network. While this offering contemplates the use of four wire facilities, between the local serving Central Office and the premises switching equipment, two wire facilities may be used. Transmission performance that meets the established standards of the Company will be obtained over facilities connected to a Four Wire Service Terminating Arrangement. If a customer requests improvement beyond this, additional equipment will be provided, where facility conditions permit, subject to additional rates and charges based on the costs incurred.

(a) The following rates and charges are for the Four Wire Service Terminating Arrangement only and are in addition to the applicable rates and charges for the FX trunk with which it is associated.

1. Four Wire Service Terminating Arrangement

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a.	Each ¹	\$ 305.50	\$ 14.10

(10) When, at the customer's request, the interexchange channel portion of the foreign exchange service is furnished as a Series 5000 channel, a station terminal charge will be applicable in addition to the appropriate interexchange channel charge, at rates specified in Section S15 of this Product Guide for Series 5000 channels.

Note 1 For new installations, the Nonrecurring Charge is in addition to the appropriate FX Service Ordering Charge and Premises Visit Charge provided in Section S9.1.3.a. (3) preceding, and the appropriate Service Order Charge (Primary or Subsequent) and Central Office Line Connection Charge found in Section S4. For conversions from existing 2-wire FX to 4-wire FX service, the preceding charges as outlined in this note will apply with the exception of the Central Office Line Connection Charge.

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**S9. FOREIGN EXCHANGE SERVICE AND
FOREIGN CENTRAL OFFICE SERVICE**

S9.2 Foreign Central Office Service

S9.2.1 General

- a. Foreign central office service is exchange service furnished to a customer in a multi-office exchange from a central office other than the one from which service would normally be furnished.
- b. Foreign central office service is available under the conditions outlined in this Product Guide and offered in connection with individual access line service, manual access line, automatic access line and Customized Multi-line Telephone Service/ Centrex service only.
- c. Other services, equipment or facilities used in connection with foreign central office service, except as otherwise indicated in this Product Guide are furnished subject to the rates and regulations applying in the foreign central office from which the customer is to be served.

S9.2.2 Rates and Charges

The rates for foreign central office service include the monthly rate for the class of service desired plus the following mileage for the distance, airline measurement, between the central office from which the customer would normally be served and the foreign central office from which the customer desires to be served.

- a. Customers who subscribe to Foreign Central Office Service will be charged as follows:

The Special Transport monthly rate as provided in Section 5.7.2 of the FACILITIES FOR INTRASTATE ACCESS applies.

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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.

² Local Packet Switching Network Service is grandfathered as of November 28, 2005 and is limited to existing customers at existing locations. No modification to the service is allowed.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service

S10.1.1 General

- a. This Product Guide contains the application, definitions, description, regulations, and rates applicable to Switched Data service furnished by the Company where technological capabilities exist.
- b. Directory listings will be provided in accordance with the regulations and rates specified in Section 6 of this Product Guide.

S10. 1. 2 Description

Switched Data service is a digital data transmission service which provides a data link between two Switched Data users via switched facilities. The network connection is established on a call by call basis.

The customer may subscribe to Switched Data service under the following service arrangements, except when conditions specified in Section 10.1.4.d.(2) are applicable:

a. Low Speed Switched Data

Low Speed Switched Data service supports 300, 1200, 2400, 4800, 9600 and 19,200 bits per second asynchronous full or half duplex connections and 1200, 2400, 4800, 9600 and 19,200 bits per second synchronous full or half duplex connections.

b. High Speed Switched Data

High Speed Switched Data service supports 48,000, 56,000, and 64,000 bits per second synchronous full duplex connections.

c. Switched Data Channel Access

A 1.544 Mbps high capacity digital facility that trans- ports Switched Data usage between the customer premises and the local serving central office on a channelized basis. Switched Data Channel Access provided 24 digital channels that support data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.2 Description (Continued)

d. Switched Data Individual Line Loop Extension

An extended loop capability which transports Switched Data usage between the customer premises and the local serving central office. Each Switched Data Individual Line Loop Extension provides one channel which supports data transmission only. Each channel can transmit up to 56,000 bits per second, or up to 64,000 bits per second, depending on technology.

e. Standard Features

(1) Data Line Security

This feature prevents a data call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

(2) Intercom Dialing

This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. This feature is applicable to Customized Multi-line Telephone Service customer groups only.

(3) Direct Dialing

This feature allows calls to be placed between Switched Data lines within a customer group and Switched Data lines outside of the customer group without the assistance of an attendant.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.2 **Description** (Continued)

f. Optional Features

(1) Data Direct Connect

This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

(2) Data Closed User Group

This feature, restricted to Customized Multi-line Telephone Service lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.2 Description (Continued)

f. Optional Features (Continued)

(3) Voice Option

This feature allows simultaneous voice and data communications over a single Switched Data line. This feature is available where technical capabilities exist. It is not available in RTP Service area. Calling Services and Customized Multi-line Telephone Service Features will be provided with Voice Option at the rates and charges specified in other sections of this Product Guide. This feature is not available with Switched Data Channel access nor with Switched Data Individual Line Loop Extension.

g. Optional Feature Packages

The following feature packages are available for use with Switched Data service.

(1) Feature Package Data 1000 includes:

Data Individual Speed Call-Short List - The use of the Individual Speed Call-Short List is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.2 Description (Continued)

g. Optional Feature Packages (Continued)

(1) (Continued)

Data Call Forward (All/Busy/No Answer) - This feature allows a customer to have incoming calls to a Switched Data line automatically forwarded to a predetermined number. Data Call Forward consists of three variations as follows: All calls, busy and no answer. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Last Number Redial - This feature enables a customer to redial the last called number by depressing a single key rather than the entire number. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.

Data Sequential Hunt Group - This feature assigns a pilot directory number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

(2) Feature Package Data 2000 - This package contains all the features contained in Feature Package Data 1000 plus:

Data Call Back - This feature allows a Switched Data user encountering a busy station to be notified when the busy station becomes idle and to automatically establish the call. This feature is available with Customized Multi-line Telephone Service intercom calling only. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Saved Number Redial - This feature allows a customer to dial a saved number by depressing a single key rather than the entire number. This feature is not available in RTP Service area. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.2 Description (Continued)

g. Optional Feature Packages (Continued)

(2) (Continued)

Data Circular Hunting - This feature assigns a pilot directory number to the hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Group Speed Calling - This feature, restricted to Customized Multi-line Telephone Service lines, provides storage for an abbreviated numbers list which is shared for use by a group of data lines. The list may be updated by a service order or by a user designated as the controller. Only the controller can add to, change or delete numbers from the list. Other lines with access to this list are restricted. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Individual Speed Call-Long List - The use of the Individual Speed Call-Long List is limited to an individual Switched Data line. A long list consists of maximum of thirty stored numbers. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

S10.1.3 Definitions

Asynchronous - A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

Bit - A binary digit. The smallest unit of information in the binary system of notation.

Bits Per Second - The number of bits transmitted per second. A measure of the speed of transmission of digital information.

Digital - Information which is expressed in discrete or noncontinuous form.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.3 Definitions (Continued)

Full Duplex - Type of communication that supports the transmission of signals in both directions simultaneously, but is not capable of simultaneous voice and signal transmission.

Half Duplex - Type of communication that supports transmission of signals in both directions, but is not capable of simultaneous and independent transmission and reception.

Hunting - A search through a group of numbers until an idle station is found or the last number of the group is reached.

Off-Peak - The Off-Peak period for usage rating is from 11:00 p.m. up to but not including 8:00 a.m.

Peak - The peak period for usage rating is from 8:00 a.m. up to but not including 11:00 p.m.

S10.1.4 Regulations

In addition to the following regulations, appropriate regulations established in other applicable sections of this Product Guide will also apply.

a. Scope

(1) The minimum billing for this service is one month.

(2) The rate elements applicable for Switched Data service are:

- (a) Wire Center Line Charge
- (b) Switched Data Customer Line
- (c) Service Connection Charge
- (d) Optional Feature Rates
- (e) Software Reconfiguration Charge
- (f) Network Usage
- (g) Customer Premises Channelization (Optional)

(3) FCC Subscriber Line Charges as specified in Section 13 of the GTOC Tariff FCC No. 1, will apply to Switched Data service. For each Switched Data Channel Access arrangement and Switched Data Individual Line Loop Extension the FCC Subscriber Line Charge will apply twice.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.4 Regulations (Continued)

b. Availability

- (1) The provision of Switched Data Service and the associated features are subject to the availability of certain Central Office and outside plant facilities.

c. Dialing Method

- (1) Access to Switched Data Service is attained through a dial connection via the public switched telephone network.
- (2) Origination of Switched Data calls are allowed for 800/877/888, 900, 976, 0- (IntraLATA) and 0+ (IntraLATA) calling. These type calls will be completed with the voice option of Switched Data, however, on the Data option these calls may be originated but completion is dependent upon the terminating customer's equipment.

d. Technical Requirements

- (1) Switched Data requires the use of customer provided data equipment which must be compatible with the Telephone Company's equipment and facilities.
- (2) Customers who choose to subscribe to the Single Line or Customized Multi-line Telephone Service arrangement are subject to the distance limitations listed below. These limitations are a result of digital signal power loss which is technology dependent. Switched Data Service will be provided where local loops do not exceed the following limitations. The distance limitations are measured from the customer premises to the local (nearest) serving central office, which must be Switched Data equipped.
 - on a non-ISDN equipped 5ESS central office switch: 42 db loss at 80 kilohertz, equating to a range from 12,000 feet to approximately 14,000 feet, depending on cable gauge and including customer wiring.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.4 **Regulations** (Continued)

 d. Technical Requirements (Continued)

 (2) (Continued)

- on the DMS-100 central office switch: 42 dB loss at 80 kilohertz, equating to a range from approximately 12,000 feet to approximately 18,000 feet, depending on cable gauge and including customer wiring.
- on the GTD-5 central office switch: 26 dB loss at 80 kilohertz, equating to a range from approximately 8,000 feet to approximately 15,000 feet, depending on cable gauge and including customer wiring.

Where these conditions cannot be met, the customer must subscribe to Switched Data Individual Line Loop Extension or subscribe to Switched Data Channel Access for Switched Data Service.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.4 Regulations (Continued)

d. Technical Requirements (Continued)

- (3) Switched Data Channel Access is required when customers are restricted by the technical requirements specified in S10.1.4.d.(2) above.

Where a customer's local serving central office is not capable of providing Switched Data, the Company will determine the nearest capable central office. Interoffice digital high capacity mileage (1.544) will apply from the non-capable central office to the central office capable of providing Switched Data. In this situation, the customer will utilize the dialing plan associated with the central office that delivers the digital dial tone. (NOTE: DS1 Special Transport Termination charge is not to be applied in conjunction with the DS1 Special Transport mileage.)

- (4) Switched Data Channel Access is also available to customers within the technical requirements specified in S10.1.4.d.(2) above and required if they want to terminate Switched Data in the CPE device other than the central office switch-proprietary CPE, such as a digital PABX, inverse multiplexer or other compatible equipment.
- (5) Customer Premises Channelization, a component of Switched Data Channel Access, may be provided by the customer or the Company. When the Company provides the channelization equipment, it is not necessary for the customer to provide channel access cards for associated channels. The termination of this channelization will be in a single equipment location on a customer's premises. The customer must provide suitable floor space, controlled environment, and a source of non-switched 120 volt, 60 Hz. AC power to support this service. Emergency backup power and ring generating equipment capabilities are available for an extra charge on a Special Service Arrangement.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.4 Regulations (Continued)

d. Technical Requirements (Continued)

- (6) Switched Data Individual Line Loop Extension is required when customers are restricted by technical requirements specified in S10.1.4.d.(2).

Where a customer's local serving central office is not capable of providing Switched Data, the Telephone Company will determine the nearest designated central office capable of providing Switched Data Service. Rates for 56 kbps Service Special Transport mileage will apply from the noncapable central office to the nearest central office capable of providing Switched Data Service. In this situation, the dialing plan associated with the central office that will be providing the Switched Data service to the customer will be utilized.

The individual line loop extension technically will interwork with other Switched Data technologies listed in this Product Guide at 56 kbps.

S10.1.5 Rates and Charges

- a. The following rates and charges are specified as two rate areas. The calling scope of these areas are specified in Section S3.2.2 for all exchanges except the Research Triangle Park (RTP) Service area which is specified in Section S3.3.1 of this Product Guide.
- b. Switched Data Customized Multi-line Telephone Service Line rates are determined by the total number of Low Speed or High Speed lines requested per customer (i.e., if a customer requests 55 Low Speed lines and 25 High Speed lines, all Low Speed lines will be billed at the "50-100" rate and all High Speed lines will be billed at the "2-49" rate.
- c. Switched Data lines placed in a Customized Multi-line Telephone Service business group with Customized Multi-line Telephone Service voice lines do not require Customized Multi-line Telephone Service NARs for outbound data traffic, but do require Customized Multi-line Telephone Service NARS for inbound data traffic. The customer may choose to purchase additional Customized Multi-line Telephone Service NARs to accommodate incoming mixed voice and data traffic. The customer has the option of placing all Switched Data lines in a separate Customized Multi-line Telephone Service Switched Data-only business group in which case NARs are not required for originating or terminating Switched Data traffic.
- d. Customer Premises Channelization is an optional component of Switched Data Channel Access. The customer has the option to support premises channelization with CPE devices or to be made available by the Company. Channelization at the customer premises when provided by the Company is available at the rates specified in Section S10.1.5.e. Both the Customer Premises Termination per access (24 channels) and the Customer Premises Channelization per channel will apply.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.5 Rates and Charges (Continued)

- e. The following rates are in addition to the rates and charges for other associated services and applicable service charges shown in Section S4 of this Product Guide.

	Rate for all Exchanges except RTP	Rate for RTP
	<u> </u>	<u> </u>
(1) Wire Center Line Charge, each	(Note 1)	(Note 1)
(2) Switched Data Customer Line		
(a) Single-Line, without Intercom		
<u>Monthly Rates</u>		
Low Speed Switched Data Customer Lines, each	\$ 30.00	\$ 33.00
High Speed Switched Data Customer Lines, each	37.00	40.00
<u>Nonrecurring Charge</u>	50.00	50.00
(b) Customized Multi-line Telephone Service With Intercom		
<u>Monthly Rates</u>		
Low Speed Switched Data Customer Lines		
2- 49 lines, each	33.00	37.00
50-100 lines, each	30.00	33.00
101 lines and above, each	26.00	29.00
High Speed Switched Data Customer Lines		
2- 49 lines, each	40.00	44.00
50-100 lines, each	37.00	40.00
101 lines and above, each	34.00	37.00
Nonrecurring Charge	50.00	50.00

Note 1: The Wire Center Line Charge is shown in Section S11.1.7.b. of this Product Guide.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.5 Rates and Charges (Continued)

e. (Continued)

	<u>Monthly Rate</u>	-	<u>Non- recurring Charge</u>
(3) Switched Data Channel Access (24 channels) First System	Note 1 and 3		Note 1
Each Additional System	Note 1		Note 1
Interoffice Transport, Per Airline Mile	Note 2		-
Central Office Termination Per Access Arrangement	\$150.00		\$125.00
Central Office Channelization Per channel activated Research Triangle Park (RTP)	8.00		
All Exchanges Except RTP	6.00		

NOTE 1: The DS1 Local Access Line monthly rate and nonrecurring charge will apply.

NOTE 2: Special Transport Digital High Capacity mileage will apply as specified in Section 5.7 of the (FACILITIES FOR INTRASTATE ACCESS). The DS1 Special Transport Termination charge is not applicable for Switched Data Channel Access.

NOTE 3: The Network Usage rates specified in Section S10.1.5.e.(2) will also apply.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.5 Rates and Charges (Continued)

e.	(Continued)		
(3)	(Continued)	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
	Customer Premises Termination (NOTE 1), per Access Arrangement	\$100.00	\$75.00
	Customer Premises Channelization (NOTE 1), per channel activated	30.00	20.00
		Rate for all Exchanges except <u>RTP</u>	Rate for <u>RTP</u>
(4)	Switched Data Individual Line Loop Extension		
	(a) Wire Center Line Charge (Note 2)		
	<u>Monthly Rates</u>		
	-Single Line	50.00	50.00
	-Customized Multi-line Tel	50.00	50.00
	<u>Nonrecurring Charge</u>	50.00	50.00
	(b) Switched Data Customer Line		
	<u>Monthly Rates</u>		
	-Single Line	12.00	15.00
	-Customized Multi-line Tel	15.00	18.00
	<u>Nonrecurring Charge</u>	50.00	50.00
	(c) 56 Kbps Interoffice Mileage	(Note 3)	

NOTE 1: Optional component with each Switched Data Channel Access (24 channels).

NOTE 2: Two End User Charges (per Individual Line Loop Extension Wire Center Line Charge) as shown in Section 13 of the Frontier Telephone Companies Tariff FCC No. 5 also applies.

NOTE 3: The Digital Data Service Facilities Special Transport (per airline mile) rate as specified in the FACILITIES FOR INTRASTATE ACCESS, Section 5.7.12(A)(1), will apply for 56 Kbps Interoffice Mileage.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.5 Rates and Charges (Continued)

e. (Continued)

(2) Network Usage

Usage will be billed to the originating end of the Switched Data service for calls terminated within the local calling area. For calls terminated outside the local calling area only the applicable toll charges or the Multi-Area Calling Plan rates will apply.

Network Usage Rates

As specified in Section S7.1.5.a.(1)(c) of this Product Guide.

Discount Periods

As specified in Section S3.4.2.g. of this Product Guide.

(3) Optional Features

	<u>Monthly Rate</u>
Data Direct Connect, each line	\$1.00
Data Closed User Group, each line	1.00
Voice Option*	
Single Line, each	8.00
Customized Multi-line Telephone Service Station Line, each	5.00

(4) Feature Packages

Feature Package Data 1000 (includes Data Individual Speed Call-Short List, Data Call Forward, Data Last Number Redial, Data Toll Restriction, and Data Sequential Hunt Group), each line	3.30
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* This feature is not available in the RTP Service area.

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S10. DIGITAL NETWORK SERVICES

S10.1 Switched Data Service (Continued)

S10.1.5 Rates and Charges (Continued)

e. (Continued)

(4) Feature Packages (Continued)

Monthly
Rate

Feature Package Data 2000
(includes Data Individual
Speed Call-Short List, Data
Call Forward, Data Last
Number Redial, Data Toll
Restriction, Data Sequential
Hunt Group, Data Call Back,
Data Saved Number Redial*,
Data Circular Hunting,
Data Group Speed Calling,
and Data Individual Speed
Call-Long List), each line

\$5.50

Rate
Per
Occurrence

(5) Software Reconfiguration
Charge

\$ 12.75

(6) The Software Reconfiguration Charge is applicable for any software changes that are required to make changes to Optional Features (e.g., changing Speed Call Lists, Data Direct Connection Destination, etc.) or Feature Packages. The Subsequent Service Ordering Charge shown in Section S4 is also applicable.

(7) Service charges are not applicable to features which are provided at the same time the Switched Data customer line is established.

* This feature is not available in the RTP Service area.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service

S10.2.1 General

- a. Digital Channel Service (DCS) is an intraexchange multifunctional digital channel service which provides access transport between a customer's premises and the local serving office on a channelized basis (DSO) over a single high-capacity (DS1/DS3) digital facility. The digital transmission rate available is either DS1 (1.544 Mbps) or DS3 (44.736 Mbps). (Digital Channel Service connections may be made to another central office, owned by the Company, within the same exchange, subject to S10.2.4c. following.)
- b. Digital Channel Service is provided in capacity increments of 24 digital channels within a single DS1 signal. DCS may be used by the customer to aggregate the customer's telecommunication services onto a digital local loop.
- c. The following types of network services as specified in other sections of the Product Guide and/or tariffs are available on a channelized basis via Digital Channel Service. These services may be furnished on a link basis across multiple jurisdictions when connected with Digital Channel Service.
 - (1) Analog Voice Service (exchange lines/trunks), and Customized Multi-line Telephone Service station lines.
 - (2) Analog Transmission Service, e.g., Foreign Exchange, Off-Premises Extensions, Private Lines and Tie Lines.
 - (3) Digital Data Service (2.4; 4.8; 9.6; 19.2; 56 or 64 Kbps)
 - (4) DS1 (1.544 Mbps) Service
 - (5) DS3 (44.736 Mbps) Service
Switched Data Service
- d. Digital Channel Service is comprised of the following components:

Digital Channel Capacity
Service Activation

 - (1) The Digital Channel Capacity and Service Activation will be at the rates and charges as specified in Section S10.2.6 of this Product Guide.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.1 General (Continued)

d. (Continued)

(2) Digital Channel Service customers will order capacity in quantities of DS1 or DS3 facilities, (increments of 24 channels for a DS1 facility or increments of 672 channels for a DS3 facility). Customers will be offered a Term Payment Plan of 36, 60 or 84 months.

e. Multi-Jurisdictional Service Activation (Multi-J) provides connectivity between the customers' serving central office and an inter-exchange carrier's point-of-presence. Multi-J activation is available for both intraoffice and interoffice channel access service. The service activation charge is for each digital channel the customer chooses to activate with the digital channel network functionality at the central office. Multi-J permits the provisioning of interconnected services on an intrastate or interstate basis.

S10.2.2 Digital Architecture

a. Digital Channel Service differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks in the future.

b. The time required to provision service is known as the service date interval. The service date interval for Digital Channel Service and related network services connected to Digital Channel Service will differ from the normal guidelines applicable to end-to-end services.

c. Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like off-premises stations, and Automatic Access lines, can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DSO channels by the Company. Both the Company and the customer have joint responsibilities to ensure

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S10. DIGITAL NETWORK SERVICES**S10.2 Digital Channel Service (Continued)****S10.2.2 Digital Architecture (Continued)**

c. (Continued)

the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications of the 1.544 Mbps (DS1) or 44.736 Mbps (DS3) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 or DS3 loop. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired channelized services. Any Channel Service Units (CSUs) necessary to interface with these digital services are the responsibility of the customer.

S10.2.3 Definitions

- a. Digital Channel Capacity. A multifunctional DS1 or DS3 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated multijurisdictional services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in quantities of DS1 or DS3 facilities.
- b. reserved for future use
- c. Service Activation. A Service Activation is the connection between Digital Channel facility and the network service accessed.
- d. reserved for future use
- e. Channel Service Unit (CSU). The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's premises.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.3 Definitions (Continued)

- f. DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates may be limited to 56 Kbps by existing or available central office equipment. The required format and interface specifications are stated in Section 7000 of the Frontier Technical Interface Reference Manual.
- g. DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the Frontier Technical Interface Reference Manual. DS1 facilities are normally provided on copper transmission medium.
- h. DS3. The term DS3 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 44.736 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. The required format and interface specifications are stated in Section 7000 of the Frontier Technical Reference Manual. DS3 facilities are provided on fiber optic transmission medium.
- i. Multi-Jurisdictional (Multi-J) Service Activation. Multi-J is incremental to the existing service activations and will allow up to 24 Analog/Multi-J Service activations on a single Digital Channel Capacity. Multi-J service permits the provisioning on Interconnected services on an Intrastate or Interstate basis to an interexchange carrier's point-of- presence.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.4 Regulations

- a. Digital Channel Service is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company.
- b. This service is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified in Section S5 of this Product Guide may be applicable.
- c. The High Capacity Digital DS1 Interoffice Transport Termination and Interoffice Transport Mileage will apply when a customer's request for Digital Channel Service is provisioned in a central office other than the customer's local serving wire center.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.4 Regulations (Continued)

- d. The customer may activate any number or combination of digital channels within the limitations as set forth in Section S10.2.4.g. Digital channels may be activated coincident with installation or at any time subsequent to Digital Channel Capacity installation. Once activated, a digital channel is subject to a minimum service period.
- e. All Digital Channel Service capacity/ facilities must be terminated at a single equipment location on a customer's premises. Digital Channel Service capacity cannot be split between premises, or multiple locations within a premises. Extensions (as specified in other sections of this Product Guide) may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices.
- f. Individual digital channels may be activated and furnished on a link (partial channel) basis with service offered in other sections of this Product Guide. The regulations, rates, and charges specified in this Product Guide are applicable for the Digital Channel Service component of the customer's end-to-end service. The regulations, rates, and charges in other sections of this Product Guide are applicable to the customer's interconnected services (i.e., private lines, etc.), for the non- Digital Channel Service component of the customer's end-to-end service.
- g. The total number of digital channels activated by the customer may not, at any time, exceed the total Digital Channel Capacity. Additionally, there are some types of service which require two DSO channels to be combined; such as certain Digital Data Service (56 Kbps) and ISDN-BRI/SL ¹. This restructuring of the channels within the DS1 or DS3 signal will reduce the normal quantity of channels available. The Company will notify the customer when the Digital Channel Capacity is altered by the types of services activated. (C)

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)

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.4 Regulations (Continued)

- h. Central Office Channelization (component of Digital Channel Capacity) generally provides analog to digital conversion to permit individual exchange services and multijurisdictional dedicated services to be combined and transported over digital high capacity facilities. This channelization is also intended for use at Company locations where different high capacity digital network links terminate in the same Central Office and must be converted to individual analog or digital channels before individual service links can be crossconnected.
- i. Channelization on a customer's premises will be provided by the customer.
- j. reserved for future use
- k. Joint provisioning of channelized services introduces joint responsibilities between the customer and the Company as specified following:
 - (1) Responsibilities of the Company:
 - (a) The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.4 Regulations (Continued)

k. (Continued)

(1) (Continued)

- (b) The Company will provide the customer with information regarding the type and the manufacturer of Central Office (C.O.) channelization equipment to be used in each application.
- (c) The Company will attempt to limit its selection of Central Office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.
- (d) The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
- (e) The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover, if required.
- (f) Digital synchronization timing for Digital Channel Service will be provided by the Company.

(2) Responsibilities of the Customer:

- (a) The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.
- (b) The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.4 Regulations (Continued)

k. (Continued)

(3) Trouble resolutions

(a) The Company will assist the customer in re-solving any installation or day-to-day channel service problems. However, the Company does not assure responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Maintenance of Service Charge as set forth in Section S4.7 to the customer.

l. The technical specifications and standard network inter-faces for DS1, DS3 and associated channelized services are stated in Section 7000 of the Frontier Technical Interface Reference Manual. Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.

m. Emerging technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer under a Special Service Arrangement.

n. When a customer's Digital Channel 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 of the monthly charges involved will be allowed as specified in Section S2.5.4 for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this Product Guide. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work.

o. Optional Service Activation. Multi-Jurisdictional (Multi-J) Service Activation. Multi-J is incremental to the existing service activations and will allow up to 24 Analog/Multi-J Service activations on a single Digital Channel Capacity. Multi-J service permits the provisioning of services on an Intrastate or Interstate basis to an inter-exchange carrier's point-of-presence.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.5 Application of Rates

- a. Two basic rate elements; Digital Channel Capacity and Service Activation, are applicable to each Digital Channel Service.
- b. The Digital Channel Capacity element provides for the transport between the end-user premises and the serving central office. Digital Channel Capacity is offered with 36, 60, or 84 month Term Payment Plan periods, after which service is provided on a month-to-month basis at the completed payment plan rates.
- c. Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Service Activation is offered on a month-to-month basis. For DS1 services, a DS1 Service Activation charge is applicable.
- d. The rate for Optional Service Activation of Multi-Jurisdictional Access is applied in addition to each Network Service Activation rate when the customer selects a multi-jurisdiction option.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.5 Application of Rates (Continued)

- f. Monthly rates and charges as specified in Section S10.2.6 for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point in time.
- g. Exchange and long distance calling is provided within Digital Channel Service via the appropriate Service Activation. When a service activation is provided for Customized Multi-line Telephone Service, the NAR charge will be ordered and billed as specified in Section S11.1 of this Product Guide.
- h. Rates and charges specified in other Product Guide sections for services such as Touch Calling, Smart Call[®] features, etc., are in addition to the monthly rates for Digital Channel Service.
- i. The rates and charges for other services connected or extended beyond Digital Channel Service (i.e., off-premises stations and private lines, etc.) are in addition to the rates specified in this Product Guide for the Digital Channel Service portion necessary to provide customer end-to-end service. This will also apply to Nonrecurring Charges and Service Connection Charges as specified in other sections of this Product Guide and/or Tariffs for activities involving the non-Digital Channel Service portion of the customer end-to-end service.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.5 Application of Rates (Continued)

- j. Digital Channel Capacity is available under Term Payment Plans only for rate periods of 36 months, 60 months, or 84 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).
 - (1) The customer may order additional Digital Channel Capacity(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.
 - (2) Service Activation charges are available on a month-to-month basis.
 - (3) Individual network services (switched or dedicated) that are connected to Digital Channel Service, are not available under the Term Payment Plan rate stability provisions. Those services are subject to their standard Product Guide provisions and minimum service periods as appropriate.
- k. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan. Rates for service under these options will be the current rates as specified in this Product Guide.
- l. In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section S2.4.16 of this Product Guide will apply.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.5 Application of Rates (Continued)

- m. Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified in Section S2.4.5 of this Product Guide.
- n. Unless specified herein, the Regulations contained in Section S2 of this Product Guide are applicable to Digital Channel Service. These Regulations include, but are not limited to:
 - Cancellation of Service - Section S2.3.9
 - Application for Service - Section S2.4.3
 - Payment Arrangements - Section S2.5
 - Allowance for Interruptions - Section S2.5.4
 - Limitation of Liability - Section S2.6
- o. Should customers request interconnection between different Digital Channel Services provisioned in two or more different local serving offices, High Capacity Digital DS1 Interoffice Transport Termination and Interoffice Transport Mileage will apply for the link(s) between the Central Offices. These charges will apply in addition to Digital Channel Service charges for each premises for which Digital Channel Service is provisioned.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.6 Rates and Charges

a. Service Charges

- (5) Nonrecurring charges are one time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Digital Channel Service are those listed below.
- (a) Service Establishment Charge. This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Digital Channel and Service Activations. This charge includes common centralized testing, coordination and accounting activities.
 - (b) Service Change Charge. This charge is applied per Digital Channel service payment plan and is associated with a customer request for modifications to an existing Digital Channel Service. This would include activities such as but not limited to:
 - Change of associated channel assignment.
 - Additions of supplemental features.
 - Activate/Deactivate Service Activations.
 - (c) Installation of Digital Channel Capacity. These are nonrecurring charges associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities. These charges apply at initial installation and for additions to existing service.
 - (d) Central Office Line Connection Work. This charge applies to each Service Activation, as specified in S10.2.6.d. at initial installation of DCS, and for additional service activations installed to existing service.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.6 Rates and Charges (Continued)

a. Service Charges (Continued)

(5) (Continued)

(e) Service Ordering Charges:

	<u>Nonrecurring Charge</u>
1. Service Establishment Charge, per Digital Channel Service	\$300.00
2. Service Change Charge, per Digital Channel Service, each (increment of 24 DS0 channels)	200.00
3. Premises Visit Charge, per visit	Refer to Section S4.3
4. Central Office Line Connection, each Service Activation	Refer to Section S4.3

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.6 Rates and Charges (Continued)

b. Digital Channel Capacity

The monthly and nonrecurring rates for Digital Channel Capacity are as follows:

(1) Per System

36 Months

1st DS1 Facility (24 DS0 Channels)	
Nonrecurring Charge	\$ 250.00
Monthly Rate	303.00

Each Additional DS1 Facility (24 DS0 Channels)	
Nonrecurring Charge	250.00
Monthly Rate	303.00

DS3 Facility (672 DS0 Channels)	
1-3 DS3 Facilities, each DS3	
Nonrecurring Charge	7,000.00
Monthly Rate	3,450.00

4 or more DS3 Facilities ICB

60 Months

1st DS1 Facility (24 DS0 Channels)	
Nonrecurring Charge	\$ 250.00
Monthly Rate	228.00

Each Additional DS1 Facility (24 DS0 Channels)	
Nonrecurring Charge	250.00
Monthly Rate	228.00

DS3 Facility (672 DS0 Channels)	
1-3 DS3 Facilities, each DS3	
Nonrecurring Charge	7,000.00
Monthly Rate	2,920.00

4 or more DS3 Facilities ICB

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.6 Rates and Charges (Continued)

b. Digital Channel Capacity (Continued)

(1) Per System (Continued)

84 Months

1st DS1 Facility (24 DS0 Channels)

Nonrecurring Charge \$ 250.00

Monthly Rate 196.00

Each Additional DS1 Facility (24 DS0 Channels)

Nonrecurring Charge 250.00

Monthly Rate 196.00

DS3 Facility (672 DS0 Channels)

1-3 DS3 Facilities, each DS3

Nonrecurring Charge 7,000.00

Monthly Rate 2,610.00

4 or more DS3 Facilities

ICB

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.6 Rates and Charges (Continued)

c. Service Activations - Per Network Service

(1) Analog Service	<u>Monthly Rate</u>
(a) Exchange Line for Research Triangle Park (RTP)	\$ 25.00
(b) Automatic Access Line for RTP	25.00
(c) Exchange Line for Durham (except RTP), Creedmoor	22.00
(d) Automatic Access Line for Durham (except RTP), Creedmoor	22.00
(e) Exchange Line for Monroe, Altan, Goose Creek	22.00
(f) Automatic Access Line for Monroe, Altan, Goose Creek	22.00
(g) Customized Multi-line Telephone Service Station Line	4.00
(h) Foreign Exchange (Note 1)	15.00

Note 1: This charge provides for the service connection to the Digital CrossConnect in the Central Office. This charge applies in addition to all other charges (as specified in this Product Guide) applicable to the service.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.6 Rates and Charges (Continued)

d. Service Activations - Per Network Service (Continued)

(1) Analog Service (Continued)

	<u>Monthly Rate</u>
(i) Off-Premises Extension (Note 1)	\$15.00
(j) Private Line (Note 1)	15.00
(2) Switched Data Research Triangle Park (RTP)	11.00*
All Exchanges Except RTP	11.00*

* The Network Usage rates specified in Section S10.1.5.e.(2) will also apply.

Note 1: This charge provides for the service connection to the Digital Cross Connect in the Central Office. This charge applies in addition to all other charges (as specified in this Product Guide) applicable to the service.

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S10. DIGITAL NETWORK SERVICES

S10.2 Digital Channel Service (Continued)

S10.2.6 Rates and Charges (Continued)

d. Service Activations - Per Network Service (Continued)

	<u>Monthly Rate</u>
(3) Digital Data Service	
(a) 2.4 kbps	\$ 25.00
(b) 4.8 Kbps	25.00
(c) 9.6 Kbps	25.00
(d) 19.2 Kbps	25.00
(e) 56 Kbps	25.00
(f) 64 Kbps	25.00
(4) DS1 Service 1.544 Mbps	65.00

e. Optional Service Activations – Per Network Service

(1) Multi-Jurisdictional (Multi-J) Service ¹	
(a) Multi-J IntraOffice Channel Service, per DSO	5.00
(b) Multi-J InterOffice Channel Service, per DSO	10.00

¹ The rate for Optional Service Activation of Multi-Jurisdictional Access is applied in addition to each Network Service Activation rate when the customer selects a multi-jurisdiction option.

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)

S10.3.1 General

- a. Integrated Services Digital Network (ISDN) - Basic Rate Interface/Single Line Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices. It is a central office-based service arrangement which provides for local exchange access, interexchange access, business group communications and feature packages.
- b. ISDN - Basic Rate Interface/Single Line Service is furnished from digital central office equipment located on Company premises and associated facilities.
- c. A customer may choose to subscribe to ISDN - Basic Rate Interface/Single Line Service from a central office other than his normal serving central office. In this situation, the customer will utilize the dialing plan associated with the central office that delivers the dial tone. Where available, rates and charges will be provided as shown in Section S9.2 of this Product Guide.
- d. ISDN - Basic Rate Interface/Single Line Service may be comprised of the following elements:
 - Channel Configuration
 - Features
 - ISDN Access
 - ISDN - Basic Rate Interface/Single Line
 - Network Access
- e. ISDN - Basic Rate Interface/Single Line features are grouped as follows:
 - Customized Multi-line Telephone Service Series 1000
 - Customized Multi-line Telephone Service Series 2000
 - Customized Multi-line Telephone Service Series 3000
 - Circuit Switched Data Features
 - Non- Customized Multiline Telephone Service ISDN Feature Packages
 - Optional Customized Multiline Telephone Service System Features
 - Packet Switched Data Features

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)

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)
(Continued)

S10.3.2 Regulations

- a. ISDN - Basic Rate Interface/Single Line Services under this Product Guide are available to those subscribers requiring two-hundred fifty (250) Basic Rate Interface/Single Line lines or less. The minimum allowed line size for ISDN-Basic Rate Interface is three (3) lines. All subscribers over the two-hundred fifty (250) Basic Rate Interface line maximum will be handled as a Special Service Arrangement. Single Line Services are available to those subscribers requiring one or two lines, with a maximum of two lines per premises.
- b. ISDN - Basic Rate Interface/Single Line Service is required to conform with the Technical Reference Specifications as used by the Company in the Frontier Technical Interface Reference Manual. Refer to Bellcore TR #'s 393, 394, 397, 471, 793 and ANSI T1.601-620, T1.216-219. ISDN BRI/SL will be provided where local loops do not exceed 14,000 feet in length or a maximum 34db loss as measured at the customer's premises. The Network Interface Device (NID) rules shown in Section S2.9 of this Product Guide will apply to ISDN - Basic Rate Interface/Single Line Service.
- c. Should a change or substitution of Telephone Company operating facilities occur as described in Section S13.1, the Telephone Company will provide as much notice as possible to the customer prior to the change.
- d. ISDN - Basic Rate Interface/Single Line Features are listed in Section S10.3.3. These features may require customer-provided compatible terminal equipment.
- e. ISDN - Basic Rate Interface access to the exchange network for voice calls is provided via a Network Access Register (NAR) as specified in Section S3.9. Each business group will have, at minimum, one (1) NAR. NARs are provided as specified in S10.3.2.f. following. ISDN-Single Line access to the exchange network is provided via a business individual line.

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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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)
(Continued)

S10.3.2 **Regulations (Continued)**

- f. The number of simultaneous voice exchange and toll network calls to and from ISDN - Basic Rate Interface Lines and attendant positions of an ISDN - Basic Rate Interface business group are limited by the number of Network Access Registers subscribed to by the customer. Each Network Access Register may be arranged for two-way, one-way incoming, or one-way outgoing utilization depending upon the option of the customer at the time the Network Access Register is installed. When a change in the type of network utilization is requested by the customer, the Subsequent Service Ordering charge as specified in Section S4 of this Product Guide will apply. The Central Office Line Work charge is not applicable.
- g. The customer may arrange to have ISDN-Basic Rate Interface or ISDN Single Line Service terminated at premises other than his own for use by his employees, agents or representatives in the conduct of the customer's business. The customer is responsible for payment of the charges applicable for such service just as he is for services terminated on his own premises. Normal restrictions on use of the service, as specified in Section S2.3.1, apply.
- h. With the exception of Network Access Registers and business individual lines, suspension of ISDN - Basic Rate Interface or Single Line Service (Temporary Suspension of Service) is not permitted.
- i. Directory Listings will be furnished subject to the rates and regulations specified in Section S6 of this Product Guide.
- j. Service charges as specified in Section S4 of this Product Guide apply in addition to the charges provided in Section S10.3.10 of this Product Guide. One Central Office Line Connection Work charge, as specified in Section S4.3, applies for each ISDN-Basic Rate Interface/ Single Line lines.
- k. Regulations specified in Section S2 are applicable to ISDN - Basic Rate Interface and Single Line Service unless otherwise specified elsewhere in this Product Guide.

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)

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered ¹ (C)
(Continued)

S10.3.2 Regulations (Continued)

- i. A single primary directory number (DN) is included with ISDN - Basic Rate Interface and Single Line Service. Secondary directory numbers may be purchased as provided in Section S10.3.6 of this Product Guide. A shared Primary DN is a primary DN that appears on more than one terminal. A shared Secondary DN is a DN that appears on more than one terminal but is not the primary DN on any of those terminals. A Secondary DN may function as a primary DN on a terminal within a business group.

S10.3.3 ISDN - Basic Rate Interface and Single Line Features

- a. Basic Service Features: Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Distinctive Ringing, Station-to-Station Calling (Intercom), Touch Call, and Number Identification (within the Business Group).
- b. Customized Multi-line Telephone Service Feature Package - Series 1000: Provided in Section S11.1.2.a.(2) of this Product Guide.
- c. Customized Multi-line Telephone Service Feature Package - Series 2000: Provided in Section S11.1.2.a.(3) of this Product Guide.
- d. Customized Multi-line Telephone Service Feature Package - Series 3000: Provided in Section S11.1.2.a.(4) of this Product Guide.
- e. Customized Multi-line Telephone Service Optional System Features: Provided in Section S11.1.2.a.(7) of this Product Guide.
- f. Circuit Switched Data Features:
 - (1) Data 1000 Feature Package includes Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
 - (2) Data 2000 Feature Package includes Data Call Back, Data Circular Hunting, Data Group Speed Calling 30, and Data Speed Call-Long List or any combination of Data 1000/Data 2000 features. A single line may not be equipped for both Data Multi-Line Hunt and Data Circular Hunting.
- g. Data Optional Features: Data Closed User Group and Data Direct Connect.

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)

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered² (C)
(Continued)

S10.3.3 ISDN - Basic Rate Interface and Single Line Features (Continued)

h. ISDN - Basic Rate Electronic Key System (EKTS) Features available with Basic Rate Interface only:

- Bridging
- Call Forward
- Call Pickup
- DROP
- Feature Function Buttons
- Flex Calling 3-Way
- Hold
- Intercom Function
- Key System Coverage for Analog Lines
- Multiple Appearance Directory Number (MADN)
- Multiple DN Buttons
- Privacy Release
- Ring Again
- Shared Call Appearances of DN
- Speed Calling
- Transfer

i. Packet Switching Features: The following features are available only when the customer subscribes to B-Packet Switched Data Channel¹ and/or D-Packet Switched Data Channel¹, at the rates specified in S10.3.10.b.(1)(d). The ISDN X.25¹ Basic Feature Package is available without additional charge to the customer, when the customer subscribes to B-Packet and/or D-Packet Switched Data Channel. The ISDN X.25 Enhanced Feature Package is available on a per channel basis, at the rate specified in S10.3.10.b.(1)(e).

- (1) ISDN X.25¹ Basic Feature Package includes Flow Control Parameter Negotiation, Incoming Calls Barred, Outgoing Calls Barred, Throughput Class Negotiations, and Transmit Delay Selection and Indication.
- (2) ISDN X.25¹ Enhanced Feature Package includes Closed User Group, Fast Select, Fast Select Acceptance, Hunt Groups, One-Way Outgoing Logical Channels, and Permanent Virtual Circuit.

S10.3.4 Definitions

a. Standard definitions:

"B" Channel - A 64 Kbps channel primarily used for information transfer (voice/data) from user to user.

Business Group - The combination of Basic Rate Interface or Single Lines plus ISDN Access and Network Access Registers forming a single business group within a single central office.

¹ D-Packet Switched Data Channel service, B-Packet Switched Data Channel service and X.25 service are grandfathered as of November 28, 2005 and limited to existing customers at existing locations. No modification to these services is allowed.

² 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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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)
(Continued)

S10.3.4 Definitions (Continued)

a. Standard definitions: (Continued)

"D" Channel - A 16 kbps channel primarily used for signaling messages and/or packet-switched user data. The bit rate is fixed as a function of the interface used.

ISDN - Basic Rate Interface or Single Line Capacity (2B+D) - Two 64 kilobits per second (kbps) "B" channels and one 16 kbps "D" channel (2B+D).

Number Identification - A Basic Service Feature which permits incoming calling number identification between ISDN Service and a Customized Multi-line Telephone System in the same business group or between two or more ISDN Basic Rate Interface lines or two Single Lines in the same business group.

Primary Directory Number (DN) - The single telephone number provided with each ISDN Access Line.

Secondary DN - A telephone number purchased by the customer which is in addition to the primary DN for an ISDN Access Line.

Terminal - A CPE device connected to an ISDN - Basic Rate Interface or Single Line.

b. Definition of Features:

(1) Definitions of the Customized Multi-line Telephone Service Feature Packages and Customized Multi-line Telephone Service Optional System Features are provided in Section S11.1.2. of this Product Guide.

(2) Circuit Switched Data Features:

(a) Data 1000 Feature Package:

Data Call Forward - This feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. Call Forward consists of three variations as follows: all calls, busy, and no answer.

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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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)
(Continued)

S10.3.4 Definitions (Continued)

b. Definition of Features: (Continued)

(2) (Continued)

(a) (Continued)

Data Multi-Line Hunt Group - Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

Data Speed Call-Short List - The use of the Speed Calling short list is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers.

Data Toll Restriction - Toll calls attempted from Switched Data lines with this feature are denied.

(b) Data 2000 Feature Package:

Data Call Back - This feature allows a calling party upon encountering a busy line to be notified when the line becomes idle. The call is then automatically established.

Data Circular Hunting - Only a pilot directory number is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached.

Data Group Speed Calling 30 - This feature provides storage for an abbreviated numbers list which is shared for use by a group of lines. The list may be updated by a service order. A maximum of thirty stored numbers is available.

Data Speed Call-Long List - The use of the Speed Calling Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty stored numbers.

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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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)
(Continued)

S10.3.4 Definitions (Continued)

b. Definition of Features: (Continued)

(3) Data Optional Features:

Data Closed User Group - This feature provides the partitioning of circuit switched data lines into a group where calls within such a group are allowed but calls between such groups are denied.

Data Direct Connect - This feature provides an automatic connection between a calling line that goes off-hook and a predetermined location.

(4) ISDN - Basic Rate Interface Electronic Key System (EKTS) Features:

Bridging allows the EKTS set user to bridge onto a currently active call by pressing the active call appearance button on the EKTS set and going off-hook. This establishes a 3-way call. This is different from standard Three-way Calling because the third party initiates the bridge to the active call. Bridging is inhibited if Manual Exclusion is activated at an EKTS set engaged in the active call. Only one additional shared call appearance user may bridge on an active 2-way call. Bridging is not allowed on an active multiway call.

Call Forward allows the EKTS set user to activate Call Forward functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forward, such as Forward All Calls, Forward When Busy, etc. Call Forward is deactivated by pressing the same button a second time.

Call Pickup allows the EKTS set user to pick up a call directed to another station in the customer group.

Drop feature allows the EKTS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the EKTS set from the call.

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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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)
(Continued)

S10.3.4 Definitions (Continued)

b. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Electronic Key System (EKTS) Features: (Continued)

Feature Function Buttons on the EKTS set can be assigned to activate certain features (any that can be activated by dialing an activation code). Indicator lights show the activation or deactivation status of the features. The number of function buttons may vary dependent on the EKTS set design. Some of the features that can be assigned to feature function buttons are:

Call Forward allows the EKTS set user to activate Call Forward functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forward, such as Forward All Calls, Forward When Busy, etc. Call Forward is deactivated by pressing the same button a second time.

Call Pickup allows the EKTS set user to pick up a call directed to another station in the customer group.

Conference Calling allows the EKTS set user to set up a conference call. The user presses the button and dials the directory number (DN) of the party to be added to the conference. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected simultaneously.

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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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)
(Continued)

S10.3.4 Definitions (Continued)

b. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Electronic Key System (EKTS) Features: (Continued)

Feature Function Buttons (Continued)

Drop feature allows the EKTS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the EKTS set from the call.

Hold allows the EKTS set user to place a call on hold by pressing the function button. Any EKTS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Manual Exclusion/Privacy Release allows an EKTS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

MADN: Multiple-Appearance Directory Number: A directory number (DN) that is assigned to more than one terminal is called a MADN. All the terminals that share this DN are called a MADN Group.

Speed Calling allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forward features.

Transfer allows the EKTS set user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

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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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)
(Continued)

S10.3.4 Definitions (Continued)

b. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Electronic Key System (EKTS) Features: (Continued)

Flex Calling allows the EKTS set user to set up a conference call. The user presses the button and dials the directory number (DN) of the party to be added to the conference. Conference calls can include members of the customer group and parties outside the group. Up to nine parties can be connected simultaneously.

Hold allows the EKTS set user to place a call on hold by pressing the function button. Any EKTS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Intercom Function allows the station set to emulate a dedicated wire to another station for priority conversations without tying up the station set from an incoming call. An incoming call will activate a flashing signal on the DN call appearance button at which time the intercom call must be terminated or placed on hold before the incoming call can be answered.

Key System Coverage for Analog Lines allows an analog station set to share calls with the ISDN station set.

Multiple Directory Number Buttons provide access to more than one directory number (DN) on the EKTS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.).

Ring Again allows the user to activate this feature by pressing the function button assigned to Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating EKTS set user. When the set user goes off-hook, the call is placed. This feature is provided for intra-business group calls only.

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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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)
(Continued)

S10.3.4 Definitions (Continued)

b. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Electronic Key System (EKTS) Features: (Continued)

Shared Call Appearances of a Directory Number (DN) allows several EKTS station sets to share one or more DNs. Originating and terminating events on one station set affect all stations sharing that DN. Only one talk path exists between each station set and the serving central office. If a call is placed to a busy primary DN and the station set also has a shared DN the call will signal the shared DN appearance button thereby allowing the call to be answered by placing the primary DN call on hold.

Speed Calling (also known as Abbreviated Dialing) permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One- and two-digit speed calling lists are available. The Speed Calling feature is available to individual lines, two-party lines, and members (some or all) of a multiline hunt group. Speed Calling lists assigned to individual lines can be shared by other lines at the customer's request. For the business and residential customer services feature, the service provider can define list sizes and up to three-digit access codes. Speed Calling allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forward features.

Transfer allows the EKTS set user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

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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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered² (C)
(Continued)

S10.3.4 Definitions (Continued)

b. Definition of Features: (Continued)

(5) Packet Switching Features

(a) ISDN X.25¹ Basic Feature Package:

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred feature prohibits a data terminal from terminating an incoming call.

X.25 Outgoing Calls Barred feature prohibits a data terminal from originating outgoing virtual calls.

X.25 Throughput Class Negotiation feature allows the calling data terminal to request specific throughput classes in the call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

¹ X.25 service is grandfathered as of November 28, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

² 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)
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S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered ² (C)
(Continued)

S10.3.4 Definitions (Continued)

b. Definition of Features: (Continued)

(5) Packet Switching Features (Continued)

(b) ISDN X.25 ¹ Enhanced Feature Package:

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. Communication with users who are external to the closed user group is not permitted. A user can belong to multiple closed user groups.

X.25 Fast Select allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

X.25 Fast Select Acceptance allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

X.25 Hunt Groups allow a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is an available logical channel on any of the access lines within the hunt group. Members of a Hunt Group can be distributed among the ISDN switching modules within the switch, but the Hunt Group cannot span switches. A basic rate interface within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify some number of the logical channels to be used only for calls that they originate.

¹ X.25 service is grandfathered as of November 28, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

² 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)
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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered² (C)
(Continued)

S10.3.4 Definitions (Continued)

b. Definition of Features: (Continued)

(5) Packet Switching Features (Continued)

(b) ISDN X.25¹ Enhanced Feature Package: (Continued)

X.25 Permanent Virtual Circuit feature allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing.

S10.3.5 Conversion

- a. A customer with existing Centrex, Customized Multi-line Telephone Service, or other local exchange service offering may select to convert to ISDN - Basic Rate Interface or Single Line Service. When an existing Customized Multi-line Telephone Service or Centrex customer orders services in combination, both Basic Rate Interface or Single Line Service and Customized Multi-line Telephone Service may be grouped together if the facilities provided for all the connections terminate in the same telephone company central office.
- b. All applicable installation and service connection charges, plus charges applicable to the establishment of ISDN - Basic Rate Interface or Single Line Service will apply. When an existing Single Line service grows to greater than two (2) lines per premises, the existing lines will be converted to Basic Rate Interface without charge. A Central Office Line Connection Work charge will apply to each Basic Rate Interface added and the Primary Service Ordering charge will apply.
- c. For the purpose of administering termination liability provisions applicable to converting Customized Multi-line Telephone Service lines to ISDN lines, each Basic Rate Interface or Single Line Service line will be counted as a Customized Multi-line Telephone Service line in determining the total system size. Should the combined business/ customer group decline below the existing system size or should the customer discontinue all existing Customized Multi-line Telephone Service lines any and all appropriate termination liability charges will apply.
- d. A temporary interruption of service will occur.
- e. The conversion may incur a change of service arrangement requiring a telephone number change.

¹ X.25 service is grandfathered as of November 28, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

² 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)

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)
(Continued)

S10.3.6 Additional Directory Numbers

- a. One "primary" directory number (DN) is provided with an ISDN-Basic Rate Interface or Single Line.
- b. A single terminal customer may choose to order Secondary directory numbers for the ISDN - Basic Rate Interface or Single Line.
- c. A maximum of eight (8) terminals belonging to the same customer are permitted per ISDN-Basic Rate Interface or Single Line. At a minimum, one secondary directory number is required for each additional terminal.
- d. Secondary directory numbers are available as specified in Section S10.3.10 of this Product Guide.

S10.3.7 Payment Schedule

- a. ISDN - Basic Rate Interface or Single Line Service is offered on a month-to-month payment plan.
- b. Each ISDN - Basic Rate Interface or Single Line Service is subject to a one-month minimum service period.

S10.3.8 ISDN Multipoint Capability

- a. Support is provided for connecting a maximum of eight (8) terminals, belonging to the same customer, to a single ISDN - Basic Rate Interface or Single Line (2B+D).
- b. A maximum of one (1) terminal will be allowed simultaneous access to each "B" channel. The remaining users on the same ISDN - Basic Rate Interface or Single Line will have access to only the "D" channel when all equipped "B" channels are busy.
- c. Up to eight users can share the same "D" channel simultaneously in a "D" channel packet switching arrangement.

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)
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S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered² (C)
(Continued)

S10.3.9 Rate Structure

a. ISDN - Basic Rate Interface or Single Line Service consists of six (6) basic elements:

- "B" Circuit Switched Data Channel (B-CSD)
- "B" Packet Switched Data Channel¹
- "B" Voice Channel
- "D" Packet Switched Data Channel¹
- ISDN Access
- ISDN - Basic Rate Interface or Single Line

b. Each ISDN - Basic Rate Interface or Single Line Service is comprised of an ISDN - Basic Rate Interface or Single Line and ISDN Access element. The channel elements can be arranged to best suit the customers' needs, not to exceed the maximum 2B+D per ISDN - Basic Rate Interface or Single Line capacity. ISDN - Basic Rate Interface or Single Line includes as a standard feature D channel packet signaling capability only. The D-Packet Switched Data Channel rate element is required when transmitting data or for any purpose other than network control.

c. Each ISDN BRI or Single Line is allowed up to one voice, one data and one packet feature package depending upon the number and mix of desired channels.

d. Each ISDN - Basic Rate Interface or Single Line within a business group can be individually suited by feature package and channel arrangement.

The rates and charges for the ISDN - Basic Rate Interface (BRI) rate element in Section S10.3.10.b.(1)(a) are provided in Section S11.1.7.b. of this Product Guide. The comparable rate element for ISDN-Single Line is specified in Section S10.3.10.b.(1)(b). These rate elements apply for each loop from the Network Interface location to the central office location.

¹ "D" Packet Switched Data Channel service and "B" Packet Switched Data Channel service are grandfathered as of November 28, 2005 and limited to existing customers at existing locations. No modification to either service is allowed.

² 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)

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)
(Continued)

S10.3.9 Rate Structure (Continued)

- f. The rates and charges for ISDN BRI/SL Access specified in S10.3.10 provide for the access to the basic exchange network and the line termination.
- g. The customer can subscribe to ISDN Access as Voice or Data or a combination of Data and Voice on a single or multi-point service.
- h. The rates and charges for Network Access Registers (NARS) as specified in Section S3.9 of this Product Guide are required for ISDN-BRI local and toll network usage and are described in Section S10.3.2.f. and g.
- i. The "B" Voice Channel element assigns voice traffic to one of two available "B" channels on the ISDN - Basic Rate Interface/Single Line, line.
- j. The "B" Circuit Switched Data Channel (B-CSD) assigns circuit switched data traffic to one of two available "B" channels on the ISDN - Basic Rate Interface/Single Line, line. If the customer desires that both available "B" channels be dedicated to CSD, then two (2) "B"-CSD Channel elements would be required.
- k. The CSD channel will operate at speeds up to 64 Kbps for intra-business group calling only. When the CSD channel is utilized at the 56 kbps speed, the user is able to place calls to points within his business group and to points outside of his business group. His usage rates will only apply for calls to points outside his business group. The applicable Multi-Area usage rates, as shown in Section S3.4.2, will apply in lieu of the Switched Data usage rates for calls to points within the Multi-Area Calling Plan Area.

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)

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered ² (C)
(Continued)

S10.3.9 Rate Structure (Continued)

- l. The "B" Packet Switched Data Channel¹ dedicates a "B" channel to packet switched data. This channel is available for intra-business group calling only, unless the customer subscribes to the X.25 feature as described in S10.3.10.b.(1)(e). For packet calls to points outside of the business group, the X.25 enhanced feature is required, and packet rates specified in Section S10.4 apply. If the customer desires that both available "B" channels be dedicated to packet switched data service, then two (2) "B" Packet Switched Data Channel elements are applicable.
- m. The "D" Packet Switched Data Channel ¹ allows the customer to utilize the "D" channel for packet switched data. This channel is available for intra-business group calling only, unless the customer subscribes to the X.25 feature as described in S10.3.10.b.(1)(e). For packet calls to points outside of the business group, the X.25 enhanced feature is required, and packet rates specified in Section S10.5 apply. A single "D" Packet Switched Data Channel is available independent of the "B" channel configuration.
- n. End User charges as specified in Section 12 of the Frontier Telephone Operating Companies Tariff FCC No. 14 apply as appropriate.
- o. Presubscription of a Carrier of Preference is specified in Section 6 of the FCC No. 14 Tariff and Section 6.5 of the Intrastate Access Tariff. All secondary directory numbers will be presubscribed to the same Carrier of Preference as the customer's "primary" directory number. Access to other service providers will be via the 101XXXX access code. Each Basic Rate Interface or Single Line may have one Carrier of Preference for switched voice and one Carrier of Preference for switched data.

¹ D-Packet Switched Data Channel service, B-Packet Switched Data Channel service and X.25 service are grandfathered as of November 28, 2005 and limited to existing customers at existing locations. No modification to these services is allowed.

² 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)

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered³ (C)
(Continued)

S10.3.10 Rates and Charges

a. Nonrecurring Charges

(1) The following nonrecurring charge is in addition to any applicable service charges as described in Section S4 of this Product Guide, and/or installation provided for in other sections of this Product Guide.

	<u>Nonrecurring Charge</u>
(2) Data Base Changes *	
(a) Major Software Additions	1
1. Add Customized Dialing Plan	
2. Add Customer Requested Data Base Profile	
(b) Routine Software Change **	2
1. Change Trunk Group	
2. Change Non-Data Link Attendant ***	
3. Change Custom Recording	
4. Change ARS Translations	
5. Change Translations Tables	

* Data Base Additions or Changes not listed in this Product Guide will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

** Applies to changes in existing services.

*** Additional minor change charge for each additional console.

¹ Apply appropriate rates and charges specified in Section S11.1.7.a.(3)(a).

² Apply appropriate rates and charges specified in Section S11.1.7.a.(3)(b).

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.

(N)
(N)

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹⁰ (C)
(Continued)

S10.3.10 Rates and Charges (Continued)

a. Nonrecurring Charges (Continued)

(2)	(Continued)	<u>Nonrecurring Charge</u>
-----	-------------	--------------------------------

(c)	Minor Software Change *	9
-----	-------------------------	---

1. Change Subgroup
2. Hunt Groups
3. ACD Hunt Group ¹
4. Simulated Facility Group
5. Queuing Groups ²
6. Night Answer (UNA/PNA) ³
7. Paging/Public Address/Code Calling ⁴
8. Conference Calling - 8, 16, 24 Ports
9. Remote Access Directory Number ⁵
10. Authorization Code Validation ⁶
11. Music on Hold Access
12. Dictation Link Access
13. Standard Recording
14. Extended Pick Up Code
15. Executive Busy Override
16. Multi-Level Restriction ^{7, 8}

¹ Additional minor change charge for each recording, queuing, and station change.

² Additional minor change charge for each trunk group.

³ Additional minor change charge for each PNA number, zone, area.

⁴ Additional minor change charge for each area.

⁵ Additional minor change charge for each authorization code.

⁶ Additional minor change charge for each 2 codes.

⁷ Additional minor change charge for each 10 codes.

⁸ Additional minor change charge to add toll control.

⁹ Apply appropriate rates and charges specified in Section S11.1.7.a.(3)(a).

¹⁰ 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)

* Applies to changes in existing services.

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered¹ (C)
(Continued)

S10.3.10 Rates and Charges (Continued)

a. Nonrecurring Charges (Continued)

(3) Software Reconfiguration Charge:

Nonrecurring
Charge

\$30.00

This charge applies for changes, deletions, additions for the following activities. The rate will apply on a per line, per service order basis regardless of the mix of activities. A Data Base Change Charge and a Software Reconfiguration Charge may be applicable on the same service order.

- (a) Feature Packages
- (b) Features Within a Feature Package
- (c) Programmable Buttons
- (d) Terminals

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)

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered³ (C)
 (Continued)

S10.3.10 Rates and Charges (Continued)

b. Recurring Charges

(1) The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Product Guide.

	<u>Monthly Rate</u>
(a) ISDN - Basic Rate Interface, per line	1
(b) ISDN - Single Line	2
Altan, Goose Creek, Monroe exchanges, per line	\$29.62
Creedmoor exchange, per line	33.72
Durham exchange, per line	31.65
Research Triangle Park Service Area, per line	39.55

¹ Apply appropriate rates and charges as specified in Section S11.1.7.b. for the Wire Center Line Charge and as specified in Section S3.9 for the Network Access Register.

² Available to customers requiring no more than two lines.

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. (N)
 (N)

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered ³
 (Continued)

S10.3.10 Rates and Charges (Continued)

b. (Continued)

(1) (Continued)

	<u>Monthly Rate</u>	
(c) ISDN Access ^{1,2} 1- 25 Lines per access line	\$32.28	(l)
26- 49 Lines, per access line	11.75	
50-100 Lines, per access line	11.00	
101-250 Lines, per access line	10.50	

¹ May be used for Voice or Data or a combination of Data and Voice on a single or multipoint service.

² ISDN-Single Line is available to customers requiring no more than two lines per premises. ISDN-Basic Rate Interface customers must subscriber to a minimum of three lines.

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.

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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered ⁴
(Continued)

S10.3.10 Rates and Charges (Continued)

b. Recurring Charges (Continued)

(1) (Continued) Monthly
Rate

(d) The following channel elements apply per channel so arranged, with a maximum of two B and one D element, per line:

B-CSD Channel, each ¹	
Basic Rate Interface	\$63.36
Single Line	11.55

(l)

B-Voice Only Channel, each	
Basic Rate Interface	2.20
Single Line	1.50

B-Packet Switched Data Channel ³ , each	120.00
--	--------

D-Packet Switched Data Channel ³ , each	15.00
--	-------

(e) The following Feature Series rates apply per Basic Rate Interface/Single Line, line.

Feature Series 1000, per line	2
Feature Series 2000, per line	2
Feature Series 3000, per line	2
Optional System Features	2

¹ Usage charges shown in S7.1.5.a.(1)(c)i. apply only for CSD calls terminated outside the business group, but are not applicable for Multi-Area Calling.

² Apply appropriate rates and charges as specified in Section S11.1.7.b.(4) and (6) for Customized Multi-line Telephone Service Feature Series.

³ D-Packet Switched Data Channel service, B-Packet Switched Data Channel service and X.25 service are grandfathered as of November 28, 2005 and limited to existing customers at existing locations. No modification to these services is allowed.

⁴ 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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S10. DIGITAL NETWORK SERVICES

S10.3 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) / Single Line – Grandfathered² (C)
(Continued)

S10.3.10 Rates and Charges (Continued)

b. Recurring Charges (Continued)

(1) (Continued)

(e) (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Electronic Key System (EKTS), per line	\$ 5.50	\$25.00
X.25 ¹ Enhanced Features, per channel	5.00	15.00
Data 1000, per line	3.30	15.00
Data 2000, per line	5.50	15.00
(f) Optional Data Features		
Data Direct Connect, per line	1.00	-
Data Closed User Group, per line	1.00	-
(g) Secondary Directory Number, each	.55	-

¹ X.25 service is grandfathered as of November 28, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

² 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)

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI)

S10.4.1 General

- a. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service provides digital access for integrated services between the customer's premises and the serving office via a 1.544 Mbps facility. ISDN-PRI denotes an end-to-end digital network capable of supporting a combination of public and private network access services.
- b. ISDN-PRI network interface requirements are described in the Technical Reference Specifications as used by the Telephone Company in the Frontier Technical Interface Reference Manual. Refer to Bellcore TR #'s 393, 394, 397, 471, 793 and ANSI T1.601-620, T1.216-219. ISDN-PRI requires compatible customer-provided equipment registered under FCC Part 68. The Network Interface Device (NID) rules shown in Section S2.9 of this Product Guide will apply to ISDN-Primary Rate Interface Service.
- c. Customer provided equipment (CPE) must be NI-2 compliant. Any CPE that requires custom switch features not supported in the NI-2 specification may be supported as an exception and priced on an individual case basis. Custom ISDN features based in specific switch types may be provided on an individual case basis.
- d. The customer must provide information regarding the intended use of the service sufficient to permit the Telephone Company to furnish and maintain the service ordered and assure that Product Guide regulations are followed.
- e. The availability and functions of the features and capabilities for ISDN-PRI Service may vary by serving central office.
- f. ISDN-PRI Service is offered on a month-to-month or one year, two or three year Term and Volume or five year optional payment plan.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.2 Regulations

- a. ISDN-PRI Service is available to customers where facilities are available. Customers must provide compatible premises switching equipment for terminating the D-channel and the 1.544 Mbps high capacity digital services facilities.
- b. ISDN-PRI Service is typically divided in capacities of twenty-three 64 Kbps B-channels and one 64 Kbps D-channel (23B+D).
- c. The B-channels can carry switched voice and switched data at up to 64 Kbps. The channels can be configured for voice or data or a combination of voice and data.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.2 Regulations (Continued)

- d. The B-channels can be dedicated to a specific configuration, or, optionally, a group of B-channels can be shared for access to two or more configurations listed in S10.4.6.a.(3).
- e. The D-channel carries the out-of-band signaling required to control its associated B-channels on one, or more 1.544 Mbps high capacity digital service facilities, where technology permits.
- f. PRI Station Detail billing is only available with message/measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.

The customer's ISDN Primary Service must be equipped with Calling Party Default Directory Number with the Calling Party Screening option. Customers will not have the option to change the Calling Party Number and CPN may not be deleted. Customers will have the option to define a partial listing in the screening list. Specific call details will not be provided for stations not included in the screening list. The screening list may not include 800 numbers, fictitious numbers, private network numbers or Centrex Dialing Plan numbers defined in the screening tables. Station Call Details will only be provided for valid telephone numbers within the switch providing the customer's ISDN Primary Service.

- g. The minimum service period for each ISDN-PRI Service is one month, except under an optional payment plan.
- h. Where a customer's ISDN-PRI Service interconnects with an Intermediary Customer (IC) (Interexchange Carrier or other service provider), PRI Access is only permitted within a single customer's ISDN-PRI Service Arrangement. Access to the Telephone Company's network exchange or switched services is not permitted except through the IC.
- i. When a customer's serving office is not suitably equipped to provide ISDN-PRI Service 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 Telephone Company designated ISDN-PRI central office. Under these circumstances Local ISDN-PRI Access rates will apply. When ISDN-PRI Service is provided from another central office, the Foreign Central Office/Foreign Exchange Special Transport will apply in addition to the PRI Digital Local Access Line. Foreign Central Office/Foreign Exchange Special Transport rates are not applicable when the customer's serving office is part of a Remote Switching Cluster as defined elsewhere in this Product Guide.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.2 Regulations (Continued)

- j. The ISDN Term & Volume Plans include the PRI Access, the DS1 Switched Facility, standard features, and all B-Channel Activations (flat voice/measured data) per channel and all exchanges including Research Triangle Park. The PRI ISDN Term & Volume Packages without the DS1 Switched Facility includes the same items except the DS1 Switched Facility. Each package is offered with flat rate voice and measured data or measured voice and measured data.

The PRI Term & Volume Plans are optional plans. No NRCs apply to the Term and Volume Plans.

- k. The General Regulations specified in Section S2 of this Product Guide are applicable to all communications services offered by the Telephone Company. Additional regulations pertaining to specific service offerings are specified in various sections of this and other Telephone Company Product Guide.
- l. Regulations, rates and charges for services identified in S10.4.7.a.(3) are found in the appropriate Product Guide and are in addition to ISDN-PRI Service rates and charges. Regulations that apply on a per line basis in this Product Guide and/or tariffs will apply on a per channel basis.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.2 Regulations (Continued)

m. Termination Liability

Customers under a term commitment option will pay the standard termination liability as set forth in this Product Guide, Section 2.4, General Regulations. Termination Liability does not apply to optional features. The termination liability charge will not apply when a customer converts from PRI Access and Facility to a PRI Access only when the PRI is connecting to an alternate high capacity facility.

n. During the term commitment period, the customer may add PRI services at the same monthly rate as specified in the initial contract or the customer may add PRI services on a month to month or term commitment basis.

o. Customers under an existing term commitment option may convert to a new term commitment option without incurring termination liability charges, provided the value of the new term commitment option is of equal or greater value than the remaining value of the existing contract plan.

p. All of a customer's Telephone Company provided Term and Volume PRIs within a state will count towards the volume term commitment threshold. Volume term commitment customers may change the number of PRIs during the volume term period. In the event customers under a volume term commitment make subsequent PRI increases or decreases that cause the total number of PRIs to fall within a different threshold level, all remaining PRIs will be billed at the applicable level rate for the remainder of the volume term commitment period. The customer must provide the account information of the PRIs included in the volume term commitment at the time of the initial installation of service and with each change to the service on a Term and Volume Application of Service signed by both parties.

q. Two-year volume term commitment customers may subscribe to a three-year contract PRI features and facilities when two-year contract rates are not available.

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S10. DIGITAL NETWORK SERVICES

S10.4 INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

S10.4.2 Regulations (Continued)

- r. The following call connection arrangements are available with ISDN-PRI Service. A customer's ISDN-PRI Service Arrangement may be composed of any combination of the following call connections.
- (1) Central Office to end-user premises - for consolidation of public and private services over an ISDN-PRI Facility to and from a single customer.
 - (2) ISDN-PRI Access to IC Services - to be utilized by a single ISDN-PRI Service Arrangement customer for access to an IC's compatible services. In this situation, an IC will require a 1.544 Mbps high capacity digital services facility ordered from the appropriate Product Guide and/or tariff, to be connected in the applicable serving central office with PRI Access for a single customer's ISDN-PRI Service Arrangement.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.3 **Definitions**

a. Primary Rate Interface (PRI)

The term "Primary Rate Interface" denotes the connection of a 1.544 Mbps high capacity digital service to the serving central office switch. Software in the central office switch defines 24 channels within the 1.544 Mbps bandwidth of the high capacity digital service. The 24 channels are typically divided into 23 B-channels plus one D-channel.

b. ISDN-PRI Service

ISDN-PRI Service provides the communication path between the customer's premises and the equipped central office for access to switched voice and switched data services. Each ISDN-PRI Service employs a Primary Rate Interface (PRI) Facility and Primary Rate Interface (PRI) Access.

c. ISDN-PRI Service Arrangement

The term "ISDN-PRI Service Arrangement" denotes one or more PRI Facilities plus PRI Access arranged together in the same central office or different central office to provide one single service for the same customer.

d. Intermediary Customer (IC) Services

B-channels may be dedicated or allowed to interconnect with various services provided by other service providers, such as Interexchange Carriers or Competitive Access Providers. The customer shall be responsible for the ordering of these services.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)S10.4.3 Definitions (Continued)e. Tie Channel Service

Tie Channel Service provides intercom capability on "B" Channels of ISDN-PRI Arrangements and other Customized Multi-line Telephone Service systems within the same subscriber network (central office to central office). This feature provides the capability to communicate on a private facility basis, as a tie line between Customized Multi-line Telephone Service systems served from different central offices. Tie channels on a single ISDN-PRI Arrangement can be configured for intercom calling to a Customized Multi-line Telephone System and local exchange access for the CPE. Intercom calls between an ISDN-PRI Arrangement and a Customized Multi-line Telephone Service system do not incur usage charges. Calls to telephone numbers outside of a Customized Multi-line Telephone Service system without intercom capability may incur usage charges.

Tie Channel Service may terminate on CPE at the customer location or at an Intermediary Customer (IC) location. Rates for the Tie Channel Services are available on a per "B" channel basis.

f. B-Channel

The B-channel carries digitized customer traffic (voice, data) at 64 Kbps .

g. D-Channel

The D-channel is a signaling channel at 64 Kbps used to control and route B-channel traffic.

h. Remote Switching Cluster

Remote Switching Clusters exist when the remote switch is dependent on the host switch for its software call processing. A remote switch can process only intra-office calls without the host switch.

c. Foreign Central Office/Foreign Exchange Special Transport

Foreign Central Office/Foreign Exchange Special Transport is a High Capacity Special Transport Facility between a customer's normal serving central office and the central office providing the ISDN-PRI service.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.4 PRI Features and Definitions

- a. Standard Central Office Features for Month to Month Service

Call-by-Call Access - A customer specified arrangement of B-channels is used to access services available in the ISDN-PRI serving central office switch. The customer will be allowed to mix dedicated services and call-by-call access on the same ISDN-PRI Service. To utilize call-by-call access, the customer must specify, at subscription time, the quantities of channels that will be utilized for a specific service on the ISDN-PRI Service. The terms, conditions and rate application for this feature is described in S10.4.6.a.(3). This option is grandfathered as of July 1, 2008. Call by Call will no longer be provisioned on new PRIs as of July 1, 2008 except for at existing customer's locations. Existing customers may continue their service until their service is disconnected.

Calling Number Identification - Allows the customer to have access to the directory number of the calling party.

- b. Optional Features for Month to Month Service

D-Channel Back-up - In arrangements of two or more ISDN-PRI's, this service provides enhanced continuity of service by allowing a D-channel of one ISDN-PRI to automatically takeover for a failed D-channel of another ISDN-PRI.

This feature is available on a limited basis at the rate specified in S10.4.7.a. (4) and only available within a single customer's ISDN-PRI Service Arrangement.

Calling Line Identification With Name - This feature allows the customer to have access to the directory number and name of the calling party. Compatible CPE is required. Calling Line Identification With Name is available only where facilities and conditions permit. Calling numbers/names will be delivered within the Common Channel Signaling System 7 serving area unless delivery is blocked by the calling party through Per Line or Per Call Blocking. Rates for Calling Line Identification With Name are available on a Month-to-Month basis or on a term commitment basis of 5 years or a Term and Volume Plan for customers subscribing to ISDN-PRI service.

- c. Standard Central Office Features for Optional Payment Plan Service (Continued)

Non-Facility Associated Signaling (NFAS) - NFAS allows the D-channel signaling entity to assign calls to channels on more than one PRI Digital Access Line (including the one containing the D-channel). The collection of these B-channels and the controlling D-channel is called a PRI group. Multiple DS1 Facilities can be assigned to a PRI group.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.4 PRI Features and Definitions (Continued)

c. Standard Central Office Features for Optional Payment Plan Service

Call-by-Call Access - A customer specified arrangement of B-channels is used to access services available in the ISDN-PRI serving central office switch. The customer will be allowed to mix dedicated services and call-by-call access on the same ISDN-PRI Service. To utilize call-by-call access, the customer must specify, at subscription time, the minimum and maximum number of channels that will be utilized for a specific service (i.e., DID, DOD, WATS, etc.) on the ISDN-PRI Service. The B-channels within a PRI system can be assigned, with predetermined parameters, to accommodate changes in traffic. This option is grandfathered as of July 1, 2008. Call by Call will no longer be provisioned on new PRIs as of July 1, 2008 except for at existing customer's locations. Existing customers may continue their service until their service is disconnected.

Calling Number Identification - Allows the customer to have access to the directory number of the calling party.

Calling Line Identification With Name - This feature allows the customer to have access to the directory number and name of the calling party. Compatible CPE is required. Calling Line Identification With Name is available only where facilities and conditions permit. Calling numbers/names will be delivered within the Common Channel Signaling System 7 serving area unless delivery is blocked by the calling party through Per Line or Per Call Blocking. Rates for Calling Line Identification With Name are available on a Month-to-Month basis or on a term commitment basis of 1, 3, or 5 years for customers subscribing to ISDN-PRI service.

Clear Channel Capacity - This feature allows customers to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits using the "Bipolar with Eight Zero Substitution" method of providing bit sequence independence.

D-Channel Backup - In arrangements of two or more ISDN-PRI's this service provides enhanced continuity of service by allowing a D-channel of one ISDN-PRI to automatically take over for a failed D-channel of another ISDN-PRI. This service is available on a limited basis where capable and only available within a single customer's ISDN-PRI Service Arrangement.

PRI Station Detail Billing - provides individual station call details for all stations utilizing a customer's ISDN Primary Service at an account level on a monthly basis. These details are provided with the normal customer bill or on the Frontier Communications Inc. website via the Internet. PRI Station Detail billing is only available with message / measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.

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S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.5 Upgrade of Existing Services

- a. A customer with existing Customized Multi-line Telephone Service, PBX, or other local exchange service offerings may elect to upgrade to ISDN-PRI Service. The upgrade will require discontinuance of the existing service and establishment of new service, which will result in a temporary interruption of service.
- b. All applicable installation and service connection charges plus charges applicable to the establishment of ISDN-PRI Service will apply.
- c. When a customer elects to discontinue existing service and establish ISDN-PRI Service, any termination liability charges associated with the discontinued service will apply, with the exception of Digital Channel Service or other services that are presently charged the DS1 Local Access Line rate.
- d. The discontinuance of existing service and establishment of new service may incur a change of service arrangement requiring a telephone number change.
- e. Customers under an existing term commitment option may convert to a new term commitment option without incurring termination liability charges, provided the value of the new term commitment option is of equal or greater value than the remaining value of the existing contract plan.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.6 Rate Structure

a. Month to Month Service - Each ISDN-PRI Service consists of three basic elements:

(1) PRI Access

The PRI Access provides the switch termination for the PRI Facility. A PRI Access is required to terminate a PRI Facility in an ISDN-PRI serving central office. PRI Access typically provides twenty-three (23) individual B-channels and one (1) D-channel.

(2) PRI DS-1 Facility

The customer has a choice of call connection arrangements as described in S10.4.2.m. The rates and charges for the PRI Facility will be based on the selected arrangement and will be comprised of one or a combination of the following rate elements:

- (a) PRI DS-1 Facility, or
- (b) Foreign Central Office/Foreign Exchange Special Transport

Customers may utilize alternate high capacity digital facilities, (i.e. DS1, DS3, or any other compatible high capacity digital facility that meets specifications as determined by the Company) in lieu of the PRI Switched Facility specified herein. The applicable rules, regulations, and rates from the appropriate Product Guide and/or Tariff will apply for the alternate high capacity digital facilities.

The PRI DS-1 Facility utilizes 1.544 high capacity digital transport technology for connection to the designated Telephone Company ISDN-PRI serving central office switch and for connection between ISDN-PRI central offices. If a customer subscribes to PRI from an office not equipped to support PRI then charges from (b) above will apply (Foreign Central Office/Foreign Exchange Special Transport).

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.6 Rate Structure (Continued)

a. Month to Month Service (Continued)

(3) B-Channel Configurations

B-channels can be dedicated to a specific service type or a group of B-channels can be shared for access to two or more service types. The specific services that are accessible via the B-channels are listed below. Rates and charges for these accessible services are specified in the appropriate Product Guide and/or tariff and are in addition to the PRI Facility and PRI Access rates and charges.

- (a) Direct Inward Dialing Service (DID): Access from the local central office to the customer's PRI interface device for voice calls is provided via a Network Access Register (NAR) plus DID number charges.
- (b) Outwats/800 Service: The WATS Access Line charge and the monthly usage charges apply for IntraLATA Outward WATS and 800 Service. These rates are as specified in Section S19 of this Product Guide. This service is grandfathered. Outwats and 800 calls can be made on the Two Way/DID/DOD trunks.
- (c) Switched Data Service: Usage charges are applicable on all calls within the same ISDN-PRI Service Arrangement. Usage will be billed to the originating end of the Switched Data service for calls terminated within the local calling area. For calls terminated outside the local calling area only the applicable toll charges or the Multi-Area Calling Plan rates will apply. These usage regulations are specified in Section S10.1.4 and the usage rates are specified in Section S7.1.5.a. of this Product Guide. These calls can be made on Two Way/DID/DOD trunks.

When Switched Data Service is connected with offerings of other service providers, rates and charges for the generated usage will apply in accordance with the Access Services Tariffs.

- (d) Tie Channel: B-channels, which can be used for abbreviated dialing, may be configured as tie channels where technology permits. This option is only available for connectivity between two customer switching points or on ISDN-PRI Facilities between serving wire centers that connect customer switching points. A customer switching point is defined as a customer premises switching device (PBX, etc.) or a Customized Multi-line Telephone Service customer group. Rates are as specified in Section S10.4.7 of this Product Guide.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.6 Rate Structure (Continued)

a. Month to Month Service (Continued)

(3) B-Channel Configurations (Continued)

(e) Two Way Service: A customer service arrangement of "B" channels in which the customer is allowed to use any of the "B" Channels to access any/all available services. The option will allow the customer to dynamically reconfigure ISDN-PRI "B" Channels to transport services such as DID, DOD, or Switched Data on an as needed basis.

(f) IC Services: B-channels may be specified as dedicated to compatible services of an IC or other service provider. The rate for the B-channel is as specified in S10.4.7.c. The rate for the PRI Access is as specified in S10.4.7.a. The IC or other service provider will be required to order a DS1/1.544 high capacity digital services facility to the customer's ISDN-PRI serving central office from the appropriate interstate or intrastate access tariff.

b. Optional Payment Plan

(1) The Local PRI Access portion of a Local PRI System, as specified in Section S10.4.7.b., is offered on a five year optional payment plan and is a bundled charge which includes the following features and attributes (where technically available):

- Call-by-Call Access (Grandfathered as of July 1, 2008)
- Calling Number Identification
- Clear Channel Capacity
- D-Channel Backup
- Non-Facility Associated Signaling

If a customer subscribes to PRI from an office not equipped to support PRI, then charges from S10.4.6.a.(2)(b) will apply. The B-Channel Activation will be ordered as Flat voice/Measured data or Measured Voice/Measured Data channel activation and billed as specified in Section S10.4.7.b.(1)(c). The specific services that are accessible via the B-channel are listed in Section S10.4.6.a.(3).

Rates and charges for these accessible services are specified in the appropriate Product Guide and/or tariff and are in addition to the PRI Facility rates and charges. The Network Access Register (NAR) from Section S3.9 will not apply.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.6 Rate Structure (Continued)

- c. For Call-by-Call access, the customer must specify, at subscription time, the quantity of channels that will be utilized for Call-by-Call access and the specific services (DID/DOD, Tie, etc.) on each PRI Facility. A NAR charge will apply per exchange service and a Tie Channel charge will apply per tie channel that has the capability for Call-by-Call access. Dedicated IC and WATS Services channels are not available with Call-by-Call access. The quantity of call-by-call channels or the combination of call-by-call plus dedicated channels will never exceed the capacity of a PRI Facility. This service is grandfathered as of July 1, 2008. Existing customer may retain their service until the PRIs are disconnected.
- d. End User charges as specified in the End User Common Access Service Section of Frontier Telephone Companies Tariff FCC No. 5 apply as appropriate.
- e. Presubscription of a Carrier of Preference is specified in Section 6 of the Frontier Telephone Companies Tariff FCC No. 5) and Section 6 of the Facilities for Intrastate Access Tariff. Based on a customer's ISDN-PRI Access Arrangement, a customer may be able to presubscribe to more than one Carrier of Preference.
- f. The Foreign Central Office/Foreign Exchange Special Transport charge applies on a per airline mile basis between the serving central office and the customer's normal central office except when the customer's serving central office is a part of a Remote Switching Cluster.
- g. Term and Volume Plans

The ISDN-PRI Term and Volume plan includes the following (where technically feasible):

- PRI Access
- PRI DS-1 Facility
- Standard Features
 - Calling Number Identification
 - Clear Channel Capacity
 - D-channel Backup
- Channel Activations (including all exchanges including Research Triangle Park, but not Tie Channels). Tie Channels are additional.

The Term and Volume Plan without the DS-1 Facility includes the same items except the DS-1 Facility.

Each package is offered as Flat Rate which equals flat rate voice and measured data or Measured Rate which equals measured voice and measured data. This plan includes all exchanges plus the Research Triangle exchanges if requested.

ISDN PRI Term and Volume Multi-Area Plan includes the Multi-Area Exchanges. This option is only offered as a flat voice and flat data.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.6 Rate Structure (Continued)

h. Month to Month Service - Nonrecurring Charges

Database Configuration Charges - Nonrecurring charges for database work will apply on a per service order basis whether the order is an initial or subsequent. For initial service the Primary Service Ordering charge specified in Section S4.3 will apply in addition to the database charges; however, the Premises Visit and Central Office Line Connection charges do not apply. For subsequent orders, the Subsequent Service Ordering charge from Section S4.3 will apply in addition to the B-channel database configuration charge.

PRI Access Database Configuration Charge - The PRI Access database charge applies when adding or deleting channels on a per ISDN-PRI service basis. When an ISDN-PRI service is initially established, one PRI Access Database charge will apply also.

B-Channel Database Configuration Charge - The B-channel database charge applies for additions, deletions or modifications of each B-channel type (regardless of quantity per service order) within each dedicated and/or call-by-call access arrangement. Modifications include activities associated with changing from and/or to dedicated and/or call-by-call configurations. The Subsequent Service Ordering charge from Section S4.3 of this Product Guide, will apply per request for B-channel configuration changes requested by the customer.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.6 Rate Structure (Continued)

i. Optional Payment Plan - Nonrecurring Charges

Nonrecurring charges, specified in Section S4.3, do not apply when ISDN-PRI service is ordered under an optional payment plan. Nonrecurring charges do not apply to the PRI Term and Volume Plan.

The PRI Subsequent Activity charge applies per occurrence for additions, deletions or any modifications/ changes and is not based on the number of B-channel activations. This charge applies to all plans. The Secondary Service Ordering charge specified in Section S4.3 does not apply for subsequent orders placed by customers under an optional payment plan.

If a month to month customer converts to an optional payment plan, the Local PRI Access nonrecurring charge is not applicable. However, if a customer has had ISDN-PRI month to month less than three (3) months and wishes to convert to an optional payment plan, the PRI Subsequent Activity Charge shall apply.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.7 Rates and Charges

a. Month to Month Service

The following rates and charges for month to month service are in addition to all other rates and charges that may be applicable for accessible services which operate in conjunction with ISDN-PRI Service.

	<u>MRC</u>	<u>NRC</u>	
(1) PRI Access, per C.O. Termination so arranged, with a maximum of twenty- three B and one D channel per line	\$350.00 <small>Note 1</small>	<small>Note 2</small>	
(2) PRI DS-1 Facility	\$247.98	\$550.00	(l)
(6) Foreign Central Office/Foreign Exchange Special Transport, <small>Note 3</small> Each Airline Mile or Fraction Thereof	\$15.00		

Note 1: The applicable NAR rate shown in Section S3.9 of this Product Guide will also apply for PRI Access.

Note 2: Database Configuration NRC Charges apply.

Note 3: Applies when customers subscribe to ISDN Primary service from a Frontier Alternate Central Office. Mileage is the distance between the customer's normal serving Central Office and the Central Office providing the ISDN Primary service.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.7 Rates and Charges (Continued)

a. Month to Month Service (Continued)		<u>Monthly Rates</u>	<u>Nonrecurring Charge</u>
(3)	B-Channel Configurations		
	DID/DOD/Two-Way	Notes 1 & 6	
	OUTWATS/800	Notes 2 & 6	
	Switched Data	Notes 3 & 6	
	Tie Channel Service, Central Office to Customer premises or Central Office to Central Office, per channel ^{Note 5}	\$ 3.50	
	Tie Channel to an Intermediary Customer (IC) Service, per channel ^{Note 5}	7.50	
	Flat Voice/Measured Data Channels ^{Note 1, 3 & 7}	17.00	
	Measured Voice/Measured Data Channel ^{Note 1, 3 & 7}	5.00	
(4)	Calling Line Identification With Name, Per ISDN-PRI Access	85.00	Note 4

Note 1: The appropriate charges are the DID number charges as specified in S12.12. The automatic access line, DID trunk and CO engineering charge are not applicable for ISDN-PRI Service.

Note 2: Beginning October 31, 2005, OUTWATS/800 service is no longer available to new customers.

Note 3: The usage rates specified in Section S7.1.5.a. of this Product Guide will apply to calls placed to the local calling area and Multi-Area Band A calls. Calls placed to Multi-Area/ECS exchanges will be billed the usage rates found in the Local Exchange Product Guide, Section 3.4.2 (excluding Band A) and Section 3.4.3.

Note 4: If Calling Line Identification with Name is added during the initial installation of ISDN-PRI service, the NRC charge will be waived. If Calling Line Identification with Name is added subsequent to the initial installation of ISDN-PRI service, the Database Configuration Subsequent Activity Charge NRC, as noted in S10.4.7 b.(3) of this Product Guide, is applicable.

Note 5: ISDN PRI Customized Multi-line Telephone Service Access or ISDN PRI Voice over Internet Protocol (VOIP) Customized Multi-line Telephone Service Access NRCs from Product Guide Section 11 is required. This NRC always applies. These rates can be used on Term and Volume Plans. Tie Channels are in addition to the regular channel rates.

Note 6: This option is grandfathered as of July 1, 2008. Existing customer may keep this option until their contract expires.

Note 7: These channels include all exchanges plus the Research Triangle Exchanges if requested.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.7 Rates and Charges (Continued)

a. Month to Month Service (Continued)

	<u>Rates</u>
(4) Optional Features	
D-Channel Back-Up, Per Customer Group	
Monthly Rate	\$200.00
Nonrecurring Charge	150.00
PRI Station Detail Billing Per Account	
Monthly Rate 100.00	
Nonrecurring Charge	-
(5) Database Configuration	
PRI Access, per circuit Nonrecurring Charge	200.00
B-Channel, Per Service Type, each Nonrecurring Charge	150.00

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.7 Rates and Charges (Continued)

b. Optional Payment Plan

The following rates and charges for service ordered through the optional payment plan are in addition to all other rates and charges that may be applicable for accessible services which operate in conjunction with ISDN-PRI Service.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
(1) Local PRI System			
(a) Local PRI Access, per CO termination so arranged, with a maximum of twenty- three B and one D channel per line			
One Year Plan ^{Note 4}	\$420.00	\$500.00	
Two Year Plan	\$909.23	\$500.00	(1)
Three Year Plan ^{Note 3}	\$743.91	\$500.00	(1)
Five Year Plan	\$661.25	\$500.00	(1)
(b) PRI DS-1 Facility			
PRI Digital Local Access Line, each			
One Year Plan ^{Note 4}	\$140.00	\$550.00	
Five Year Plan	\$120.00	\$550.00	
(c) Foreign Central Office/Foreign Exchange Special Transport, Each Airline Mile or Fraction Thereof ^{Note 1}	\$15.00		
(d) Calling Line Identification with Name, Per ISDN-PRI Access			
One Year Term Commitment ^{Note 4}	\$75.00	Note 2	
Three Year Term Commitment ^{Note 4}	\$70.00	Note 2	
Five Year Term Commitment	\$65.00	Note 2	
Term and Volume	\$40.00	Note 2	

Note 1: Applies when customers subscribe to ISDN Primary service from a Frontier Alternate Central Office. Mileage is the distance between the customer's normal serving Central Office and the Central Office providing the ISDN Primary service.

Note 2: If Calling Line Identification with Name is added during the initial installation of ISDN-PRI service, the NRC charge will be waived. If Calling Line Identification with Name is added subsequent to the initial installation of ISDN-PRI service, the Database Configuration Subsequent Activity Charge NRC, as noted in S10.4.7 b.(3) of this Product Guide, is applicable.

Note 3: As of October 31, 2005, Local PRI System Three Year Plan is no longer available to new customers.

Note 4: As of July 1, 2008, this option is no longer available to new customers.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.7 Rates and Charges (Continued)

b. Optional Payment Plan (Continued)

	<u>Monthly Rate</u>
(1) Local PRI System (Continued)	
(e) B-Channel Activation, per channel ^{Note 1}	
1. All Exchanges, except Research Triangle Park	
Voice Channel Activation ^{Note 2}	
One Year Plan ^{Note 4}	\$24.65
Three Year Plan ^{Note 4}	24.65
Five Year Plan	24.65
Data Channel Activation, per channel (Measured Service) ^{Note 3}	
One Year Plan ^{Note 4}	6.00
Three Year Plan ^{Note 4}	6.00
Five Year Plan	6.00
2. Research Triangle Park Exchange	
Voice Channel Activation, per channel (Flat Rate) ^{Note 2}	
One Year Plan ^{Note 4}	32.50
Three Year Plan ^{Note 4}	32.50
Five Year Plan	32.50
Data Channel Activation per channel (Measured Rate) ^{Note 3}	
One Year Plan ^{Note 4}	8.00
Three Year Plan ^{Note 4}	8.00
Five Year Plan	8.00

Notes referenced are shown on previous Page.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.7 Rates and Charges (Continued)

Note 1: The Network Access Register (NAR) from Section S3.9 will not apply to ISDN-PRI Service provided on an optional payment plan. Where the B-Channels are arranged to include a Direct Inward Dialing (DID) capability, the DID number charges specified in S12.12 shall apply. The automatic access line, DID trunk and CO engineering charges applicable to standard DID trunk service are not applicable when ISDN-PRI B-Channels are arranged to be DID capable.

Note 2: Voice Channels may be arranged as DID/DOD or two-way trunks, OUTWATS/800 access channels, or tie channels. Voice Channels will be arranged for OUTWATS/800 Service access on a dedicated basis only.

Note 3: Data Channels (measured rate) may be configured to handle both analog (modem) data or digital data (circuit switched data). The regulations for Switched Data Service found in Section S10.1 of this Product Guide apply when Data Channels function in the switched data mode. The usage rates specified in Section S7.1.5.a. of this Product Guide apply to all out-dialed calls from a B-Channel activated as a measured rate data channel, regardless of whether such calls are analog or switched data in nature.

Note 4: As of July 1, 2008, this option is no longer available.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.7 Rates and Charges (Continued)

b. Optional Payment Plan (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(2) Database Configuration		
Optional Payment Plan customers only - PRI Subsequent Activity Charge	-	\$200.00
	<u>Monthly Rate Two Year MRCs</u>	<u>Monthly Rate Three Year MRCs</u>
(3) Term & Volume Rates: ^{1,2}		
PRI Access System – Flat Rate Ports – 23B, 23+D Add'l, 24B, each		
Package 1, 1 to 10 PRIs	\$1,239.85	\$1,666.35 (I)
Package 2, 11 to 20 PRIs	\$700.00	\$685.00
Package 3, 21+ PRIs	\$675.00	\$650.00
PRI Access System – Flat Rate w/o DS1 Switched Facility, each		
Package 1, 1 to 10 PRIs	\$991.88	\$952.20
Package 2, 11 to 20 PRIs	\$590.00	\$570.00
Package 3, 21+ PRIs	\$570.00	\$540.00
PRI Access System – Measured Ports – 23B, 23+D Add'l, 24B, each		
Package 1, 1 to 10 PRIs	\$1,168.76 (I)	\$743.91
Package 2, 11 to 20 PRIs	\$470.00	\$425.00
Package 3, 21+ PRIs	\$435.00	\$405.00
PRI Access System – Measured w/o DS1 Switched Facility, each		
Package 1, 1 to 10 PRIs	\$644.73	\$335.00
Package 2, 11 to 20 PRIs	\$490.00 (I)	\$310.00
Package 3, 21+ PRIs	\$315.00	\$290.00

Note¹: Tie Channel configuration is in addition to above rates. See Section S10.4.7a(3) for charges to configure B Channels as Tie Channels.

Note²: Flat Rate which equals flat rate voice and measured data. Measured Rate which equals measured voice and measured data. This plan includes all exchanges plus the Research Triangle exchanges if requested. No NRCs apply.

EFFECTIVE: April 1, 2023

S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.7 Rates and Charges (Continued)

b. Optional Payment Plan (Continued)

	<u>Monthly Rate One Year MRCs</u>	
(4) Term & Volume Rates: Note 1		
PRI Access System – Flat Rate Voice Ports – 23B, 23+D Add'l, 24B, each		
Package 1, 1 + PRIs	\$1,372.10	(l)
PRI Access System – Flat Rate w/o DS1 Switched Facility, each		
Package 1, 1 + PRIs	\$680.00	
PRI Access System – Measured Ports – 23B, 23+D Add'l, 24B, each		
Package 1, 1 + PRIs	\$600.00	
PRI Access System – Measured w/o DS1 Switched Facility, each		
Package 1, 1 + PRIs	\$450.00	

Note 1: Flat Rate which equals flat rate voice and measured data. Measured Rate which equals measured voice and measured data. This plan includes all exchanges plus the Research Triangle exchanges if requested. No NRCs apply.

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S10. DIGITAL NETWORK SERVICES

S10.4 Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) (Continued)

S10.4.7 Rates and Charges (Continued)

b. Optional Payment Plan (Continued)

		<u>Monthly Rates</u>		
		<u>One Year MRCs</u>	<u>Two Year MRCs</u>	<u>Three Year MRCs</u>
(4)	Multi-Area Term & Volume Rates: Note 1			
	PRI Access System – Flat Rate Ports – 23B, 23+D Add'l, 24B, each			
	Package 1, 1 + PRIs	\$ 880.00	800.00	770.00
	PRI Access System – Flat Rate w/o DS1 Switched Facility, each			
	Package 1, 1 + PRIs	730.00	650.00	620.00

Note 1: Flat Rate which equals flat rate voice and flat data. No NRCs apply.

EFFECTIVE: March 28, 2022

S10. DIGITAL NETWORK SERVICES

S10.5 Local Packet Switching Network Service ¹

S10.5.1 General

- a. Local Packet Switching Network Service uses packet switching technology to provide a switched data transport service. This service uses analog and digital facilities to provide data transport for a variety of interactive (or bursty) data applications between two or more customer designated locations.
- b. Packet switching technology divides data streams into packets. The packet network examines routes and transports packets individually without maintaining a physical path between bursts of data. This service is based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 ¹ protocol and the X.75 internetworking protocol. Local Packet Switching Network Service and features are available where facilities and conditions permit.
- c. Local Packet Switching Network can be accessed in two ways:

- (1) Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) ² or Integrated Services Digital Network-Single Line (ISDN-SL) access. End-users may obtain X.25¹ access to the Local Packet Switching Network through ISDN-BRI or ISDN-SL service available in Section S10.3 of this Product Guide. Local Packet Switching Network Service will allow ISDN services to transmit packet traffic outside the serving central office business customer group to points within the LATA. (C)

¹ Local Packet Switching Service, including X.25 service and X.75 service is grandfathered as of November 28, 2005 and is limited to existing customers at existing locations. No modification to the service is allowed.

² 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)

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S10. DIGITAL NETWORK SERVICES

S10.5 Local Packet Switching Network Service¹ (Continued)

S10.5.1 General (Continued)

c. (Continued)

- (2) Dedicated Access, available where facilities and conditions permit, provides the ability to establish connections to the Packet Switching Network using analog or digital Private Line facilities. Connection is made at the nearest Local Packet Switching office at a dedicated access port. Each access port has a unique fourteen-digit network address. The access ports will interface with analog or digital channels at speeds of 9.6, 56, or 64 Kbps. The customer must specify the required transmission speed. Dedicated Access requires the customer and/or authorized user to furnish a modem or DSU/CSU compatible with those provided in the network. Dedicated Access provides the ability to originate and receive calls from other customer locations and/or authorized users of this service.

Private Line (Dedicated) access allows customers to subscribe to a private line and directly access the X.25¹ packet switch. These private line circuits can be either analog or digital.

Maximum speed on private line access is 64,000 Bps.

¹ Local Packet Switching Service, including X.25 service is grandfathered as of November 28, 2005 and is limited to existing customers at existing locations. No modification to the service is allowed.

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S10. DIGITAL NETWORK SERVICES

S10.5 Local Packet Switching Network Service¹ (Continued)

S10.5.2 Explanation of Terms

Authorized User: A person, firm, corporation or other entity who is authorized to use this service.

Bit: A binary digit, the smallest unit of information in the binary system of notation.

Customer: An end-user subscriber to the Local Packet Switching Network Service.

Data Circuit Terminating Equipment: The equipment that connects the customer's access channel to the packet network.

Data Terminal Equipment: The equipment that comprises the data source, the data sink, or both and provides for the communication control function.

ISDN: Integrated Services Digital Network.

Logical Channel: A virtual connection operated over a physical connection that can support one or more virtual connections simultaneously.

Network Address: The alphanumeric character string used to specify the destination of each switched connection made within the network.

Octet: A group of eight binary digits operated upon as an entity.

Packet: Continuous sequence of binary digits (bits) of information that is switched through the network as an integral unit. A packet consists of a maximum of 4,096 bits (512 octets) of user information plus additional transmission and error control information.

Packet Switching Office: The central office where the packet switching functions are performed and access to the packet network is accomplished.

Port: An X.25 communications interface at a Packet Switching office through which the customer or authorized user obtains access to the network.

Protocol: A set of transmission rules for the exchange of data over a communications channel. The X.25 and X.75 protocols are international standards developed by the CCITT that provide the foundation for Public Packet Switched Networks.

¹ Local Packet Switching Service is grandfathered as of November 28, 2005 and is limited to existing customers at existing locations. No modification to the service is allowed.

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S10. DIGITAL NETWORK SERVICES

S10.5 Local Packet Switching Network Service¹ (Continued)

S10.5.2 Explanation of Terms (Continued)

Segment: A unit of user information consisting of 64 octets or less. The number of segments transmitted within a packet is limited only by the subscribed or negotiated maximum size of the user data filed for the customer interface.

Virtual Connection: A logical channel resulting from call establishment to a network address that exists until the call is terminated by either party.

X.25 Protocol: Interface between Data Terminal Equipment and Data Circuit Terminating Equipment for terminals operating in the packet mode on public data networks.

X.75 Protocol: Terminate and transmit call control procedures and data transfer system on circuits between packet switched data networks.

¹ Local Packet Switching Service, including X.25 service and X.75 service is grandfathered as of November 28, 2005 and is limited to existing customers at existing locations. No modification to the service is allowed.

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S10. DIGITAL NETWORK SERVICES

S10.5 Local Packet Switching Network Service ¹ (Continued)

S10.5.3 Rate Regulations

- a. The minimum service period is one month.
- b. The monthly rates are flat-rated and are applied based on the speed and number of logical channels subscribed to per port access.

For dedicated access the applicable rate elements associated with each port include:

- A monthly recurring charge and a nonrecurring charge per dedicated access port as specified in Section S10.5.4b. of this Product Guide.
- Flat rate network usage specified in Section S10.5.4c. of this Product Guide.
- Applicable monthly and nonrecurring charges as specified in Section S15 of this Product Guide for the Private Line Channel.

¹ Local Packet Switching Service is grandfathered as of November 28, 2005 and is limited to existing customers at existing locations. No modification to the service is allowed.

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S10. DIGITAL NETWORK SERVICES

S10.5 Local Packet Switching Network Service ¹ (Continued)

S10.5.4 Rates and Charges

a. ISDN-SL or ISDN-BRI Access:

See rates in Section S10.3.10.b.(1).

b. Dedicated (Private Line) Access Port:

<u>Speeds</u>	<u>Monthly Rate</u>
9.6 Kbps	\$ 35.00
56/64 Kbps	35.00
	<u>Nonrecurring Charge</u>
All Speeds	\$ 95.00

* See rates in Section S15 for Private Line Channel.

c. Flat Rate Network Usage

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1) 9.6 Kbps Dedicated Access Port		
(a) with 12 Logical Channels	-	\$ 48.00
(b) with 22 Logical Channels	-	88.00
(c) with 32 Logical Channels	-	128.00
(2) 56 Kbps Dedicated Access Port		
(a) with 32 Logical Channels	-	128.00
(b) with 60 Logical Channels	-	240.00
(c) with 90 Logical Channels	-	360.00

¹ Local Packet Switching Service is grandfathered as of November 28, 2005 and is limited to existing customers at existing locations. No modification to the service is allowed.

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S10. DIGITAL NETWORK SERVICES

S10.6 DS1 Cyber Service

S10.6.1 General

- a. DS1 Cyber Service provides network dial tone service between a customer's premises and his serving central office on a channelized basis (DS0) over a single high-capacity (DS1) digital facility that terminates on the trunk side of the switch in the serving central office. DS1 Cyber is available for dialed data access use only. DS1 Cyber may be provided from a foreign exchange to the customer's local exchange at the customer's request on an ICB basis.
- b. DS1 Cyber is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal.
- c. DS1 Cyber provides a trunkside DS1 connection with 24 channels. DS1 Cyber does not provide the function of analog to digital or digital to analog conversions and no service types can be specified on the DS1.
- d. DS1 Cyber is comprised of a DS1 Cyber Capacity component:
 - (1) The DS1 Cyber Capacity will be at the rates and charges as specified in Section S10.6.6 of this Product Guide.
 - (2) DS1 Cyber customers will have to select capacity in increments of 24 digital channels. The following types of signaling will be available at no charge:

E&M Lead Signaling
DTMF (Dual Tone Multi-Frequency Signaling)

The DTMF Trunks may be arranged with wink start or loop start at the customer's option.

S10.6.2 Digital Architecture

- a. DS1 Cyber differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of digital networks.

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S10. DIGITAL NETWORK SERVICES

S10.6 DS1 Cyber Service (Continued)

S10.6.2 Digital Architecture (Continued)

- b. DS1 Cyber will be available on a digital basis at the network interface on a customer's premises. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications on the 1.544 Mbps (DS1) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

S10.6.3 Definitions

Channel Service Unit (CSU). The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities at the customer's premises.

DS1 Cyber Capacity. A DS1 signal between the customer premises and the central office. This digital link can be used to transport switched data services. DS1 Cyber is available in increments of 24 digital channels.

DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the Frontier Technical Interface Reference Manual.

DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the Frontier Technical Interface Reference Manual.

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S10. DIGITAL NETWORK SERVICES

S10.6 DS1 Cyber Service (Continued)

S10.6.4 Regulations

- a. DS1 Cyber is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company. Clear Channel Capability (B8ZS) will be provided where available at no charge.
- b. DS1 Cyber is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified in Section S5 of this Product Guide may be applicable.
- c. All DS1 Cyber must be channelized in a single equipment location on a customer's premises. DS1 Cyber cannot be split between premises, or multiple locations within a premises. Standard network interfaces, without Integrated Services Digital Network (ISDN) signaling and without any line type features, will be provided by the Company for analog and digital services consistent with existing practices.
- d. The technical specifications and standard network interface for DS1 and associated channelized services are stated in Section 7000 of the Frontier Technical Interface Reference Manual.
- e. DS1 Cyber Service provides for the following calling scopes:

(1) Local Calling Area

Calls originating and terminating within the local calling area - no usage charges apply.

To identify local calling areas for:

Frontier exchanges - as specified in Section S3.3.1, S3.3.2 or S3.4.1 of this Product Guide;

Former Contel exchanges - as specified in Section 3.4 of the General Subscriber Services Product Guide.

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S10. DIGITAL NETWORK SERVICES

S10.6 DS1 Cyber Service (Continued)

S10.6.4 Regulations (Continued)

e. DS1 Cyber Services provides for the following calling scopes:

(2) Calls terminating outside the local calling area:

Frontier exchanges -

- Multi-Area Calling Plan points (as specified in Section S3.4.2.e.) will be charged the usage rates as specified in Section S3.4.2.f. of this Product Guide.
- Raleigh Border Plan points (as specified in Section S3.3.2) will be charged the usage rates as specified in Section S3.4.2.f. of this Product Guide.
- Extended Area Calling points (as specified in Section S3.4.3.e.) will be charged the usage rates as specified in Section S3.4.3.f. of this Product Guide.

Former Contel exchanges -

- Local Calling Plan points, as identified in Section 3.14.4, will be charged the usage rates as specified in Section S3.14.3 of the Frontier Communications of the Carolinas LLC, North Carolina, Product Guide No. 2.

(3) Long Distance Calls - originating/outgoing toll calls are blocked - access to the toll network is prohibited.

Bill Number Screening is available at the rates specified in Section S12.21 of this Product Guide.

(4) Incoming calls routed to the DS1 Cyber Service will be billed at the same rates as calls placed to other types of exchange service (i.e., B1) within the same exchange as the DS1 Cyber Service.

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S10. DIGITAL NETWORK SERVICES

S10.6 DS1 Cyber Service (Continued)

S10.6.5 Application of Rates

- a. The DS1 Cyber Capacity rate is applicable to each DS1 Cyber.
- b. The DS1 Cyber Capacity element provides for the network facility to the customer premises and the central office channelization.
- c. Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified in Section S2.4.5 of this Product Guide.
- d. Unless specified herein, rules and regulations contained elsewhere in this Product Guide are also applicable to DS1 Cyber Service.

S10.6.6 Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
DS1 Cyber Capacity, each	\$750.00	\$500.00
1-Year Term Commitment ¹	725.00	500.00
2-Year Term Commitment ¹	675.00	500.00
3-Year Term Commitment ¹	600.00	500.00

Note 1: In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section S2.4.16 of this Product Guide will apply.

EFFECTIVE: April 1, 2023

S10. DIGITAL NETWORK SERVICES

S10.7 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundled Service

S10.7.1 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.

S10.7.2 Applicability

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service standards.

S10.7.3 Territory

Within all exchange areas as those areas are defined by maps filed as part of this Product Guide.

S10.7.4 Rates and Charges

	<u>Monthly Rate</u>
a. <u>2-Year Term</u> ¹	
ISDN-PRI Bundle	\$934.23
ISDN-PRI Bundle with 20 DID Numbers	\$949.23
ISDN-PRI Bundle with 50 DID Numbers	\$954.23
ISDN-PRI Bundle with 100 DID Numbers	\$959.23
b. <u>3-Year Term</u> ¹	
ISDN-PRI Bundle	\$768.91
ISDN-PRI Bundle with 20 DID Numbers	\$783.91
ISDN-PRI Bundle with 50 DID Numbers	\$788.91
ISDN-PRI Bundle with 100 DID Numbers	\$793.91
c. <u>5-Year Term</u> ¹	
ISDN-PRI Bundle	\$686.25
ISDN-PRI Bundle with 20 DID Numbers	\$701.25
ISDN-PRI Bundle with 50 DID Numbers	\$706.25
ISDN-PRI Bundle with 100 DID Numbers	\$711.25

(l)

(l)

¹ Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

EFFECTIVE: September 6, 2022

S10. DIGITAL NETWORK SERVICES

S10.7 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundled Service (Continued)

(N)

S10.7.5 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.
- h. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
- i. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Product Guide.
- 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 preceding.

(N)

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service

S11.1.1 General

- a. Customized Multi-line Telephone Service is an electronic switching system provided from a central office which offers premium, versatile, and advanced communication features and service. The customer purchases his access line (local loop) separately from his flat usage component (blocks of busy hour capacity minutes-of-use (MOUS). The flat usage component is commonly referred to as a Network Access Register (NAR).
- b. A Customized Multi-line Telephone Service System may be comprised of the following components:

- Network Access¹
- Main Station¹
- Wire Center Lines¹
- Terminating Arrangements
- Features

- c. Service Features will be grouped as follows:

- Series 1000 - Section S11.1.2.a.(2)
- Series 2000 - Section S11.1.2.a.(3)
- Series 3000 - Section S11.1.2.a.(4)
- ACD Package - Section S11.1.2.a.(5)
- Attendant Feature Package - Section S11.1.2.a.(6)

A Customized Multi-line Telephone Service customer must subscribe to at least one of the above feature packages.

- d. Customized Multi-line Telephone Service will be furnished at the rates and charges specified herein to customers in serving areas where facilities permit.
- e. If the Customized Multi-line Telephone Service system falls below two lines, it will no longer be considered a Customized Multi-line Telephone Service system. The remaining lines will be converted to individual business lines with no features. All existing product guide rules, regulations, rates and charges associated with the conversion will apply.
- f. Customer premises equipment associated with this service is provided by the customer.
- g. Directory listings of Customized Multi-line Telephone Service will be provided in accordance with the regulations and rates as specified in Section S6 of this Product Guide.
- h. The main station rate includes Basic Service Features. In addition, a wire center line charge will apply per main station for the facilities from the system dial switching equipment to the Network Interface of the Main Station Line. Together, these two elements constitute a main station line.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.1 General (Continued)

- i. The rates and charges specified herein for Main Stations are applicable to each Main Station location to which a customer-provided instrument can be connected.
- j. Service Charges as specified in Section S4 of this Product Guide apply to all customer-requested moves and changes performed by the Company on the customer's premises
- k. Rates for the Main Stations of Customized Multi-line Telephone Service customers will be based on the following criteria:
 - (1) Main Station Group Size
 - (2) The type of payment plan selected by the customer
- l. The total Main Station size will consist of Main Station Lines and Attendant Access Lines for all locations served by the same Customized Multi-line Telephone Service system.
- m. Exchange Access
 - (1) Exchange Access is provided by means of Network Access Registers.
 - (2) Presubscription of a Carrier of Preference is specified in Section 6 of the Frontier FCC No. 5 Tariff and Section 6.5 of the Intrastate Access Services Tariff.
- n. Main Station Line Terminated as an Automatic Access Line
 - (1) Where a Customized Multi-line Telephone Service Main Station Line is terminated as an Automatic Access Line in customer provided equipment, the appropriate recurring charge specified in S11.1.7.b.(7) of this Product Guide will apply in addition to the appropriate Main Station and Wire Center line rate.
- o. Where the Customized Multi-line Telephone Service station being provided involves a location in a different central office area of an exchange, the mileage charge and measurement as specified in Section S9.2.2 for foreign central office mileage is applicable for each inter-office channel required.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.1 General (Continued)

- p. Where Customized Multi-line Telephone Service stations of the same system are located in different exchanges, a foreign exchange mileage charge applies for each interexchange channel involved as specified in Section S9.1.1.
- q. End User charges as specified in Section 13 of the Frontier Telephone Companies Tariff FCC No. 5 will apply to each Customized Multi-line Telephone Service Local Access Lines.

S11.1.2 Customized Multi-line Telephone Service Features

- a. All features may not be available on all switches. Features provided via Customized Multi-line Telephone Service from host central office interface equipment and software include:

(1) Basic Service Features:

Automatic Identification of Outward Dial (AIOD), Common Recorded Announcement on Intercept, Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Distinctive Ringing, Station-to-Station Calling, and Touch Call.

(2) Line Feature Package-Series 1000:

Call Alternation, Call Forward (All, Busy, No Answer-Fixed/Variable), Call Hold, Call Pick-Up (Extended, Direct, and Group), Call Transfer (all types), Call Waiting Dial, Call Waiting Originating, Call Waiting Terminating/Cancel, Consultation Hold, Hunting (Pilot Number, Directory Number and Secretarial), Last Number Redial, Speed Call Short List (Individual), Station Restriction, Three-Way Calling, and Toll/Code Restriction.

(3) Line Feature Package-Series 2000:

Customized Multi-line Telephone Service 1000 plus the following features: Automatic Callback (Camp-On), Call Park (Multiple), Circular Hunting, Data Line Security, Multiple Classes of Service, Saved Number Redial, Speed Call Long List (System), and Uniform Call Distribution.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.2 Customized Multi-line Telephone Service Features (Continued)

a. (Continued)

(4) Line Feature Package-Series 3000:

Customized Multi-line Telephone Service 1000 and 2000 plus the following features: Call Forward/Busy/No Answer Split, Executive Busy Override, Incoming Call Forward, Multilevel Restriction, Off-Hook Queuing, Remote Access to Features*, Ringback Queuing, Speed Call Long List (Individual), and Within Group Call Forward.

(5) ACD Feature Package:

Agent Login, Agent Queue, Agent Status Lamp, Attendant Console to ACD, Automatic Overflow, Call Agent Key, Call Delay Announcement, Call Source ID, Call Supervisor Key, Display Queue Status Key, In-Calls Key, Incoming Call Queue, Music on Delay, Night Treatment, Not-Ready Key, Observe Agent, Second and Third Recorded Announcements, Three Way Calling/Call Transfer to ACD,

(6) Attendant Feature Package:

Access to Paging, Autodial, Automatic Recall, Busy Verification, Call Hold, Call Park, Call Selection, Camp On, Code Calling Line Termination, Conference, Console Activation of Call Forward, Console Test, Control of Trunk Group Access, Control of Virtual Facility Groups, Delayed Operation, Display of Queued Calls by ICI Key, Flexible Console Alerting, Interposition Calls, Locked-Loop Operation, Lockout, Multiple Listed Directory Numbers, Position Busy, Priority Console Alerting, Recorded Announcement, Secrecy, Serial Call, Speed Call, Transfer, Two-Way Split, Wildcard Key.

* Limited to those services so equipped and in service as of October 6, 1999.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.2 Customized Multi-line Telephone Service Features (Continued)

a. (Continued)

(7) Optional Features:

Attendant Data Link Console Interface, Attendant Flexible Night Answer, Attendant Identification-Multiple Directory Numbers, Attendant Non-Data Link Console Interface, Attendant Pre-determined Night Answer (PNA), Attendant Universal Night Answer (UNA), Authorization Codes (per group of 100), Automatic Line, Automatic Route Selection (ARS), Code Call Access, Conference Calling (6 and 8 port), Dictation Access and Control, Direct Station Selection/Busy Lamp Field, Do Not Disturb, ETS/CCSA Access, FX/FCO Access, Interactive Display, Limited Automatic Call Distribution, Meet-Me Conference, Music-On-Hold, Paging/Public Address Access, Preferential Hunting, Preset Conference, Priority Queuing, Proprietary Set Interface, Pseudo Number, Recorded Announcement (Custom), Second and Third Recorded Announcement, Speed Call Long List (Additional System), Stop Hunt, Terminal Make Busy, Tie Facility Access, T1 Access, WATS Access, 800/877/888 Service Access. ISDN PRI Customized Multi-line Telephone Service Access and ISDN PRI Voice over Internet Protocol Customized Multiline Telephone Service Access.

S11.1.3 Definition of Features

- a. A customer subscribing to one of the Line Feature Packages in S11.1.2.a.(2), (3), (4), (5), and (6) may order additional optional features at the rates shown in Section S11.1.7.b.(6) of this Product Guide.
- b. Customized Multi-line Telephone Service includes the following basic service features:

Automatic Identification of Outward Dial:

This feature identifies calls billed on a message basis leaving the customer group by the station number from which calls are placed.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

b. (Continued)

Common Recorded Announcement on Intercept:

This provides a standard recording for intercept of calls to unassigned numbers.

Direct Inward Dialing:

This feature allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing:

This feature allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing:

This feature permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

Station-to-Station Calling:

This feature allows station users to call each other using abbreviated dialing.

Touch Call:

This feature equips all station lines for touch call dialing.

c. Customized Multi-line Telephone Service Series 1000

Call Alternation:

This feature allows a station user to hold one call, make another call then talk alternately between the two parties.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

- c. Customized Multi-line Telephone Service series 1000 (Continued)

Call Forward:

This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Includes all calls or only calls reaching a busy or no answer condition (Fixed Forwarding is established and changed by the Telephone Company, whereas variable forwarding is established and changed by the station user).

Call Hold:

Allows a Main Station user to place any call involving their Main Station on hold by flashing and dialing a special code. The Main Station is then free to originate another call. The call is then retrieved by dialing the hold code a second time or by hanging up the phone.

Call Pick-Up Direct:

This feature permits a station user to pick up any ringing station in the business group by dialing feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended:

This feature permits a station user to dial a code to apply call pick up to groups other than its own.

Call Pick Up-Group:

This feature permits a station user to dial a code to answer a call which is ringing at another station within the call pick up group.

Call Transfer:

Call Transfer provides for the transfer, by a Customized Multi-line Telephone Service station, of calls within or outside the business group. The Three-Way Calling feature is needed in addition to Call Transfer for this feature to work.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

- c. Customized Multi-line Telephone Service series 1000 (Continued)

Call Waiting/Cancel:

Call Waiting/Cancel allows the customer with Call Waiting service to inhibit the operation of Call Waiting for one call.

Call Waiting Dial:

This feature provides the ability for originating Main Stations to invoke call waiting service on selected intragroup calls by dialing an access code followed by the extension number of the called station. This differs from Call Waiting Originating in that the call wait tone activation is selective, rather than automatic, on all calls.

Call Waiting Originating:

This feature allows the party making the call to activate Call Waiting on a busy line at completion of dialing on a per call basis.

Call Waiting Terminating:

Informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

Consultation Hold:

This feature allows the initiator of a three-way call or transfer to speak privately with the third party before completing the connection.

Directory Number Hunting:

This feature activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If that line is busy, hunting will start with that line and continue to the end of the list.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

- c. Customized Multi-line Telephone Service series 1000 (Continued)

Hunting (Distributed):

Only a pilot DN is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached.

Hunting (Pilot Number):

This feature provides for an incoming call to a fictitious pilot number to hunt through a rotary group of main station lines to the end of that group.

Hunting (Secretarial):

This feature provides hunting within a department to hunt to the secretary last.

Last Number Redial:

This feature allows a station user to redial the last number dialed by utilizing an access code.

Speed Calling Short List (Individual):

Allows the Main Station user to place calls to a list of frequently called telephone numbers by dialing fewer digits than the complete directory number. Where technology exists, up to 24 dialed digits can be stored.

Station Restriction:

Semi-restricted permits the customer to have selected Main Station restricted from receiving any calls from outside the business customer group or from making any calls outside the business customer group. Intercom calling and private facilities are accessible. Fully restricted blocks calls to and from the attendant in addition to those from/to outside the customer business group.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

- c. Customized Multi-line Telephone Service series 1000 (Continued)

Three Way Calling:

This feature permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll/Code Restriction:

This feature prevents customer designated stations from placing any chargeable calls. Arrangements to deny access to Directory Assistance and/or Public Announcement Services are not assured. These features are intended to limit main station direct dialed outgoing calls, but such calls may, in certain circumstances, be completed and will be charged for as specified in other sections of this Product Guide. Nonrecurring charges will be waived for customers subscribing to the 900/976 Toll Restriction Only Option (Series 1000).

- d. Customized Multi-line Telephone Service Series 2000 (The features below are in addition to the Customized Multi-line Telephone Service Series 1000 Package features).

Automatic Callback:

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.

Call Park-Multiple:

This feature permits a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer business group.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

d. (Continued)

Circular Hunting:

The system tests all lines in the multiline hunt group regardless of the point of entry.

Data Line Security:

This feature prohibits interruption to a busy line by features such as Call Waiting, Executive Busy Override, etc.

Multiple Classes of Service:

This option gives each station a class of service which defines its calling privileges and any features restricted from its use.

Saved Number Redial:

This feature permits a station user to store a number in memory and then later redial the number using a code.

Speed Call Long List (System):

This feature allows members of a customer business group to share a common speed call list of 30 members. One list is provided with Package 2000. Additional lists are available (see optional feature rates).

Uniform Call Distribution (UCD) Hunting:

Uniform Call Distribution provides an even distribution of incoming network and intercom calls among the individual Main Stations of a hunt group and includes Circular Hunt. Also may include queue Status Lamp, which will provide an indication at the customer premises of how long the first call in the incoming-call queue has been waiting.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

- e. Customized Multi-line Telephone Service Series 3000 The features below are in addition to the Customized Multi-line Telephone Service Series 1000 and Customized Multi-line Telephone Service Series 2000 Package features).

Call Forward (Busy, No Answer Split):

Single feature which allows the customer to specify the destination of a forwarded call based on the call being an intra-system call or an inter-system call.

Call Forward/Incoming:

When activated by a Main Station user, automatically routes incoming calls from outside the Customized Multi-line Telephone Service System intended for his Main Station to any other Main Station selected within the same system or outside the Customized Multi-line Telephone Service system. The Main Station selected may also be the attendant. The attendant may also activate Call Forward for a Main Station.

Call Forward/Within Group:

This feature restricts a station user so that calls may only be forwarded to other stations in the business group.

Executive Busy Override:

This feature allows a station user to access a busy station after a break-in tone alerts the busy station.

Multi-Level Restriction:

This feature permits the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NNX) or a six-digit area code (NPA) and NNX basis.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

e. (Continued)

Offhook Queuing:

When used with Automatic Route Selection (ARS), queuing is available on primary (first choice) routes in ARS patterns. The text and announcement provided with the optional recorded announcement feature will be provided by the Company. The music or music-on-queue will be provided by the customer. This requires a voice-grade channel between the central office and the customer-provided music source, and the optional Music-On-Hold feature. This feature is only available with off-hook queuing. The customer must specify the length of time a call is held in the queue before being routed to a reorder tone. Incoming tie lines can have only off-hook queuing. All main station lines must be equipped with the same type of queuing. Off-hook queuing must have either a recorded announcement or music.

The audio input is applied to incoming calls waiting in the attendant queue or in the UCD queue. The customer must specify the length of time (etc.).

Remote Access to Features*:

This feature allows authorized users to call in from the exchange network and gain access to a business group including all features associated with that group.

Ringback Queuing:

This feature permits a station user with activated queuing to go on-hook and be called when the busy facility comes available.

Speed Call Long List (Individual):

This feature allows a station user to place calls to 30 commonly called destinations using two to four digits.

* Limited to those services so equipped and in service as of October 6, 1999.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

f. ACD Feature Package

Agent Login - security to ensure only assigned agents are able to login includes portioning of agent login ID numbers, and agent login passwords.

Agent Queue - Provides for even distribution of the calls among agents by routing the call to the agent who has been idle the longest.

Agent Status Lamp - Used with the Display Queue-Status key to indicate agent position status.

Attendant Console to ACD - Allows Attendant Consoles to extend or originate calls to ACD directory numbers.

Automatic Overflow - The customer can specify a maximum number of calls that can be queued and a maximum waiting time. Additional calls are rerouted according to the customer directions.

Call Agent Key - The call agent key allows the supervisor to call the agent directly.

Call Delay Announcement - Allows one of two treatments based on anticipated waiting time; either ring-back or recorded announcement.

Call Source ID - Indicates source of incoming call by displaying either the caller's extension or the call's trunk group. Must have Display set.

Call Supervisor Key- Provides direct access to the supervisor via pressing a key.

Display Queue Status Key - Displays current information for the corresponding ACD directory number, such as number of manned agent positions, number of calls waiting in queue, waiting time of the oldest call in queue.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

f. (Continued)

In-Calls Key - Allows an agent to answer calls to any of the ACD groups' directory numbers by pressing the key.

Incoming Call Queue - Provides queuing of incoming calls based on order of arrival priority.

Music on Delay - Uses customer provided music source to provide music to the caller after the recorded delay announcement, while the call is in queue to be answered.

Night Treatment - Provides either a recorded announcement or automatic forwarding to another number.

Not-Ready Key - Pressing this key terminates any active call, and prevents new ACD calls from being routed to the position.

Observe Agent - Allows the supervisor to observe ACD calls in any ACD group within the same customer group.

Second and Third Recorded Announcements - See Optional feature definition.

Three Way Calling/Call Transfer to ACD - Allows an agent to transfer a call to another agent, with or without establishing a three way conference first.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

g. Attendant Feature Package

These features will be provided where facilities are available.

Access to Paging: This feature allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

Autodial: This feature permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

Automatic Recall: This feature allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

Busy Verification: This feature allows an attendant to determine whether stations or trunks are busy or idle.

Call Hold: This feature allows an Attendant to hold a call manually on the loop by pressing a key.

Call Park: This feature allows the attendant to park calls against any directory number in the customer group.

Call Selection: This feature enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

Code Calling Line Termination: With this feature, the Attendant can access customer provided code-call equipment using an access code and a called party code.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

g. Attendant Feature Package (Continued)

Conference: This feature allows the attendant to establish a conference with up to 30 conferees.

Console Activation of Call Forward: This feature allows attendants to activate, deactivate, and program Call Forward for stations.

Console Test: Allows attendant to test the functional operations of a console.

Control of Trunk Group Access: This feature allows the attendant to control the access of all stations and incoming trunks to various trunk groups by operating corresponding keys.

Control of Virtual Facility Groups: This feature allows the attendant to control the access of all stations and incoming trunks to VFGs by a single key.

Delayed Operation: This feature allows the attendant to place a call for a calling station while the calling station waits on hook.

Display of Queued Calls by ICI Key: This feature provides console operators with a visual indication of the number of calls queued to be answered.

Flexible Console Alerting: Allows an attendant to be alerted to a call requiring attention.

Interposition Calls: This feature allows an attendant to call, speak to, and transfer a call to another attendant.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

g. Attendant Feature Package (Continued)

Locked-Loop Operation: This feature allows an attendant to hold a call on loop. Attendant Locked Loop Operation consists of two hold types, manual and automatic. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

Lockout: Prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

Multiple Listed Directory Numbers: Each directory number is assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

Position Busy: This feature allows the attendant to make the console unavailable to additional queued calls.

Priority Console Alerting: This feature allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

Recorded Announcement: This feature permits the routing of either originated or extended attendant calls to an optional announcement.

Secrecy: This feature allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

Serial Call: This feature allows an attendant to extend a call to more than one station.

Speed Call: This feature allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short list, one Long List, and can be a user of a Long list.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

g. Attendant Feature Package (Continued)

Transfer: This feature allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

Two-Way Split: This feature allows the attendant to talk privately to either the calling party or the called party.

Wildcard Key: This feature allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

h. Optional System Features:

(The features below can be ordered individually at the rates shown in Section S11.1.7.b.(6) of this Product Guide).

Attendant Data Link Console Interface:

This interface allows the use of a proprietary data-link multiplexed console which is connected to the central office and included the following features. (Requires three (3) additional Customized Multi-line Telephone Service lines at rates specified in this Product Guide). Provided where facilities are available.

Call Hold: This feature allows an attendant to hold a call on the loop.

Call Hold Recall: This feature is used for attendant-extended calls to stations. It also applies to calls held on the loop and calls that the attendant releases from the console after keying the station number or destination number.

Camp-On With Music: This feature will allow the connection of a customer provided music source to the calling party when the caller is camped-on the destination.

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone Service System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

h. Optional System Features*: (Continued)

Attendant Data Link Console Interface: (Continued)

Code Call Line Termination: This feature allows attendant access to customer provided Code Calling equipment.

Console Display: This console display assists attendants in handling calls efficiently. The display unit is built into the attendant console.

Multiple Listed Directory Numbers: A customer may have many listed directory numbers. To handle this efficiently, each number has a unique Incoming Call Identification (ICI) lamp so that the attendant can answer appropriately.

The only limit to the number of listed directory numbers that can be assigned is the number of available lamps and keys on the Attendant Console.

Recorded Announcement: This feature permits the routing of either originated or extended attendant calls to an announcement.

Trouble Key on Console: This feature allows customers to define categories of trouble codes, which can be activated by the attendant during call processing.

Attendant Flexible Night Answer:

This feature permits the attendant to change the Predetermined Night Answer station number by dialing a feature code plus the new night answer station number.

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone Service System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

h. Optional System Features*: (Continued)

Attendant Identification-Multiple Directory Numbers:

This feature enables the attendant to identify an incoming call by Directory Number using the console display. If the customer has multiple directory numbers, the attendant will know by the number appearing on the console display which department is being called. (Requires Data Link Console).

Attendant Non-Data Link Console Interface:

This feature allows the use of a multiline attendant instrument designed specifically for console service. A physical pair is required for each loop at rates shown in Section S11.1.7.b.(3) of the Product Guide.

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

h. Optional System Features*: (Continued)

Attendant Predetermined Night Answer:

This feature, activated by the attendant, routes calls placed to the listed directory number to some predetermined station, hunt group, or station. This feature also allows transfer of calls during commercial power failure.

Attendant Universal Night Answer:

When activated by attendant, listed number calls are routed to this equipment. Calls can then be answered by individual stations by dialing the associated feature code. This feature also allows transfer of calls during commercial power failure.

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

h. Optional System Features*: (Continued)

Authorization Codes (AC):

The AC feature allows the customer to define a set or sets of dialing privileges, to associate an AC with each set, and to use the AC to restrict the dialing privileges to authorized personnel. The AC must be dialed before a call can be advanced. A customer cannot have authorization codes with a different amount of digits.

Automatic Line:

The Automatic Line feature provides an automatic connection between a calling station that goes off-hook and a predetermined location.

Automatic Route Selection (ARS):

ARS provides for the origination of ten-digit, off-network calls to a public telephone number. An access code is dialed followed by the destination digits. A pattern is selected and the route list is checked for an idle route with the proper FRL (if a feature). If no idle route is available, the call is put into queue for the primary route or sent to reorder tone. Routes may include Foreign Exchange, WATS, and interexchange carrier lines. A maximum of 3 patterns will be allowed for each NPA or NPA NXX list. A maximum of 10 routes is allowed per pattern. Each WATS band is considered a separate route. A maximum of 64 NPA NXX lists will be allowed. ARS does not allow for toll restriction or toll diversion. This feature may also include:

Expensive Route Warning (ERWT) - A tone will be assigned to certain routes as designated by the customer. When one of these designated routes is selected, a tone will be returned to the originating caller. The caller has a specified number of seconds to hang up or the call will be advanced on the expensive route.

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

h. Optional System Features*: (Continued)

Automatic Route Selection (ARS) (Continued)

Facilities Restriction Level (FRL) - Each main station lines is assigned an FRL as is every facility in all routes. When a call is originated, the FRL of the main station line is compared to the FRL of the facility selected for routing. If the FRL on the facility is equal to or less than the main station FRL, the call is advanced. If the FRL on the facility is greater than the FRL on the line, a tone is returned. An Authorization Code can be dialed to override the FRL. FRL's are furnished only with ARS. The maximum number of FRL's available is 8. All main station lines and incoming tie-line terminations with ARS capability must be assigned a FRL.

Time of Day Routing - This feature provides for route selection based on the most economical path for a particular time of day.

Code Call Access:

Code Calling provides dial access to customer premises located code calling equipment by Main Station attendant access of a Customized Multi-line Telephone System. The dialed two- or three- digit code activates signaling devices on the customer's premises to produce a coded signal corresponding to the dialed code. The called party, upon recognition of the signal, is automatically connected to the calling party by dialing a special code from any Main Station in the system. For Rates and Charges applicable for control channels when required for supervision purposes with equipment and/or apparatus located on customer premises, refer to Section S15 of this Product Guide for Private Line rates.

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment.

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S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

h. Optional System Features*: (Continued)

Conference Calling:

This feature permits a station user or attendant to form a conference with a maximum of twenty-four or thirty parties, including other stations and/or parties reached over trunks. The capability for offering the feature is provided in multiples of six or eight, dependent on central office technology.

Dictation Access and Control:

This feature provides for station access to customer provided dictation equipment. For Rates and Charges applicable for control channels when required for supervision purposes with equipment and/or apparatus located on customer premises, refer to Section S15 of this Product Guide for Private Line rates.

Direct Station Selection/Busy Lamp Field:

The Busy Lamp Field feature adds new answering position functions to the Meridian Business Set (MBS) by providing the following on one feature key:

- Busy Lamp Field - allows an MBS user to monitor station status of a directory number (DN) through the use of MBS lamp indicators.
- Direct Station Select - provides direct dialing to a monitored DN.

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

h. Optional System Features': (Continued)

Do Not Disturb:

Allows an attendant to cut off a single station or group of stations from receiving Direct Inward Dialing (DID) and Station-to-Station calls. The attendant has override capability to complete the calls to a station or group of stations.

ETS/CCSA Access:

This feature provides access to and from an ETS/CCSA network.

FX/FCO Access:

This feature provides access to and from an InterLATA or IntraLATA Foreign Exchange Circuit or Foreign Central Office Circuit.

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

h. Optional System Features*: (Continued)

Interactive Display:

Enables the user of a Proprietary Set (P-Set) with display to add, delete, or change the network specific name associated with his directory number, using either his own set, or a designated administrator's set.

Limited Automatic Call Distribution - This option allows incoming trunk calls to be directed to and distributed among a select group of stations using distributive hunting.

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

h. Optional System Features*: (Continued)

Meet-Me Conference:

This feature allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time. (Requires Conference Calling Feature).

Music-on-Hold:

This feature provides access to a common music source for use with call hold, transfer, park, and queuing features.

Paging/Public Address Access:

This feature provides a central office interface to a customer premises for paging and/or public address.

Preferential Hunting:

Permits a prehunt over a subset or preferential group of main stations before hunting through the entire multiline hunt group. The hunt through the group may be a regular or a circular hunt. Each main station may have its own preferential group or list.

Preset Conference:

This feature allows a station or attendant console to establish a preset conference by dialing a specific directory number. The dialing of the DN invokes a simultaneous ringing of the preselected conferees. (Requires Conference Calling feature).

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone (System). Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

h. Optional System Features: (Continued)

Priority Queuing:

This feature permits a station user remaining off-hook to queue for a facility to obtain a line ahead of another station user queuing for a facility that goes on-hook.

Proprietary Set Interface:

This interface provides capability to connect business sets to Customized Multi-line Telephone Service. When Display sets are used, this will allow the activation, where available, of calling number display (intra business group only), call announce, and visual message waiting indication.

Pseudo Number:

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

Recorded Announcement:

This feature routes calls to a recording (may be customized) at the Telephone Company's Central Office.

Second and Third Recorded Announcements:

Allows customers to specify delay periods between announcements to calls in UCD or ACD queues and the type of treatment callers are given during those delays.

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

h. Optional System Features*: (Continued)

Speed Call Long List (Additional System):

This feature allows members of a customer business group to share a common speed call list of 30 numbers. The first list is included in the Series 2000 package rate. This rate is for an additional list of 30 numbers (up to 7 additional lists may be added).

Stop Hunt:

This feature uses a code which allows the hunting process to stop when a particular line is reached in a hunting sequence.

Terminal Make Busy:

This feature uses a code to make a specific terminal, or groups of terminals in a hunting group look busy.

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.3 Definition of Features (Continued)

h. Optional System Features*: (Continued)

ISDN PRI Customized Multi-line Telephone Access

This feature provides the interface between the ISDN PRI Tie Channel Services and the Customized Multi-line Telephone Service. ISDN PRI Access and Tie Channel Service are required for this application.

ISDN PRI Voice over IP (VOIP) Customized Multi-line Telephone Access is augmented with Customized Multi-line Telephone features to integrate Customized Multi-line Telephone Service with Voice over the Internet Protocol applications. The VOIP NRC rate applies. PRI's that only require Tie Channel Intercom functionality do not require this NRC. ISDN PRI Access and Tie Channel Service are required for this application.

Tie Facility Access

This feature provides access to and from an InterLATA or IntraLATA tie facility.

T1 Access:

This feature provides a trunk side connection to a High Capacity Digital Channel within the Customized Multi-line Telephone system. Each T1 Access termination is equivalent to 24 derived voice grade circuits.

WATS Access:

This feature provides the customer access to an interexchange carrier for bulk toll calling.

800/877/888-Service Access:

This feature permits 800/877/888 Service Access to terminate in the Customized Multi-line Telephone Service System.

* The term period for the Optional System Features is based upon the initial term period for the Customized Multi-line Telephone System. Subsequent Optional System Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.4 Liability of the Telephone Company

- a. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Customized Multi-line Telephone Service Features except as shown in Section S2.6 of this Product Guide.

S11.1.5 Conditions

- a. The rates and charges shown for Customized Multi-line Telephone Service apply to establishment of Customized Multi-line Telephone Service only. Other services as provided for in other sections of the Product Guide may be furnished in connection with this service at rates and charges specified for such services.
- b. Customized Multi-line Telephone Service is offered on a contractual basis commencing on the date the service is established.
 - (1) The rates per Customized Multi-line Telephone Line as set forth following, plus the selected Feature Series rate per line as set forth following, apply each month from the time the System is placed in service until the Customized Multi-line Telephone Service is discontinued.

- c. Termination Liability

In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section S2.4.16 of this Product Guide will apply.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.5 Conditions (Continued)

- d. Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.
 - (1) Suitable space includes provisions for atmospheric control, which encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 50° to 85° Fahrenheit, with consideration given to heat loss and/or gain of the equipment, and (3) relative humidity of 20% minimum and 55% maximum.
 - (2) Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.
- e. Rotary dial stations may not be capable of accessing all Customized Multi-line Telephone Service features shown in Section S11.1.2.
- f. Customized Multi-line Telephone Service system lines are not subject to Business Exchange Service Rates set forth in Section S3 of this Product Guide. However, Call Connection and Minutes of Use Rates set forth in Section S3 of the Product Guide apply to exchange calls (if appropriate) originating from a Customized Multi-line Telephone Service system.
- g. This Product Guide contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
- h. This Product Guide (including the rates and charges shown herein) for Customized Multi-line Telephone Service is subject to such changes or modifications as the Commission may from time to time direct or allow in the exercise of its jurisdiction.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.5 Conditions (Continued)

- i. Subsequent line additions/deletions.
 - (1) Subsequent line additions will be rated under a new term commitment or an addendum to an existing term commitment based upon the remaining period of the initial term commitment period. If the line addition results in the customer's total Customized Multi-line Telephone line count exceeding the threshold of the line group previously committed to, lines will be billed at the rate for the larger group.
 - (2) If subsequent line deletions cause the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group as set forth in Section S11.1.7.b.(3).
- j. Temporary suspension of service is not applicable to Customized Multi-line Telephone Service.
- k. If a customer chooses to combine Customized Multi-line Telephone Service stations terminating at different locations into a single Customized Multi-line Telephone Service system, then all stations must be served by the same central office switching equipment.
- l. Private Line arrangements connected with Customized Multi-line Telephone Service are subject to applicable rates and charges shown in Section S15 of this Company's Product Guide.
- m. Certain optional feature capabilities as shown in Section S11.1.7.b.(6) may not be compatible with other series or optional features.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.6 Conversion of Customized Multi-line Telephone and EDSS (Obsolete) to Customized Multi-line Telephone Service

- a. When a Customized Multi-line Telephone and EDSS (Obsolete) customer elects to convert to Customized Multi-line Telephone Service, nonrecurring and service connection charges do not apply to in-service station lines, terminating arrangements, toll diversion and toll restriction equipped station lines, conference arrangements, and other optional features and/or services provided each of the following conditions are met:
 - (1) The customer's system must continue to be served by the same central office equipment or the customer is moved to other central office equipment at the Company's discretion.
 - (2) There must be no interruption of service, and
 - (3) There are no moves, changes, or additions in existing station lines, terminating arrangements, or optional features requested by the customer.
- b. Customized Multi-line Telephone and EDSS (Obsolete) Services converting to Customized Multi-line Telephone Service must elect one of the following options, that is no less than the remaining time left on the current contract.
 - (1) Month-to-Month Payment Plan (3-49 lines);
 - (2) Customized Multi-line Telephone Service Term Payment of 12 (50-250 lines), 36 (50-400 lines), 60 (50-400 lines), or 84 (50-400 lines) months.
- c. Where the customer elects a Customized Multi-line Telephone Service Term Payment plan of 12, 36, 60, or 84 months and wishes to add to his system, the following shall apply:
 - (1) Such additions shall be made within the scheduled period in b. above after the conversion at the rates and charges in this and other Product Guide sections for Customized Multi-line Telephone Service and the associated Features and Services.
- d. Termination Liability does not apply on conversion.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.7 Rates and Charges

a. Nonrecurring

- (1) The following nonrecurring charges for service are in addition to any applicable service connection, move, change, and installation charges provided for in Section S4 of this Product Guide.
- (2) The Subsequent Service Ordering Charge as specified in Section 4 is applicable when a NAR is added subsequent to the initial installation of the Customized Multi-line Telephone service. No Central Office Line Work charge is applicable.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.7 Rates and Charges (Continued)

a. Nonrecurring (Continued)

(3) Data Base Changes*

	<u>Nonrecurring Charge</u>	
(a) Major Software Additions		\$ 100.00
1. Add Customized Dialing Plan		
2. Add Customer Requested Data Base Profile		
(b) Routine Software Change**		50.00
1. Change Trunk Group		
2. Change Non-Data-Link Attendant (1)		
3. Change Custom Recording		
4. Change ARS Translations		
5. Change Translations Tables		

(1) Additional minor change charge for each additional console.

* Data Base Additions or Changes not listed in this Product Guide will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

** Applies to changes in existing services.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.7 Rates and Charges (Continued)

a. Nonrecurring (Continued)

(3) Data Base Changes* (Continued)

Nonrecurring
Charge

(c) Minor Software Change**

\$ 25.00

1. Change Subgroup
2. Hunt Groups
3. ACD Hunt Group (1)
4. Simulated Facility Group
5. Queuing Groups (2)
6. Night Answer (UNA/PNA) (3)
7. Paging/Public Address/Code Calling (4)
8. Conference Calling - 8, 16, 24 Ports
9. Remote Access Directory Number (5)
10. Authorization Code Validation (6)
11. Music On Hold Access
12. Dictation Link Access
13. Standard Recording
14. Extended Pick Up Code
15. Executive Busy Override
16. Multi-Level Restriction (7)(8)

- (1) Additional minor change charge for each recording, queuing, and station change.
- (2) Additional minor change charge for each trunk group.
- (3) Additional minor change charge for each PNA number, zone, area.
- (4) Additional minor change charge for each area.
- (5) Additional minor change charge for each authorization code. Limited to those services so equipped and in service as of October 6, 1999.
- (6) Additional minor change charge for each 2 codes.
- (7) Additional minor change charge for each 10 codes.
- (8) Additional minor change charge to add toll control.

* Data Base Additions or Changes not listed in this Product Guide will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

** Applies to changes in existing services.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.7 Rates and Charges (Continued)

b. Recurring

- (1) The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Product Guide.
- (2) Customized Multi-line Telephone Service line rates are determined by the total number of Customized Multi-line Telephone lines requested (i.e., if a customer requests 28 lines, all lines will be billed at the "26-49" group line rate).
- (3) The following rates apply during the term commitment period : *

	<u>Monthly Rate</u>	
2-25 Stations, Per station#	\$ 19.25	(l)
26-49 Stations, Per station#	14.00	
<u>12 Month Term Commitment</u>		
2-49 Stations, Per Station	8.75	
50-100 Stations, Per Station	8.50	
101-250 Stations, Per Station	8.25	
<u>36 Month Term Commitment</u>		
2-49 Stations, Per Station	8.50	
50-100 Stations, Per Station	8.25	
101-250 Stations, Per Station	7.00	
251-400 Stations, Per Station *	6.75	
<u>60 Month Term Commitment</u>		
2-49 Stations, Per Station	8.00	
50-100 Stations, Per Station	7.75	
100-250 Stations, Per Station	6.75	
251-400 Stations, Per Station *	6.50	
<u>84 Month Term Commitment</u>		
2-49 Stations, Per Station	7.50	
50-100 Stations, Per Station	7.25	
101-250 Stations, Per Station	6.50	
251-400 Stations, Per Station *	6.35	
Wire Center Line Charge applies for each loop from the Network Interface Location to the Central Office Location. This charge applies for both Customized Multi-line Telephone and Switched Data Service.	7.00	

* Customized Multi-line Telephone Service Arrangements exceeding 400 lines will be offered as a Special Service Arrangement case basis.

* The Primary Service Order charge, the Subsequent Service Order charge, and the Central Office Line Connection Work charge will not apply to the initial installation of Customized Multi-line Telephone Service lines when installed at Product Guide rates under a term commitment.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.7 Rates and Charges (Continued)

b. Recurring (Continued)

(4) The following Feature Series and Package rates apply for as long as the system is in service.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Feature Series 1000, per line	\$ -	\$ 3.00
Feature Series 2000, per line	-	3.25
Feature Series 3000, per line	-	3.50
ACD Package, per system	500.00	250.00
Attendant Feature Package, per attendant	-	75.00

(5) Customized Multi-line
Telephone Service NAR
access, each

NOTE 1

(1) Apply appropriate rates and charges as specified in Section S3.9 for Network Access Registers (NARS).

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.7 Rates and Charges (Continued)

b. Recurring (Continued)

(6) Optional System Features (Continued)

The following charges apply to initial and subsequent additions of these features.

	<u>Rate</u>
(a) Attendant Data Link Console Interface	
Nonrecurring Charge	\$200.00
Monthly Rate, per console	70.00
(b) Attendant Flexible Night Answer	
Nonrecurring Charge	39.50
Monthly Rate, per console	.75
(c) Attendant Identification – Multiple Directory Numbers	
Nonrecurring Charge	1.45
Monthly Rate, per console	.70
(d) Attendant Non-Data Link Console Interface	
Nonrecurring Charge	200.00
Monthly Rate, per console	50.00
(e) Attendant Pre-Determined Night Answer	
Nonrecurring Charge	39.50
Monthly Rate, per console	.10
(i) Attendant Universal Night Answer (UNA) (1)(5)(6)(7)	
Nonrecurring Charge	5.25
Monthly Rate, per console	.20
(g) Authorization Codes	
Nonrecurring Charge	3.00
Monthly Rate, per 100 CODES	.30
Nonrecurring Charge	-
Monthly Rate, per line	.25
(ii) Automatic Route Selection	
Nonrecurring Charge, per system	150.00
Monthly Rate, per line	.35

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.7 Rates and Charges (Continued)

b. Recurring (Continued)

(6) Optional System Features (Continued)

	<u>Rate</u>
(j) Code Calling Access	
Nonrecurring Charge	\$ 25.00
Monthly Rate, per system	25.00
(k) Conference Calling (6)	
Nonrecurring Charge	100.00
Monthly Rate, per port group	40.00
(l) Dictation Access (1)	
Nonrecurring Charge	25.00
Monthly Rate, per system	40.00
Direct Station Selection/Busy Lamp Field	
Nonrecurring Charge	-
Monthly Rate, per line	1.75
Do Not Disturb	
Nonrecurring Charge	-
Monthly Rate, per line	.75
(o) ETS/CCSA Access (8)	
Nonrecurring Charge	50.00
Monthly Rate, per termination	20.00
(p) FX/FCO Access (8)	
Nonrecurring Charge	50.00
Monthly Rate, per termination	20.00
(q) Interactive Display	
Nonrecurring Charge	-
Monthly Rate, per line	.50
Maximum Monthly Rate, per System	35.00

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.7 Rates and Charges (Continued)

b. Recurring (Continued)

(6) Optional System Features (Continued)

	<u>Rate</u>
(r) Limited ACD	
Nonrecurring Charge	\$ -
Monthly Rate, per group	.30
(s) Meet-Me Conference	
Nonrecurring Charge	100.00
Monthly Rate, per system	40.00
(t) Music On Hold (1)	
Nonrecurring Charge	4.00
Monthly Rate, per system	20.00
(u) Paging/Public Address Access	
Nonrecurring Charge	25.00
Monthly Rate, per system	25.00
(v) Preferential Hunting (2)	
Nonrecurring Charge	-
Monthly Rate, per line in hunt group	.30
(w) Preset Conference	
Nonrecurring Charge	100.00
Monthly Rate, per system	40.00
(x) Priority Queuing (4)	
Nonrecurring Charge	-
Monthly Rate, per line in queue group	.30
(y) Proprietary Set Interface	
Nonrecurring Charge	-
Monthly Rate, each	5.00
(z) Pseudo Number	
Nonrecurring Charge	-
Monthly Rate, each	6.00
(aa) Recorded Announcement-Custom	
Nonrecurring Charge	145.00
Monthly Rate, per system	40.00
(bb) Second and Third Recorded Announcements (1)	
Nonrecurring Charge	50.00
Monthly Rate, per system	35.00

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.7 Rates and Charges (Continued)

b. Recurring (Continued)

(6) Optional System Features (Continued)

	<u>NRC</u>	<u>Rate</u>
(cc) Speed Call Long List (Additional Systems) Nonrecurring Charge		\$ -
Monthly Rate, per line		.30
(dd) Stop Hunt (2)(3) Nonrecurring Charge		-
Monthly Rate, each		1.00
(ee) Terminal Make Busy (3) Nonrecurring Charge		-
Monthly Rate, each		1.00
(ff) Tie Facility Access (8) Nonrecurring Charge		50.00
Monthly Rate, per termination		20.00
(gg) T1 Access (8) Nonrecurring Charge		100.00
Monthly Rate, per termination		100.00
(hh) WATS Access (8) Nonrecurring Charge		100.00
Monthly Rate, per termination		1.50
(ii) 800/877/888 Service Access (8) Nonrecurring Charge		100.00
Monthly Rate, per termination		1.50
(jj) ISDN PRI Customized Multi-line Telephone Access per PRI (13)	200.00	
ISDN PRI Voice over Internet Protocol (VOIP) Customized Multi-line Telephone Service (13) Per block of 100 DID or individual telephone numbers	235.00	
Each additional number added	2.50	

Notes referenced are shown on Page 46

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.7 Rates and Charges (Continued)

b. Recurring (Continued)

(6) Optional System Features (Continued)

- (1) Where facilities and conditions permit. Does not include music source for Music-on-Hold.
- (2) Requires one or more hunt groups.
- (3) May require additional hardware.
- (4) Requires off-hook queuing.
- (5) Apply appropriate rates and charges as specified in -*Section S3.9 for Network Access Registers (NARS).
- (6) Port Groups are groups of six or eight ports, depending on central office technology.
- (7) Requires Data Link Console.
- (8) Rate element shown provides only the basic line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS, FX, etc.).
- (9) A four-wire private line facility from Section S15 is required and is in addition to other rates and charges applicable for the associated services.
- (10) A Customized Multi-line Telephone Service line or Business Individual line is required and is in addition, at the rates specified in this Product Guide.
- (11) In addition, one customer provided private line modem is required.
- (12) In addition, one customer provided dial modem is required.
- (13) ISDN PRI Customized Multi-line Telephone Access per PRI and Tie Channel Service or Tie Channel to an Intermediary Customer Service is provided per the Product Guide S10. The initial installation must use the NRC for a block of 100 DIDs. After initial installation, the NRC for the block of 100 DIDs or each additional number NRC may be used.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.7 Rates and Charges (Continued)

b. Recurring (Continued)

- (7) Main Station Line Terminated as an Automatic Access Line. The Main Station Line charges, shown in Section S11.1.1.g., and the applicable NAR charge, shown in Section S3.9, will apply in addition to the following monthly rate.

	<u>Monthly Rate</u>	<u>RTP Monthly Rate</u>
Each	\$16.50	\$ 3.40

S11.1.8 Subsidiary System Arrangement

a. General

- (1) A Subsidiary System of a Customized Multi-line Telephone system is a customer-provided equipment system which is furnished Automatic Access lines from the central office serving the customer's Customized Multi-line Telephone system and which is connected by tie lines to that Customized Multi-line Telephone system.
- (2) A Subsidiary System Arrangement provides station numbers which are in sequence with the main station line numbers of the customer's Customized Multi-line Telephone system to the stations of one or more Subsidiary Systems.

b. Regulations

- (1) Subsidiary System Arrangement (SSA) station numbers are provided by the same central office equipment and facilities which furnish Direct-Inward-Dialing (DID) service and will only be furnished where adequate DID facilities are available in the central office serving the customer's system and where the Subsidiary System is properly equipped for DID service.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.8 Subsidiary System Arrangement (Continued)

b. Regulations (Continued)

- (2) The Automatic Access Lines of the Subsidiary System are provided at the same rates and charges as specified for such Automatic Access Lines furnished from the central office serving the customer's Customized Multi-line Telephone system. In addition, foreign central office or foreign exchange mileage charges are applicable to those Automatic Access Lines when the Subsidiary System is located outside the area of that serving central office.
- (3) The same rates and charges as specified for DID service apply for SSA station numbers. Where more than one Subsidiary System is involved, each Subsidiary System is considered a separate service and the count of station numbers furnished will commence anew at each such system for the purpose of determining the applicable rates and charges.
- (4) Tie lines connecting the Customized Multi-line Telephone Service and Subsidiary Systems are provided at the same rates and charges as specified for Customized Multi-line Telephone Service tie line terminals, tie lines, and tie line terminals in a customer-provided equipment system.
- (5) SSA station numbers are furnished subject to the condition that all inward and outward local and toll network calling by Subsidiary System stations be via the central office serving the customer's Customized Multi-line Telephone system.
 - (a) Where the Subsidiary System station's outward local and toll network calls are placed via tie lines and the network access registers of the Customized Multi-line Telephone system, the charges for such calls are identified and billed as primary directory listing calls of the Customized Multi-line Telephone system.
 - (b) Where the Subsidiary System station's outward local and toll network calls are placed via PBX trunks, the charges for such calls are identified as primary directory listing calls of the Customized Multi-line Telephone system.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.1 Customized Multi-line Telephone Service (Continued)

S11.1.9 Assigned CentraNet® Telephone Numbers

a. General

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Frontier to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are "working at all times" to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

S11.2 Multi-Account Customized Multi-line Telephone Service

S11.2.1 General

- a. Multi-Account Customized Multi-line Telephone Service is a fully partitioned Customized Multi-line Telephone Service for use in an environment serving multiple tenants located in a building or buildings on the same continuous or contiguous properties. The property area for each Multi-Account Customized Multi-line Telephone Service must be specifically identified and under the control of a single owner or management unit. Areas so designated may be intersected or transversed by public and semi-public thoroughfares, provided that the adjacent property segments created by such intersecting or transversing thoroughfares would be continuous or contiguous in the absence of the thoroughfare. The designated service area must be wholly within the confines of the serving wire center boundary. In any instance, Multi-Account Customized Multi-line Telephone Service shall be offered at the sole discretion of Frontier Communications.
- b. Rates and conditions for Multi-Account Customized Multi-line Telephone Service as specified following and where applicable are in addition to the rates and conditions specified for Customized Multi-line Telephone Service in other sections of this Product Guide.

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S11.2 Multi-Account Customized Multi-line Telephone Service (Continued)

S11.2.2 Regulations

- a. The provision of Multi-Account Customized Multi-line Telephone Service is dependent upon the establishment of a Primary Account. All other customers to Multi-Account Customized Multi-line Telephone Service are considered Secondary Accounts. All Secondary Account agreements for Multi-Account Customized Multi-line Telephone Service must terminate either on or before the expiration date of the Primary Account's subscription agreement for Multi-Account Customized Multi-line Telephone Service.
- b. The Primary Account accepts responsibility for assisting in the training of Secondary Accounts and will provide assistance in the coordination of Customized Multi-line Telephone Service for Secondary Accounts. The Primary Account is also responsible for insuring that the minimum system size established for Multi-Account Customized Multi-line Telephone Service is maintained throughout the life of the agreement.
- c. Multi-Account Customized Multi-line Telephone Service will provide partitioned Customized Multi-line Telephone Service for each account subscribing to Multi-Account Customized Multi-line Telephone Service. Each Multi-Account Customized Multi-line Telephone Service subscriber is required to have separate Network Access Registers (NARs) to provide network access.
- d. Station-to-Station calling is limited to Customized Multi-line Telephone Service main station lines within each Multi-Account Customized Multi-line Telephone Service. Intercom calling between unaffiliated accounts is not permitted under Multi-Account Customized Multi-line Telephone Service.
- e. Each subscriber to Multi-Account Customized Multi-line Telephone Service is subject to all rates, rules and regulations of Customized Multi-line Telephone Service as specified and where applicable in Section S11.1 of this Product Guide.
- f. Each account will be directly responsible to the Company for all charges associated with its service. The Company will bill each account directly for its service.
- g. System size will be determined by the total number of main station lines in a Multi-Account System. The minimum number of main station lines per Multi-Account System will be ten (10).

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S11.2 Multi-Account Customized Multi-line Telephone Service (Continued)

S11.2.2 Regulations (Continued)

- h. Each account must designate its preferred carrier for long distance service.
- i. Customized Multi-line Telephone Service features are provided individually to each account.

S11.2.3 Definitions

Account:

A customer of Multi-Account Customized Multi-line Telephone Service may be either a Primary Account or a Secondary Account.

Multi-Account System:

Consists of a Primary Account with or without Secondary Account(s).

Primary Account:

The customer who accepts responsibility for the coordinating role for the Multi-Account system as specified in this Section.

Secondary Account:

Any Multi-Account Customized Multi-line Telephone Service customer of a system other than the Primary Account.

S11.2.4 Conversion

- a. Conversion from Customized Multi-line Telephone Service to Multi-Account Customized Multi-line Telephone Service.
 - (1) When a customer with Customized Multi-line Telephone Service elects to convert to a Multi-Account Customized Multi-line Telephone Service, the following conditions apply:
 - (a) When a Customized Multi-line Telephone account with a minimum of 10 station lines wants to become the Primary Account, conversion must be for at least the remaining commitment term, if any.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.2 Multi-Account Customized Multi-line Telephone Service (Continued)

S11.2.4 Conversion (Continued)

a. (Continued)

(1) (Continued)

(b) When a Customized Multi-line Telephone accounts wants to become a Secondary Account, conversion to the new rates must be for at least the remaining term commitment, if any.

b. Conversion from Multi-Account Customized Multi-line Telephone Service to Customized Multi-line Telephone Service.

(1) When a customer with Multi-Account Customized Multi-line Telephone Service elects to convert to Customized Multi-line Telephone Service, the following conditions apply:

(a) The Primary Account will not be allowed to convert unless there are no remaining Secondary Accounts. Each conversion will be for at least the remaining term commitment, if any.

(b) When a Secondary Account wants to become a Customized Multi-line Telephone Account, conversion to the new rates must be for at least the remaining term commitment, if any.

c. Rates and Charges

(1) Common Equipment - The following rates and charges are for the Multi-Account Customized Multi-line Telephone Service feature only and are in addition to the appropriate and applicable service charges, monthly rates and nonrecurring charges for Customized Multi-line Telephone Service, Network Access Registers, and other services to which Multi-Account Customized Multi-line Telephone Service customers may subscribe. Rates and charges for Multi-Account Customized Multi-line Telephone Service apply only to each Secondary Account.

		<u>Term Payment Plan Monthly Rate</u>				
		1	12	36	60	84
		<u>Mo.</u>	<u>Mos.</u>	<u>Mos.</u>	<u>Mos.</u>	<u>Mos.</u>
	Per Secondary Account	Apply appropriate rates and charges as specified in Section S11.1.7.				

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.3 Customized Multi-line Telephone Automatic Call Distribution-Management Information System (ACD-MIS)

S11.3.1 General

Customized Multi-line Telephone Automatic Call Distribution (ACD) is a central office based service which allows customers' incoming calls to be equally distributed to available agents. Distribution of the calls are determined by call parameters defined by the customer. ACD also allows the customer to manage fluctuations in call patterns, trunk loading, and answer time frames.

ACD associates directory numbers (DN) with groups of answering positions rather than lines. ACD then provides equitable allocation of the workload by distributing calls to customer agents who have been available for the longest period of time.

Queuing capability of ACD allows specific call types to be directed to designated workgroups. In addition, the fluctuation of incoming calls is lessened by placing callers in queue until an agent is free to take the call. The queue reduces the total number of customer operators needed to handle peak traffic loads by evenly distributing the queued calls.

ACD is used with customer provided electronic or nonelectronic telephone sets. An electronic telephone set is a multi-button telephone set that allows for feature activation. A nonelectronic telephone set requires an agent to dial codes to activate features.

The Management Information System (MIS) is a computer based system that provides detailed call management information by providing a global view of ACD call activities within the customer's call center. The information assists in evaluating traffic patterns, trunk utilization, agent efficiency, and lost calls. At the supervisor level, ACD/MIS provides reports of the real-time status of agents and queues by providing reports for continual analysis of transaction activities. These reports enable the supervisor to immediately modify staffing and/or queuing to accommodate increases and/or decreases in call volumes.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.3 Customized Multi-line Telephone Automatic Call Distribution-Management Information System (ACD-MIS)
(Continued)

S11.3.2 Feature Packages

a. Customized Multi-line Telephone ACD is available in the following packages:

- (1) Basic Agent Feature Package
 - Abandoned Call Clearing
 - Agent Login/Logout
 - Agent Queue
 - Attendant Console to ACD
 - Automatic Overflow
 - Call Forcing
 - Delay Treatment
 - Incoming Call Queue (equal to number of agents)
 - Music on Delay
 - Night Treatment
 - Not Ready
 - Overflow Enhancement
 - Ring Threshold
 - Standard Announcements
 - Three-Way Calling/Call Transfer to ACD

- (2) Advanced Agent Feature Package¹
 - ACD Overflow of Enqueued Calls
 - ACD Multiple Line of Business Codes
 - Call Transfer with Time
 - Emergency Alerting
 - Emergency Alerting Enhanced
 - Transfer to In-Calls Key
 - Available with Display Sets
 - ACD Walkaway/Closed
 - Called Name/Number Display
 - Call Source ID
 - Call Supervisor
 - Multistage-Queue Status Display

NOTE 1: Customers must subscribe to the Basic Agent Feature Package to be eligible to subscribe to the Advanced Agent Feature Package.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.3 Customized Multi-line Telephone Automatic Call Distribution-Management Information System (ACD-MIS)
(Continued)

S11.3.2 Feature Packages (Continued)

a. (Continued)

- (3) ACD on Single-Line Telephone Sets¹
 - Abandoned Call Clearing
 - Automatic Overflow
 - Distinctive Ringing
 - Incoming Call Queue (equal to number of agents)
 - Login/Logout
 - Make Set Busy
 - Music on Delay
 - Night Treatment
 - Observe Agent from 2500 Set
 - Overflow Enhancement
 - Ring Threshold
 - Set Not Ready
 - Standard Announcements
 - Three-Way Calling/Call Transfer to ACD

- (4) Supervisor Feature Package
 - Answer Agent
 - Call Agent
 - Controlled Interflow
 - Emergency Answer
 - Emergency Answer Backup
 - Forced Agent Availability
 - Observe Agent
 - Supervisor Control of Night Service
 - Three-Way Calling/Call Transfer to ACD
 - Available with Display Sets
 - Called Name/Number Display
 - Call Source ID
 - Display Agents Summary
 - Display Queue Status

NOTE 1: The ACD on Single-Line Telephone Set Feature Package is in lieu of the Basic Agent Feature Package and not available with the Advanced Agent Feature Package.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.3 Customized Multi-line Telephone Automatic Call Distribution-Management Information System (ACD-MIS)
(Continued)

S11.3.2 Feature Packages (Continued)

a. (Continued)

(5) Optional Features¹

- ACD Secondary Directory Number(s)
- MIS Data Stream Interface, which includes:
 - Remote ACD Load Management
 - Variable Wrap-Up Time
- Additional Queue Slots (for queue slots greater than the number of access positions)
- Supergroups

S11.3.3 Definitions

Abandoned Call Clearing - Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call was presented to the agent position.

ACD Group - A group of agents receiving calls directed to the same incoming call queue. These agents can be in one or more supervisor subgroups served out of the same central office.

ACD Overflow of Enqueued Calls - Enhances the existing ACD call-overflow capability by adding new timing thresholds for enqueued calls. Calls enqueued for a predetermined amount of time are routed to a defined overflow queue for appropriate action. When a call has overflowed based on time enqueued, it remains in the original queue and is also routed to the overflow queue.

ACD Multiple Line of Business Codes - Allows handling and tracking of multiple activities for the same call in a customer environment with more than one line of business.

ACD Node - Individual customer ACD group(s) served from the same central office.

NOTE 1: The Optional Features are available to customers that have the Basic Agent Feature Package or the Advanced Agent Feature Package.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.3 Customized Multi-line Telephone Automatic Call Distribution-Management Information System (ACD-MIS)
(Continued)

S11.3.3 Definitions (Continued)

ACD Secondary Directory Number - Provides for the assignment of a feature access position of one or more secondary directory numbers that are separate from the incoming ACD Directory Numbers. This feature allows agents to receive direct non-ACD incoming calls and to make outgoing calls.

ACD Walkaway/Closed - Allows agents to enter a three digit code to make the line unavailable and identify the reason for unavailability to calls. When the not ready key is activated, the code is then recorded by the Management Information System (MIS). Various customer assigned codes for entry provide data to evaluate productivity, schedule work shifts and determine staffing requirements.

Additional Queue Slots (greater than the number of access positions) - Dedicated time slots used to hold incoming calls in a delayed state until an agent becomes available. One queue slot is required for each call to be held in queue.

Agent Login/Logout - Security to ensure only assigned agents are able to login to an ACD group. Agent Login/ Logout includes the partitioning of agent login ID numbers and agent login passwords.

Agent Queue - Provides for even distribution of the calls among agents by routing the call to the agent who has been idle the longest.

Answer Agent - Permits a key to be reserved, at the supervisory position, to be used only for answering calls from agents. When an answer key is pressed, the calling agents' directory number is displayed.

Attendant Console to ACD - Allows attendant consoles to extend or originate calls to ACD directory numbers.

Automatic Overflow - Reroutes incoming calls when the maximum number of incoming calls are in queue or the first call in queue has reached the maximum waiting time. The parameters for the maximum number of calls per queue and the maximum waiting time are set by the customer.

Call Agent - Allows the supervisor to directly call an agent without having to dial the agent's secondary directory number.

Call Forcing - Increases the speed of ACD call handling by automatically presenting incoming calls to the ACD agents. An agent does not need to press the in-calls key to receive the next call.

Call Transfer with Time - Allows a call that has been answered by an ACD agent and then transferred to another ACD agent group to be queued to the new group's highest priority queue based on the total time of the call (time in queue prior to being answered by the first agent plus the length of "talk time" with first agent.)

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.3 Customized Multi-line Telephone Automatic Call Distribution-Management Information System (ACD-MIS)
(Continued)

S11.3.3 Definitions (Continued)

Called Name/Number Display - Shows the terminating group name and terminating directory number for calls arriving on the agent's set. This information allows the ACD agent to identify the called ACD group for appropriate call answering and call handling.

Call Source ID - Provides for the display, at the agent's position, of the incoming call facility (for calls from within the same customer's group the agent's extension number is displayed). For calls from other customer group served by the same ACD node, the calling agent's directory number is displayed.

Call Supervisor - Allows the agent quick access to the supervisor for help or consultation.

Controlled Interflow - This feature allows a supervisor to temporarily divert a group's new incoming calls to another group because of a change in business conditions.

Delay Treatment - Allows one of two treatments based on anticipated waiting time; either a ring back or a recorded announcement.

Directory Number - Incoming local access numbers assigned to the customer ACD groups.

Display Agents Summary - Key activated function enables the ACD supervisor, using a Business Set with Display, to quickly check the status of all ACD agent positions within a particular ACD group. The summary shows the number of agents:

- busy on ACD and non-ACD calls,
- waiting for calls (idle),
- not ready to receive calls, and
- not available (agent not logged in or Make Set Busy activated).

Display Queue Status - Allows the supervisor position to monitor the efficiency in which incoming calls are being handled. Activation of Display Queue Status shows the following current information for the corresponding ACD directory number:

- number of staffed agent positions,
- number of calls waiting in the incoming call queue,
- number of calls logically queued against group,
- waiting time (in seconds) of the oldest call in queue.

Distinctive Ringing - This feature enables agents to distinguish ACD calls from non-ACD calls.

Emergency Alerting - Enables the ACD agent to confer immediately with the supervisor. The ACD agent can be provided with an emergency key and the supervisor with an answer-emergency key.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.3 Customized Multi-line Telephone Automatic Call Distribution-Management Information System (ACD-MIS)
(Continued)

S11.3.3 Definitions (Continued)

Emergency Alerting Enhanced - Enhances the Emergency Alerting feature by allowing the ACD agent to add both a supervisor and a customer provided recording device to a call simultaneously by pressing a single key.

Emergency Answer - Permits an answer emergency key lamp, at the supervisory position, to flash when an agent activates an emergency key.

Emergency Answer Backup - Provides a method for redirecting emergency key calls to another customer designated position when the supervisor position is unavailable.

Forced Agent Availability - Allows the ACD supervisor to deactivate a Not Ready condition on a specific line. This feature is key activated on an individual agent basis.

Incoming Call Queue (equal to the number of agents) - Provides queuing of incoming calls based on order of arrival priority.

Make Set Busy - Blocks ACD and non-ACD calls to the position. This feature can be automatically activated if the ringing timer expires on an ACD call presented to that agent.

MIS Data Stream Interface - Enables a downstream processor to use a data stream to collect ACD group information, from the ACD node, to produce real-time statistics and historical reports. The ACD/MIS Interface allows the user to perform the following functions:

- login or logoff the ACD/MIS,
- collect information from a pool of ACD groups,
- change the information for a pool of ACD groups,
- request information on the configuration of the data stream,
- request the current time and date,
- start and stop the transfer of call-event information.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.3 Customized Multi-line Telephone Automatic Call Distribution-Management Information System (ACD-MIS)
(Continued)

S11.3.3 Definitions (Continued)

MIS Data Stream Interface - Continued

This feature also includes the following:

- **Remote ACD Load Management** - Provides the capability for supervisors to quickly reconfigure the structure and operational parameters of an ACD group to maximize the number of calls served or to alleviate overload on a remote supervisory terminal.
- **Variable Wrap-Up Time** - Allows the ACD supervisory position to vary the interval between call completion and the presentation of a new incoming call on an individual agent position basis or on a group basis.

Multistage-Queue Status Display - Allows the ACD agent to display the length of time calls have been held in the incoming call queue before being answered.

Music on Delay - This feature uses a customer provided music source to provide music to the caller after the recorded delay announcement, while the call is in queue to be answered.

Night Treatment - Allows calls arriving after all agents have logged out to be handled by: 1) answering with a recorded announcement advising the caller that the ACD location is closed and then the call is disconnected, or 2) automatically forwarding the call to another ACD location or to a night service number for answering.

Not Ready - When the not ready key is pressed, any active call is terminated and the position cannot receive any new ACD calls. Non-ACD functions will continue to be presented as usual.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.3 Customized Multi-line Telephone Automatic Call Distribution-Management Information System (ACD-MIS) (Continued)

S11.3.3 Definitions (Continued)

Observe Agent - Allows the supervisor position to monitor agents' calls. Monitoring capability is restricted to agents within a supervisor's group.

Observe Agent From 2500 Set - Allows the supervisor to monitor agents' calls from a 2500 set.

Overflow Enhancement - Increases the customer's options for answering ACD calls during periods of heavy traffic. Customers may specify up to four ACD groups, within an ACD node, as potential overflow routes. When an incoming call queue for a group is full, this feature sequentially scans each of the other groups and routes the call to the first group able to accept it.

Ring Threshold - Provides for the rerouting of a call when an agent does not answer within a preprogrammed length of time. The call is then rerouted either to the longest idle agent or to the front of the incoming call queue if no agent is available.

Set Not Ready - When activated, this feature blocks the agent's position from incoming ACD calls; non-ACD incoming calls continue to be presented. This feature is set up on a per set basis and is an enhancement to the Not Ready feature.

Standard Announcements - This feature plays recorded announcements to callers in queue to advise them of answering delays. The announcements are provided from the central office.

Supergroups - Enables multiple ACD groups, located in single or multiple locations but served by the same ACD node, to distribute calls dynamically among the separate groups based on the current available resources.

Supervisor Control of Night Service - Provides the supervisor position the capability to activate Night Treatment service for one or more agent groups within the same ACD system. This feature can eliminate or minimize calls left unanswered in the incoming call queue at the onset of night service.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

**S11.3 Customized Multi-line Telephone Automatic Call Distribution-Management Information System (ACD-MIS)
(Continued)**

S11.3.3 Definitions (Continued)

Three-Way Calling/Call Transfer to ACD - This feature permits a supervisor to transfer a call to another agent with or without establishing a three-way conference first.

Transfer to In-Calls Key - Enables the ACD agent to transfer an incoming ACD call directly to another ACD agent's in-calls key.

S11.3.4 Regulations/Conditions

- a. Customized Multi-line Telephone ACD Service is available only to customers served from digital central offices where technological capabilities exist.
- b. The customer must provide compatible premises equipment for MIS functionality. Some features may require a particular software release level in a customer-provided MIS to function to its fullest extent.
- c. Agent Positions may be equipped with customer-provided electronic and/or nonelectronic telephone sets within the same system and group.
- d. Customized Multi-line Telephone ACD/MIS Service is subject to all general regulations applicable to the provision of service by the Company as specified in other schedules of this Product Guide.
- e. An intraexchange private line data circuit (4-wire X.25 circuit) is required between the customer's Management Information System and the Company's serving central office.
- f. The customer must subscribe to the Basic Agent Feature Package before subscribing to the Advanced Agent Feature Package or Optional Features.

Electronic (digital) telephone sets are capable of carrying the Basic Agent, Advanced Agent, and Optional Feature Packages.

Nonelectronic (analog) telephone sets are only capable of carrying the Basic Agent Feature Package.

A customer can have a mix of electronic and nonelectronic telephone sets.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.3 Customized Multi-line Telephone Automatic Call Distribution-Management Information System (ACD-MIS)
(Continued)

S11.3.5 Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Package		
Basic Agent Feature Package		
per ACD group	-	\$ 55.00
per ACD line	\$ 24.00	-
Advanced Agent Feature Package ¹		
per ACD group	-	25.00
per ACD line	5.00	-
ACD on Single Line Sets		
per ACD line	22.50	10.00
Supervisor Feature Package		
per ACD line	26.00	50.00
b. Optional Features ¹		
Secondary Directory Number, per number	2.00	-
MIS Data Stream Interface, per Interface	100.00	100.00
Additional Queue Slots		
per system	-	25.00
per slot	2.50	-
Supergroups per Supergroup	25.00	50.00

Note 1: Customers must have the Basic Agent Feature Package before they can subscribe to either the Advanced Agent Feature Package or the Optional Features.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.4 Customized Multi-line Telephone Customer Moves and Changes (CMAC)

S11.4.1 General

- a. Customized Multi-line Telephone Customer Moves and Changes (CMAC) provides customers with the ability to prepare, schedule, and implement, all under their control, certain feature changes and certain configurations of their Customized Multi-line Telephone Service from the customer's computer terminal.
- b. The management capabilities of CMAC include, but are not limited to, the following:
 - (1) Service Option Information Changes:
 - (a) Service Level Assignment
 - (b) Call Pick-Up Group
 - (c) Call Forward Number
 - (d) Authorization Code Assignment
 - (e) Button Features
 - (2) Activation/Deactivation of Features
 - (3) Telephone Number Swaps
- c. Initial customer training for two (2) Customer employees in the use of CMAC is included at the time the service is installed

S11.4.2 Definitions

- a. Service Option Information Changes:
 - (1) Service Level Assignment - The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.4 Customized Multi-line Telephone Customer Moves and Changes (CMAC) (Continued)

S11.4.2 Definitions (Continued)

- a. Service Option Information Changes: (Continued)
 - (2) Call-Pickup Group - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.
 - (3) Call Forward Number - The customer can change the number that a station user forwards calls to.
 - (4) Authorization Code Assignment - The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.
 - (5) Button Features - The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances (specific telephone numbers assigned to buttons).
- b. Activation/Deactivate Features - The customer can either add a feature to a telephone number that does not have it, modify an existing feature, or take a feature off a telephone number that does. This function is limited to the features included in the feature packages subscribed to by the customer.
- c. Telephone Number Swaps - The customer can swap telephone number assignments among like lines within a Customized Multi-line Telephone Service system.

S11.4.3 Regulations

- a. CMAC is available to either existing or new Customized Multi-line Telephone Service customers.
- b. Customized Multi-line Telephone CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.
- c. Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.

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S11.4 Customized Multi-line Telephone Service (Continued)

S11.4.3 Regulations (Continued)

- d. Some of the lines in a customer's Customized Multi-line Telephone Service system cannot or should not be rearranged. The Company will specify the unchangeable lines. The customer may have the Company designate other lines as unchangeable. Changes to these lines will be made through the Company's existing service order procedure.
- e. CMAC service is provided per customer Customized Multi-line Telephone Service systems.
- f. All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
- g. The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
- h. The Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Company.
- i. Customers requesting CMAC service for 201 or more lines will be priced under a Contract Service Agreement (CSA).

S11.4.4 Rates and Charges

- a. The following rates are applicable for Customized Multi-line Telephone Customer Moves and Changes (CMAC). These rates and charges apply per Customized Multi-line Telephone Service system.

<u>Line Size</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge ¹</u>
(1.) 3 - 200 Lines	\$95.00	\$800.00
(2.) 201 + Lines	CSA	CSA

Note 1: Applies in addition to appropriate service order charges as set forth in Section 4 of this Product Guide.

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S11.5 Multi-Location Customized Multi-line Telephone Service

S11.5.1 General

- a. Multi-Location Customized Multi-line Telephone Service allows customers to have Customized Multi-line Telephone Service at multiple locations and/or terminate in multiple Telecommunication Systems to interact as though they were all within the same business group. The multiple locations may be on different premises served by the same central office, served by different central offices within the same exchange, or served by different central offices in different exchanges (intraLATA only). All central offices must be capable of providing Customized Multi-line Telephone Service.
- b. Multi-Location Customized Multi-line Telephone Service uses the public switched network to provide capabilities and features typically offered by a private network. Customer access via one of the Service's Dialing Plans will operate across the network as if the customer were being served by a single switch. Multi-Location Customized Multi-line Telephone Service includes the following features:
 - (1) Dialing Plans -
 - Location Code Dialing Plan
 - Portable Dialing Plan
 - (2) Intercom Calling
 - (3) Access to Private Facilities
 - (4) Work-at-Home

S11.5.2 Definitions

Access to Private Facilities - Access to Private Facilities allows Multi-Location Customized Multi-line Telephone Service customers to reach private facilities (tie-lines, WATS lines, FX, etc.) by dialing an abbreviated code of one or more digits. Access is provided to facilities terminated in remote Customized Multi-line Telephone central offices of the same customer. Example: A Customized Multi-line Telephone Service customer located in the Durham Main central office may dial an access code and be connected to a T1 facility terminating in his Parkwood central office Customized Multi-line Telephone System.

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S11.5 Multi-Location Customized Multi-line Telephone Service (Continued)

S11.5.2 Definitions (Continued)

Dialing Plan (Continued)

- Location Code Dialing Plan - Utilizes a unique location code for each site along with an extension number. Individual extension numbers have two components: (1) a one to three digit location code, the first digit must begin with the numbers one through eight; and, (2) one to seven digits corresponding to a portion of the customer's local North American Number Plan (NANP) number. This Dialing Plan permits the duplication of telephone numbers among locations for a customer served by different central offices.
- Portable Extension Dialing Plan - Allows the customer to choose a range of extension numbers two to seven digits in length. The extension numbers do not relate to any portion of the NANP number. This dialing plan allows customers to keep the same extension number when relocating to another customer site, while being assigned a new NANP number for DID calls. Internal customer telephone directories do not have to be reprinted to keep up with employee job and location changes.

Both Dialing Plans can be used with public switched network calling or private line networks.

Dialing Plan Numbers - Customized Multi-line Telephone lines having access to a Location Code or Portable Extension Dialing Plan.

Intercom Calling¹ - Intercom Calling uses the public switched network instead of a dedicated private line network to complete calls between Customized Multi-line Telephone locations (inter-central office calls).

Note 1: All lines designated to have Multi-Location capabilities MUST subscribe to Intercom Calling; however, a customer is not required to provide all Customized Multi-line Telephone lines in his system with Multi-Location access capabilities (stations may be limited to intra-location or intra-central office calling).

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.5 Multi-Location Customized Multi-line Telephone Service (Continued)

S11.5.2 Definitions (Continued)

Work-at-Home - Work-at-Home allows a residential telephone of the customer's employee to be converted to a Multi-Location Customized Multi-line Telephone station on a call-by-call basis. The user dials an access code which enables the residential line to operate with Multi-Location Customized Multi-line Telephone features including Intercom and Access to Private Facilities. All business calls will be billed to the employee's Multi-Location Customized Multi-line Telephone line or billing number.

The Work-at-Home capability is assigned to the employee's residential line and the employee cannot dial the access code for Work-at-Home from any line other than his own.

Work-at-Home may only be ordered by the Customized Multi-line Telephone Service customer of record and may only be equipped on the employee's telephone line(s) authorized by the Multi-Location Customized Multi-line Telephone Service customer.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.5 Multi-Location Customized Multi-line Telephone Service (Continued)

S11.5.3 Regulations

- a. All Multi-Location Customized Multi-line Telephone Service equipped lines must terminate at an authorized location of the customer's. Authorized locations may include branches, factories, plants, etc., of the customer's.
- b. The Multi-Location Customized Multi-line Telephone customer must subscribe to one Dialing Plan (Location Code or Portable Extension) and Intercom Calling.
- c. Location Code and Portable Extension Dialing Plans may not be mixed.
- d. Location Code Dialing Plan can be one to three digits in length. The first digit of the location code must begin with the numbers two through six.
- e. Portable Extension numbers may be one to seven digits in length. The first digit of the Portable Extension number must begin with the digits two through six.
- f. Portable Extension numbers operate independently of the customer's local number that would be dialed by an external calling party; therefore, the digits assigned do not need to be the same as the North American Numbering Plan number. A table will equate the dialed extension to the customer's local number so that the public network can be used to route the call.
- g. Intercom calls will only be connected to Multi-Location Service equipped lines at authorized locations.
- h. All Multi-Location Customized Multi-line Telephone Service lines must subscribe to Intercom Calling and be located at authorized locations of the same customer. However, not every Customized Multi-line Telephone line in a customer's business group must be provisioned with Multi-Location Service.

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S11.5 Multi-Location Customized Multi-line Telephone Service (Continued)

S11.5.4 Rate Regulations

- a. Monthly Rates for Multi-Location Customized Multi-line Telephone are in addition to rates and charges for the Customized Multi-line Telephone Service as specified in Section S11.1.7 of this Product Guide.
- b. Intercom calls outside the local calling scope of the originating Customized Multi-line Telephone line will be billed applicable toll, Multi-Area and/or Extended Calling Service charges.
- c. The term commitment lengths for Multi-Location Customized Multi-line Telephone must be the same in all locations and coincide with the customer's regular Customized Multi-line Telephone contract.
- d. The Location Code Dialing Plan, Portable Extension Dialing Plan and Intercom Calling are available on a month-to-month basis or for term commitment periods of 12, 36, 60, or 84 months. The Access to Private Facilities feature is available on a month-to-month basis or for term commitment periods of 12, 36, 60, or 84 months. The Work-at-Home feature is available on a month-to-month basis only. When a term commitment period is elected, the customer is liable for termination charges.
- e. In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section S2.4.16 of this Product Guide will apply.
- f. The Service Establishment Charge is applied "Per Business Group". A Customized Multi-line Telephone Business Group is a Group which shares a common numbering plan, within the customer's serving central office, and access to Customized Multi-line Telephone NARS and applicable system features.

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S11.5 Multi-Location Customized Multi-line Telephone Service (Continued)

S11.5.5 Rates and Charges

a. Location Code Dialing Plan

	<u>Nonrecurring Charge⁽¹⁾</u>	<u>Monthly Rate⁽²⁾ Per Group</u>
(1) Service Establishment (Per Business Group)		
3- 25 Stations	\$150.00	-
26- 49 Stations	175.00	-
50-100 Stations	205.00	-
101-250 Stations	250.00	-
251-400 Stations	310.00	-
(2) Month-to-Month ³		
3-25 Stations	-	\$ 25.00
26-49 Stations	-	35.00
(3) 12 Month Term		
50-100 Stations ³	-	50.00
101-250 Stations	-	75.00
(4) 36 Month Term		
50-100 Stations ³	-	45.00
101-250 Stations	-	70.00
251-400 Stations	-	85.00
(5) 60 Month Term		
50-100 Stations ³	-	40.00
101-250 Stations	-	65.00
251-400 Stations	-	80.00
(6) 84 Month Term		
50-100 Stations ³	-	35.00
101-250 Stations	-	60.00
251-400 Stations	-	75.00
(7) Additions or Changes		
- per location	65.00	
- per Addition or Change to Dialing Plan		
First 25 Numbers	55.00	
Each Add'l. Number	1.00	

Note 1: In addition to appropriate Service Charges as specified in Section S4 of this Product Guide.

Note 2: In addition to the monthly rates for the Customized Multi-line Telephone Service in this Product Guide.

Note 3: Minimum term commitment period for 3-49 stations is one month.

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S11.5 Multi-Location Customized Multi-line Telephone Service (Continued)

S11.5.5 Rates and Charges (Continued)

b. Portable Extension Dialing Plan

	<u>Nonrecurring Charge⁽¹⁾</u>	<u>Monthly Rate⁽²⁾ Per Group</u>
(1) Service Establishment (Per Business Group)		
3- 25 Stations	\$150.00	-
26- 49 Stations	175.00	-
50-100 Stations	205.00	-
101-250 Stations	250.00	-
251-400 Stations	310.00	-
(2) Month-to-Month ³		
3-25 Stations	-	\$ 25.00
26-49 Stations	-	35.00
(3) 12 Month Term		
50-100 Stations ³	-	50.00
101-250 Stations	-	75.00
(4) 36 Month Term		
50-100 Stations ³	-	45.00
101-250 Stations	-	70.00
251-400 Stations	-	85.00
(5) 60 Month Term		
50-100 Stations ³	-	40.00
101-250 Stations	-	65.00
251-500 Stations	-	80.00
(6) 84 Month Term		
50-100 Stations ³	-	35.00
101-250 Stations	-	60.00
251-400 Stations	-	75.00
(7) Additions or Changes		
- per location	65.00	
- per Addition or Change to Dialing Plan		
First 25 Numbers	55.00	
Each Add'l. Number	1.00	

Note 1: In addition to appropriate Service Charges as specified in Section S4 of this Product Guide.

Note 2: In addition to the monthly rates for the Customized Multi-line Telephone Service in this Product Guide.

Note 3: Minimum term commitment period for 3-49 stations is one month.

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S11.5 Multi-Location Customized Multi-line Telephone Service (Continued)

S11.5.5 Rates and Charges (Continued)

c. Intercom Calling
(Per Dialing Plan Number)

		Monthly Rate <u>Per Line⁽¹⁾</u>
(1)	Month-to-Month ² 3-25 Stations 26-49 Stations	\$ 2.75 2.50
(2)	12 Month Term 50-100 Stations ² 101-250 Stations	2.00 1.75
(3)	36 Month Term 50-100 Stations ² 101-250 Stations 251-400 Stations	1.75 1.50 1.40
(4)	60 Month Term 50-100 Stations ² 101-250 Stations 251-400 Stations	1.50 1.25 1.18
(5)	84 Month Term 50-100 Stations ² 101-250 Stations 251-400 Stations	1.30 1.15 1.09

d. Access to Private Facilities
(Per Access Code)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate⁽¹⁾</u>
(1)	Month-to-Month	\$ 220.00
(2)	12 Month Term	110.00
(3)	36 Month Term	40.00
(4)	60 Month Term	25.00
(5)	84 Month Term	20.00
	Additional or Changes of Access Codes, per code	50.00

e. Work-at-Home

Per Employee Telephone Line Equipped	35.00	5.00
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Note 1: In addition to monthly rates for the Customized Multi-line Telephone Service.

Note 2: Minimum term commitment period for 3-49 stations is one month.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.6 Customized Multi-line Telephone Custom Calling Local Area Signaling Service (CCLASS)

S11.6.1 Conditions

- a. Customized Multi-line Telephone Custom Calling Local Area Signaling Service (CCLASS) is a group of features which will be offered to Customized Multi-line Telephone customers. CCLASS is offered as a Basic Feature Package and additional optional features.
- b. Customized Multi-line Telephone CCLASS is subject to available facilities and limited to central offices specifically equipped to provide such service. Customized Multi-line Telephone CCLASS features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering this service.
- c. In order to subscribe to CCLASS Basic Feature Package or the optional features, the customer must also subscribe to at least the Customized Multi-line Telephone Feature Package 1000 as specified in Section S11.1.7 b. (4) of this Product Guide.
- d. Operator assisted calls are designed to override the feature calls for emergency purposes.

S11.6.2 Description of Features

- a. Basic Feature Package

Automatic Busy 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.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.6 Customized Multi-line Telephone Custom Calling Local Area Signaling Service (CCLASS) (Continued)

S11.6.2 Description of Features (Continued)

a. Basic Feature Package (Continued)

Automatic *69 Call Return allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call. This feature is offered on a monthly subscription basis. .

General Disclaimer/Conditions:

Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

Call Block allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. In some areas Call Block can announce the calling party's telephone number unless the calling party uses Cancel Calling Number Delivery. Single line customers with Cancel Calling Number Delivery, per line, can make all calls with the delivery of their calling number marked as "Private". When Cancel Calling Number Delivery is activated, per call, by the calling party, a private status message will be announced instead of the telephone number.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.6 Customized Multi-line Telephone Custom Calling Local Area Signaling Service (CCLASS) (Continued)

S11.6.2 Description of Features (Continued)

a. Basic Feature Package (Continued)

Special Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

Special Call Forward is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forward is activated, only calls from the prespecified numbers will be forwarded.

Special Call Waiting allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy.

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S11.6 Customized Multi-line Telephone Custom Calling Local Area Signaling Service (CCLASS) (Continued)

S11.6.2 Description of Features (Continued)

b. Optional Features

Caller ID-Number 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. 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. 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 in some cases, dashes (--- ---), for the non-available numbers. If the incoming call is from a caller who subscribes to Distinctive Ring service, the telephone number transmitted will always be the main number rather than the Distinctive Ring service number. If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display. If the incoming call originates from a rotary-line hunt group, the telephone number transmitted will always be the telephone number associated with the individual line used for the outgoing call. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Caller ID-Number 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.

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S11.6 Customized Multi-line Telephone Custom Calling Local Area Signaling Service (CCLASS) (Continued)

S11.6.2 Description of Features (Continued)

b. Optional Feature Packages (Continued)

Caller ID-Number (Continued)

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

Telephone numbers transmitted via Caller ID-Number are intended solely for the use of the Caller ID-Number subscriber.

Selective Blocking

(Per Call) allows a customer to prevent their telephone number on a per-call basis from being seen by someone with Caller ID-Number service or from being announced to someone with Automatic Call Return or Call Block service. When the feature is activated before a call, a private status message will be sent instead of the number.

This feature will be available, without presubscription, at no charge.

Complete Blocking

(Per Line) allows a single-line customer to make all calls with the delivery of their calling number marked as "private".

If the preassigned activation code for Selective Blocking (Per Call) is dialed on the line, the calling number will be delivered.

This feature will be available, upon request of the customer, at no charge.

VIP Alert allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.6 Customized Multi-line Telephone Custom Calling Local Area Signaling Service (CCLASS) (Continued)

S11.6.2 Description of Features (Continued)

b. Optional Feature Packages (Continued)

Caller ID-Name and Number is an arrangement that is provided as an enhancement to Caller ID-Number and permits a customer with local exchange service to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone name and number will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's Local Exchange Service. If the calling telephone name and number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID-Name and Number customer from seeing the calling telephone name and number display by activating Selective Blocking (per call) or Complete Blocking (per line). When the calling party uses this blocking capability, the Caller ID-Name and Number customer will receive an indication on the Caller ID-Name and Number equipment that the display of the calling telephone name and number has been suppressed.

If the incoming call is from a caller who subscribes to Distinctive Ring service, the telephone number transmitted will always be the main number rather than the Distinctive Ring service number. If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display. If the incoming call originates from a rotary-line hunt group, the telephone number transmitted will always be the telephone number associated with the individual line used for the outgoing call. Compatible customer provided display equipment is required for this service.

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S11.6 Customized Multi-line Telephone Custom Calling Local Area Signaling Service (CCLASS) (Continued)

S11.6.2 Description of Features (Continued)

b. Optional Feature Packages (Continued)

Caller ID-Name and Number (Continued)

Any customer subscribing to Caller ID-Name and Number 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 name and numbers are not available on operator handled or credit card calls.

Telephone name and numbers transmitted via Caller ID-Name and Number are intended solely for the use of the Caller ID-Name and Number subscriber.

A maximum of 15 characters is allowed for transmission of the calling party's Directory Name.

Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the call trace service 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 serving law enforcement agency. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

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S11.6 Customized Multi-line Telephone Custom Calling Local Area Signaling Service (CCLASS) (Continued)

S11.6.3 Rates and Charges (Continued)

- a. The following rates apply per line group.

	<u>Monthly Rate</u>
<u>Basic Feature Package</u>	
Up to 25 lines	\$ 40.00
Up to 50 lines	80.00
Up to 100 lines	160.00
Up to 200 lines	320.00
201 lines and over	640.00
<u>Caller ID-Number</u>	
Up to 25 lines	7.00
Up to 50 lines	14.00
Up to 100 lines	28.00
Up to 200 lines	56.00
201 lines and over	112.00
<u>Caller ID-Name and Number</u>	
Up to 25 lines	25.00
Up to 50 lines	50.00
Up to 100 lines	100.00
Up to 200 lines	200.00
201 lines and over	400.00
<u>Call Trace</u>	
Per Line	6.00
<u>Cancel Calling Number Delivery</u>	
Per Call	-
Per Line	-
<u>VIP Alert</u>	
Up to 25 lines	8.00
Up to 50 lines	16.00
Up to 100 lines	32.00
Up to 200 lines	64.00
201 lines and over	128.00

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service

S11.7.1 General

- a. Custom Line Telephone Service is a non-engineered Customized Multi-line Telephone base service, which once the switch is pre-positioned, does not require operations to provision at the time of the customer order and does not require the customer to use the "dial 9" access code to place calls. Custom Line Telephone Service is classified as a business service, and is offered as a complete service package only. The exchange access, intercommunication and services are not offered separately. Custom Line Telephone Service is a customized package for business with a minimum of 2 lines, and may not exceed a maximum of 30 lines (Exception: There is a six-line limit in the DMS 10 Central Office). Custom Line Telephone Service provides an enhanced dial tone from the Central office to the customer's premises along with a menu of basic services
- b. Custom Line Telephone Service is furnished from compatible digital type switching equipment located on the Company premises and includes the facilities necessary for intercommunication between Customized Multi-line Telephone lines within the customer's system.
- c. Custom Line Telephone Service services provides local exchange service (no dial "9" required), direct inward-dialing to Customized Multi-line Telephone lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Company, Touch Calling Service, and intercept to the main listed number.
- d. No Network Access Register (NARs) required for local access.
- e. No other Customized Multi-line Telephone Classes of Service and features can be mixed with Custom Line Telephone Service. The customer has the flexibility of adding any combination of standard individual lines and hunt groups that meet the communications needs of the business as well as choosing services from within the offered Custom Line Telephone Service package for each line or hunt group.
- f. If the Custom Line Telephone Service system falls below two lines, it will no longer be considered a Custom Line Telephone Service system. The remaining line will be converted to an individual business line with no features. All existing Product Guide rules, regulations, rates and charges associated with the conversion will apply.
- g. Custom Line Telephone Service is available only where technically feasible.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service (Continued)

S11.7.2 Conditions

a. Custom Line Telephone Service System

Custom Line Telephone Service lines sharing a common intercom arrangement and a primary Directory listing will be considered a Custom Line Telephone Service System. A system must have a minimum of two lines and may not exceed a maximum of thirty Custom Line Telephone Service lines. Custom Line Telephone Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and services are not offered separately.

b. Service Options

Basic Service – Services included with a Custom Line Telephone Service line.

Assume Dial "9"
Call Hold
Call Transfer (All Calls)
Consultation Hold
Direct Inward Dial (DID)
Direct Outward Dial (DOD)
Distinctive Ringing (Inside/Outside Ringing)
Intercom Dialing (Using Speed Call)
Three-Way Calling
Touch Call

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service (Continued)

S11.7.2 Conditions (Continued)

b. Service Options (Continued)

Selectable Features – Services listed in this section are available for each Custom Line Telephone Service line at no additional charge. A customer may customize his service by selecting as many of the following services as desired for each individual Custom Line Telephone Service line:

Automatic Callback (within system only)

Call Forward Busy Line – Fixed

Call Forward No Answer – Fixed

Call Forward - Variable

Call Pick-up Directed

Call Pick-up Group

Call Restrictions (7 Options):¹

Call Restriction One

Call Restriction Two

Call Restriction Three

Call Restriction Four

Call Restriction Five

Call Restriction Six

Call Restriction Seven

Call Waiting/Cancel Call Waiting

Dial Call Waiting-Originating

Hunting-Series

Hunting-Multiline

Speed Calling (8-number)

Optional Features - Services listed in this section are also available for each Custom Line Telephone Service line at an additional monthly recurring charge per feature:

Automatic Busy Redial (*66)

Automatic *69 Call Return

Call Block (*60)

Call Park

Call Park Directed

Call Trace

Caller ID-Name & Number

Caller ID-Number

Executive Busy Override

Last Number Redial

Special Call Forward

VIP Alert

Some of these features are not available in some area for certain switch types.

¹ No Call Restrictions are required with Custom Line Telephone Service.

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S11.7 Custom Line Telephone Service (Continued)

S11.7.2 Conditions (Continued)

c. Term Options

Custom Line Telephone Service customers may select either a month-to-month or a 24-month term option. The term agreement becomes effective upon the installation date of the service.

Custom Line Telephone Service payment options may be selected by billing account number within a customer's system.

d. Adding Lines Under Term Option

Additional Custom Line Telephone Service lines may be added to an existing system, up to a maximum of 30, during the term period. For customers subscribing to the 24-month term option plan, the term obligation, with respect to any additional lines, will be coterminous with such 24-month term option.

e. Termination Liability

There is no termination liability for customers who have elected the Custom Line Telephone Service month-to-month payment option.

In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section S2.4.16 of this Product Guide will apply.

f. Transfer of Term Option

With the written permission of the Company, the obligation to pay the Custom Line Telephone Service charges for the remainder of the term period may be assigned to another customer, provided there is no change of location, and the new customer assumes all outstanding charges.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service (Continued)

S11.7.2 Conditions (Continued)

g. Subscriber Line Charge

An applicable interstate Subscriber Line Charge will be applied to all Custom Line Telephone Service lines. Refer to the Frontier Telephone Companies Tariff, FCC No. 5, for rates.

h. Incoming Toll Free Service Access Arrangement

Incoming calls on Toll Free Service access lines can be terminated on a Custom Line Telephone Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Custom Line Telephone Service System.

i. Off-Premises Lines

Custom Line Telephone Service lines can be provided at a separate customer premise. No mileage charges apply to lines of the same Custom Line Telephone Service system that are located at different premises but situated within the same wire center serving area.

j. Optional Custom Line Telephone Services

Optional services may be available where Company facilities permit at the rates specified in Section S.11.7.4. These feature descriptions and regulations are specified in Section S11.7.3 of this Product Guide. Only the Customized Multi-line Telephone services specified in this section will be available under Custom Line Telephone Service. Other Customized Multi-line Telephone Services are not available under the Custom Line Telephone Service. The Custom Calling and CLASS services that are not identified in this Product Guide are not offered.

k. Feature Restriction

Call Transfer, Three-Way Calling, Call Forward Busy Line-Fixed, Call Forward No Answer-Fixed and Call Forward-Variable may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service (Continued)

S11.7.2 Conditions (Continued)

I. Customer Satisfaction Guarantee

When a customer subscribes to the month-to-month option or to the 24-month term option of Custom Line Telephone Service they must request the Company disconnect the service within 30 calendar days of installation to be entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service. In addition, customers who are not satisfied with their Custom Line Telephone Service may have their previous Company service reinstalled, at no cost, in accordance with the following terms and conditions:

- Customers who had no previous service and subsequently elect to have their Custom Line Telephone Service disconnected will be converted by the Company to the Company's business lines or trunks at no additional non-recurring charge. However, the lines cannot exceed the total number of lines in the Custom Line Telephone Service system that the customer is disconnecting, without incurring non-recurring charges. Customers will not be permitted to convert back to a service, which has been grandfathered.
- The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.
- Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.
- Each customer will be entitled to a credit refund, one time per service.
- The Customer Satisfaction Guarantee applies to the service as a whole and not the individual features offered with this service.
- The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to facility connection charges incurred.
- The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service (Continued)

S11.7.3 Description of Features

a. Custom Line Telephone Service Basic Service

The services listed here are automatically included on every Custom Line Telephone Service line, and are the backbone of the Custom Line Telephone Service offering:

Assume Dial "9" - Allows the customer to place calls outside the group without having to dial the access code "9".

Call Hold (*01) - The ability to place an established call on hold for an extended period of time by dialing the feature code (*01). This frees the line to place or receive another call. Only one call can be put on hold at a time per line.

Call Transfer – (All Calls) - The ability for a Custom Line Telephone Service line to transfer an established incoming call to another line. The "transfer to line" location may be inside the group or outside the group. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer.

Consultation Hold - A temporary or soft hold activated by a hook-switch flash or link button that will place a call in progress on hold and activate dial tone. The dial tone enables the user to make another call for private consultation or to activate a three-way call.

Direct Inward Dial (DID) - The ability of each member of the Custom Line Telephone Service group to receive calls from outside the group directly to their station.

Direct Outward Dial (DOD) - The ability of each member of the Custom Line Telephone Service group to place calls to locations outside the group without first having to dial a "9" access code or use an attendant.

Distinctive Ringing (Inside/Outside Ringing) - This feature allows the user to distinguish between calls originating from within the Custom Line Telephone Service group and Calls originated from outside the Custom Line Telephone Service group. Calls originating from inside the group will receive one ring, and calls originated from outside the group will receive a double ring.

Intercom Dialing (Using Speed Call) - Provides the customer with the ability to communicate between lines within your own Custom Line Telephone Service group by dialing a two digit code instead of having to dial the full 7 or 10 digit telephone number

Three-Way Calling - Provides the user with the ability to add a third party, from within the group or outside the group, to any established call for a three-way conference arrangement. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer.

Touch Call - Provides push button tone signaling for dialing calls, and accessing services. Rotary dial telephones are not compatible with Custom Line Telephone Service.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service (Continued)

S11.7.3. Description of Features (Continued)

b. Custom Line Telephone Service Selectable Features

The following services may be selected at no charge by the customer, and may be placed on any Line or Hunt Group of the customers choosing.

Automatic Call Back (within system only) (*52, #52) - When a Custom Line Telephone Service user reaches a busy line within the Custom Line Telephone Service group, a code (*52) may be dialed which allows the call to be connected when both lines are idle. This feature is for use inside the Custom Line Telephone Service group only, and only one request at a time from a line is permitted. The request will remain active for a period of time not to exceed 30 minutes unless it is deactivated, by dialing a code (#52), earlier by the originator.

Call Forward Busy Line – Fixed - A fixed feature, provisioned by the telephone company using data provided by the customer, to automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is busy. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges billed to the Custom Line Telephone Service customer.

Call Forward No Answer – Fixed - A fixed feature, provisioned by the telephone company using data provided by the customer. To automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is not answered in a predetermined number of rings/seconds. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges billed to the Custom Line Telephone Service customer.

Call Forward - Variable - Allows the customer to have all incoming calls routed to another number (either inside or outside the group). The user chooses and provisions the forwarded to number, and may change the forwarded to number as often as they wish. The user also has the ability to turn the feature off and on as needed to better serve the user's needs. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges billed to the Custom Line Telephone Service customer.

Call Pick-Up Directed (*18) - This feature enables a user to answer (pick-up) calls directed to any other line within the Custom Line Telephone Service group by dialing a code (*18) and the number of the ringing line, even if the user and the ringing line are not in the same call pick-up group. If more than one user tries to pick-up the call, only the first user will receive the call, and the others will receive a busy tone to identify the call was answered.

Call Pick-Up Group (*17) - This feature allows the user to answer (pick-up) any call directed to any other line within the users Pick-Up Group simply by dialing a Call Pick-Up Code (*17).

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service (Continued)

S11.7.3. Description of Features (Continued)

b. Custom Line Telephone Service Selectable Features (Continued)

Call Restrictions (7 options) - The customer has the option of choosing the type of call restriction desired for each individual line. The customer request for each line must be identified on the service order so the line can be provisioned with the proper line class code, and call blocking services.

Types of Call Restrictions are: ¹

- Call Restriction One - This option blocks all outgoing chargeable toll calls including all operator calls. It does allow outgoing local calls (outside the group), 8XX calls, local DA calls, repair calls, and 911 calls only. This option allows all incoming calls with no restrictions.
- Call Restriction Two - This option blocks all outgoing direct dialed chargeable toll calls, but allows outgoing operator handled calls for class call screening (3rd number, collect, or credit card only), local calls (outside the group), 8XX calling, local DA calls, repair calls, and 911 calls. This option allows all incoming calls with no restrictions.
- Call Restriction Three - The user is not permitted to make any outgoing calls to numbers outside the Custom Line Telephone Service group (toll or local, including 911). This option allows all incoming calls with no restrictions.
- Call Restriction Four - The user cannot make or receive calls to or from outside the Custom Line Telephone Service group (including 911). Only inside the group (intercom) calling is allowed.
- Call Restriction Five - This option blocks all 900, 700 and 976 type calls. This type of call restriction may be added to the No Call Restriction class of service as required.
- Call Restriction Six - This option blocks all casual dialing (101XXXX) type calls. This type of call restriction may be added to the No Call Restriction class of service as required.
- Call Restriction Seven - This option blocks all international type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

¹ No Call Restrictions are required with Custom Line Telephone Service.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service (Continued)

S11.7.3. Description of Features (Continued)

b. Custom Line Telephone Service Selectable Features (Continued)

Call Waiting/ Cancel Call Waiting (*70) - When a busy Custom Line Telephone Service line receives an incoming call, a tone is heard announcing that an incoming call is being received. The user then has the option to either place their present call on hold and answer the incoming call or to disregard the call. The calling party will receive ringing tone instead of a busy tone. The user may terminate the Call Waiting feature at any time by dialing the Cancel Call Waiting Code (*70). Canceling the Call Waiting Feature is good for only one call, and must be repeated for each call the user does not wish to be interrupted by the call waiting tone.

Dial Call Waiting-Originating (*54) - When a user calls another member of the Custom Line Telephone Service group, and reaches a busy signal, this feature will automatically send a call waiting tone to the line when the user dial the code (*54). This feature can be activated or deactivated by the user. The called line, upon hearing the tones, can terminate the call in progress, place the call in progress on hold, or disregard the call waiting tone.

Hunting (Series and/or Multi-line only) - Hunting allows the customer to eliminate busy signals and increase the Company's accessibility by expanding call coverage. Hunting begins with a call to a Lead number or Pilot number, and searches for an idle line beginning with the first number of a pre-assigned hunt group and ending with the last number in the group. Hunting for Custom Line Telephone Service customers will be provided in a Series or Multi-line arrangement only, and must be programmed by Frontier from data provided by the customer.

Note: Circular or any other type hunting sequence is not available to Custom Line Telephone Service customers.

Speed Calling (8-number) - This feature allows the user to make calls to frequently dialed numbers by using an abbreviated code for each number. The short list consists of 8 numbers in all switch types except the 5ESS, which will only provide 6. This is a customer programmable feature, and each user will have their own list.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service (Continued)

S11.7.3 Description of Features (Continued)

c. Custom Line Telephone Service Optional Features

These services may be selected by the customer and may be added to any line or hunt group of the customers choosing, however there will be additional charges for these services.

Automatic Busy Redial (*66) - This feature allows the user that attempts a call to a busy line, within their defined calling area, to dial a code (*66) and be automatically connected to that line when both lines are idle. Once activated, a 30-minute queuing process begins with a voice prompt advising the user that the network will attempt the call again. The user will be alerted with a special ring when the call is returned.

Automatic *69 Call Return - Allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call. This feature is offered on a monthly subscription basis.

General Disclaimer/Conditions

Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

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S11.7 Custom Line Telephone Service (Continued)

S11.7.3 Description of Features (Continued)

c. Custom Line Telephone Service Optional Features (Continued)

Call Block (*60) - This feature provides the user the ability to block up to twelve external telephone numbers, of their choosing, from terminating a call to the user's line. The numbers the user chooses to block must be from the user's defined calling area. Calls from outside the user's defined calling area and operator calls cannot be blocked. Once activated, any calls from these twelve numbers will be routed to an intercept message instead of completing.

Call Park - This feature allows the user to "park" a call against their own number, and then retrieve the call from any other station in the group. Only one call can be parked on any one number at a time.

Call Park Directed - This feature is an enhanced call park feature and enables the user to "park" a call on any number within the Custom Line Telephone Service group, except their own number, and then retrieve the call from the number the call was parked on. Only one call can be parked on any one number at a time.

Call Trace - Allows the user to trace the number of the last call received, and have the number automatically reported to the telephone company.

Caller ID-Name and Number - This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN), of the incoming call before answering the call or choosing to ignore it.

Caller ID-Number - This feature allows the user (with compatible CPE) to view the telephone number, of the incoming call, before answering the call or choosing to ignore the call.

Executive Busy Override (*40) - This feature allows the user, upon reaching a busy line inside the group, to dial a code (*40) to gain access to the busy line, thus establishing a three-way call. The called number must be in the Custom Line Telephone Service group, and will receive a warning tone prior to the establishment of the three-way conference call.

Last Number Redial (*77) - This feature enables the user to redial the last called number by dialing a code (#77) rather than having to dial the entire number. This feature is not available in the 5ESS.

Special Call Forward - This feature allows the user the ability to program a list of up to twelve numbers, of their choosing, that they want to be forwarded. When one of the pre-programmed numbers calls the user, the call will be forwarded to the number the user has programmed to receive the call. Calls from all other numbers will be handled in the normal manner. If Call Forward for all calls is activated, it will override this feature.

VIP Alert - This feature provides the user the ability to receive a special notification when a call is received from (one to twelve) previously identified numbers. A special ring (short-long-short) will be used to notify the user of a call from one of the numbers on their special list. This feature will not work on a hunt group Pilot number.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service (Continued)

S11.7.4 Rates and Charges

a. Custom Line Telephone Service Basic Service

Includes:

- Assume Dial "9"
- Call Hold
- Call Transfer (All Calls)
- Consultation Hold
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Distinctive Ringing (Inside/Outside Ringing)
- Intercom Dialing (Using Speed Call)
- Three-Way Calling
- Touch Call

	<u>Monthly Rate</u>	<u>24-Month Term Rate</u> ¹	<u>36-Month Term Rate</u> ²
Basic Service, each line	\$57.00 (I)	\$42.00	\$40.00

¹ The Custom Line Telephone Service 24-Month Term Option is no longer available to new subscribers as of June 19, 2010. Existing subscribers may move, add, or delete lines to their existing service and may continue their 24-Month term option up to December 18, 2012, or until the expiration of their current contract.

² Effective 6-19-2010.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service (Continued)

S11.7.4 Rates and Charges (Continued)

b. Custom Line Telephone Service Selectable Features

	<u>Monthly Rate</u>
Automatic Callback (within system only)	-
Call Forward Busy Line – Fixed	-
Call Forward No Answer – Fixed	-
Call Forward – Variable	-
Call Pick-Up Directed	-
Call Pick-Up Group	-
<u>Call Restrictions: (7 options)</u>	
Call Restriction One	-
Call Restriction Two	-
Call Restriction Three	-
Call Restriction Four	-
Call Restriction Five	-
Call Restriction Six	-
Call Restriction Seven	-
Call Waiting/Cancel Call Waiting	-
Dial Call Waiting-Originating	-
Hunting-Series	-
Hunting-Multiline	-
Speed Calling (8-number)	-

c. Custom Line Telephone Service Optional Features

	<u>Additional Monthly Rate</u>
Automatic Busy Redial (*66)	\$ 4.00
Automatic *69 Call Return	4.00
Call Block (*60)	3.00
Call Park	3.00
Call Park Directed	4.00
Call Trace	(Refer to S12.8.4 of this Product Guide for rate)
Caller ID - Name & Number	10.50
Caller ID - Number	9.00
Executive Busy Override	4.00
Last Number Redial	4.00
Special Call Forward	4.00
VIP Alert	3.00

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.7 Custom Line Telephone Service (Continued)

S11.7.4 Rates and Charges (Continued)

d. Foreign Central Office

When the Custom Line Telephone Service station line is located in a different central office area of the serving exchange, the Foreign Central Office Service Charge, as specified in Section S9.2 of this Product Guide, will apply.

e. Service Ordering Charges

The Primary Service Order charge, the Subsequent Service Order charge, and the Central Office Line Connection Work charge will not apply to the initial installation of Custom Line Telephone Service when installed under a term commitment. Additional Service Order Charges (Section S4 of this Product Guide) and the Minor Software Change charge (Section S11.1.7 of this Product Guide) are applicable.

If a customer elects to change from a Business Line or another Customized Multi-line Telephone Service to the Custom Line Telephone Service or from the Custom Line Telephone Service to another Customized Multi-line Telephone Service, then a Subsequent Service Ordering Charge, as specified in Section S4 of this Product Guide, will apply.

No service charges will apply for Custom Line Telephone Service Custom Calling and CLASS Services, if installed initially with the Custom Line Telephone Service system. When services are added or rearranged on an existing line subsequent to the installation of the Custom Line Telephone Service System, the appropriate service charges, as specified in Section S4 of this Product Guide, will apply.

f. Foreign Exchange Service

Rates and charges for Foreign Exchange Service, as specified in Section S9.1 of this Product Guide, will apply.

g. Calling Plans

Custom Line Telephone Service customers are eligible for local calling plans and toll discount calling plans. Refer to this Product Guide for rates.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.8 Customized Multi-line Telephone Service Station Message Detail Recording (SMDR)

S11.8.1. General

- a. Station Message Detail Recording (SMDR) is an optional feature of Customized Multi-line Telephone Service that provides a record of calls originating from Customized Multi-line Telephone Service station lines to locations outside of the same Customized Multi-line Telephone Service system. Facility groups may also be designated as requiring originating and terminating records. The SMDR record includes the following information:
 - (1) The Customized Multi-line Telephone Service line number of incoming facility group which originated the call or originating station number
 - (2) The called telephone number
 - (3) The date, time and duration of the call
 - (4) The facility type used for routing the call
- b. Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user.
- c. SMDR records are provided to the customer via one of the following three methods:
 - (1) Dedicated access to the customer's premises where the call records are transmitted to the customer according to a pre-determined schedule. This option requires a minimum of a dedicated voice grade line from the Central Office to the customer location. The associated rates, charges, and regulations for the dedicated access line under the appropriate Company Product Guide and/or tariff shall apply in addition to the rates, charges and regulations for SMDR.
 - (2) Dial-up access where the customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of 10 days.
 - (3) Internet access where the call records are sent to the customer via the internet.

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S11. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

S11.8 Customized Multi-line Telephone Service Station Message Detail Recording (SMDR)

S11.8.2. Regulations

- a. SMDR is available only where facilities permit and from capable Central Office switches only.
- b. SMDR is not represented to be a provision of billing detail.
- c. Local call records are provided only where available.
- d. Customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided.
- e. Modems, collection devices, computer equipment and software are not provided as part of this service and are the responsibility of the customer.
- f. SMDR customers requesting dedicated access will be priced under an Individual Case Basis (ICB) arrangement. SMDR customers requesting dial-up or internet access for more than 200 lines will be also priced under an ICB arrangement.

S11.8.3 Rates and Charges

	<u>Nonrecurring Charge ¹</u>	<u>Monthly Rate</u>
Dedicated Access ²	ICB	ICB
Dial-up Access		
2 – 200 Lines	\$300.00	\$200.00
200 + Lines	ICB	ICB
Internet Access ³		
2 – 200 Lines	300.00	200.00
200 + Lines	ICB	ICB
Additions and Changes		
Per system change	See Note 4	

Note 1: Applies in addition to appropriate service order charges as set forth in Section S4 of this Product Guide.

Note 2: In addition, the associated rates, charges, and regulations for the dedicated access line under the appropriate Company Product Guide and/or tariff shall apply.

Note 3: Customer is responsible for obtaining connection to the internet.

Note 4: Minor Software Change charge as set forth in Section 11 of this Product Guide will apply.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.1 Provision for Circuits Connecting Stations (Off-Premises Extension)

S12.1.1 General

- a. Off-Premises Extension service may be provided to a different premises in connection with individual access line, manual access line, automatic access line and Customized Multi-line Telephone Service/Centrex service, excluding Public, Semipublic and Customer-Provided Coin Telephone service.
- b. Off-Premises Extension service must be so located that its use will be restricted to those entitled to use the customer's service, except that extension service may be located on the premises of a party other than the customer to provide for the answering of calls during the customer's absence. Such off-premises extension service is furnished only with the understanding that outward calls are not to be placed therefrom, and on the condition that use of separate exchange service is available to the other party on the same premises.

S12.1.2 Rates and Charges

- a. Customers on record, prior to the Effective Date of this Product Guide will be provided Circuits Connecting Stations (Off-Premises Extension) at the Regulations, Rates and Charges as specified in Section **S103.6**.
- b. New customers who subscribe to an Off-Premises Extension on or after the Effective Date of this Product Guide will be charged as follows:
 - (1) The monthly rate for:
 - Off-premises extension between locations within the same exchange (intraexchange) is the Special Access Line rate and Special Access Transport (when the off premises extension is served from a central office other than the central office serving the main station) as provided in Section 5.7.2 of the FACILITIES FOR INTRASTATE ACCESS.
 - Off-premises extension between locations in different exchanges (interexchange) is the Special Access Line and the Special Access Transport rates as provided in Section 5.7.2 of the FACILITIES FOR INTRASTATE ACCESS.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.2 Touch Calling Service

S12.2.1 General

- a. Touch Calling Service provides for the origination of telephone calls through the use of pushbutton in lieu of a rotary dial from central offices where facilities are available.
- b. The Service is furnished for use with one-party, manual access office lines and automatic access lines.

S12.2.2 Application of Charges

- a. The customer's central office line will be equipped for Touch Calling at the appropriate service charge in Section S4, in addition to the monthly rates in S12.2.3.
- b. The Central Office Line Connection Work charge does not apply when service is changing from rotary dial operation to touch calling. The Subsequent Service Ordering charge is applicable when touch calling is added subsequent to the initial establishment of the associated basic local exchange line.
- c. When Touch Calling Service is arranged for operation with lines not equipped for Touch Calling Service, charges based on cost will apply.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.2 Touch Calling Service (Continued)

S12.2.3 Rates and Charges

- a. Touch Calling Service rates and charges shall apply where the customer has the capability to originate calls by means of instruments equipped for tone-type signaling and where the special central office facilities exist.
- b. The following monthly rates are in addition to any charges for main telephone service.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
(1) Individual Line and Manual Access Line		
(a) Residence, per line	\$.00	\$ -
(b) Business, per line	.00	-
(2) Touch Calling Service for PBX Systems		
Automatic Access Lines equipped for Touch Call, per line	.00	-

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.2 Touch Calling Service (Continued)

S12.2.3 Rates and Charges (Continued)

b. (Continued)

(3) The Tone-To-Pulse Converter

(a) The Tone-To-Pulse Converter unit is used to convert standard touch call signals to an equivalent rotary dial pulse digit. The Tone-To-Pulse Converter is designed to use with Foreign Exchange and Tie Line facilities.

(b) Rates and Charges

	<u>Rate</u>	<u>Monthly Installation Charge</u>
Tone-To-Pulse Converter, per line	\$ 19.77	\$ 33.99

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.3 Special Billing Service (Continued)

S12.3.4 Wide Area Telephone Usage Study - OUTWATS

a. Copies of Company records for servicing of OUTWATS Accounts may be provided, where facilities permit, upon customer request. An OUTWATS usage study is provided on an existing WATS line and records the called station and the length of the call. The message detail is provided on printed paper covering the calendar month call detailing at the following charge per each report copy.

b. Nonrecurring Charge

OUTWATS Message Detail Report, each	\$ 29.14
In addition to per message entry, each01

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.4 Automatic Time and Temperature Announcement Systems

S12.4.1 General

- a. The Company will provide facilities, when available, for the customers for their use in providing automatic announcements by telephone to calling parties simultaneously, under the following conditions:
- (1) The Company will furnish all facilities required for such announcements, including the automatic announcement equipment, associated apparatus, and announcement lines. The automatic announcement equipment shall be located on the premises of the Company.
 - (2) The customer contracts for a unit of given capacity and for as many announcement lines and terminal equipment components initially and subsequently as may be required, in the judgement of the Company, to adequately handle calls to announcement equipment without impairing the Company's general telephone service or telephone plant.
 - (3) Facilities shall be used for time and temperature announcements, together with such other announcement as may be desired by the customer, provided, however, that the contents and length of such announcements shall be subject to the approval of the Company. The Company assumes no liability for the contents of the announcement message.
 - (4) The Company will furnish said time and temperature announcement facilities to its customers for use by such customers in providing announcements, only within the limits of the local service area served by the central office where the announcement facilities may be located, including the limits of other local service areas having access to the location of the announcement facilities on a local service basis. This limitation, however, is not intended to preclude the completion of any incoming sent paid message toll calls placed to the announcement number.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.4 Automatic Time and Temperature Announcement System (Continued)

S12.4.1 General (Continued)

a. (Continued)

- (5) Telephone users calling the announcement number are automatically disconnected after elapsing of time for one full announcement.
- (6) One (1) directory listing without charge will be furnished with each service, said listing to appear under the caption heading "Time Service" with the name of the customer listed thereunder if desired.
- (7) The customer shall maintain control of the message content and its dissemination. However, the customer may sell time and/or spot announcements to a sponsor. Control of the content of the announcement, ramifications of usage, advertising, promotion, and all other responsibilities of the customer under this Product Guide remain solely with the prime customer.
- (8) The Company assumes no liability for damages arising out of mistakes, omissions, interruptions, delays, errors, or other defects in the dissemination of the time, temperature or announcement.

S12.4.2 Rates and Charges

The charge for Time and Temperature Service shall cover two basic areas: announcement equipment charges, shown in S12.4.2(a) and network usage charges shown in S12.4.2(b). The network usage charges are based on the number of calls connected to the system and the announcement line rate.

* Announcement systems Audichrons Type M-12 and Model SAC 2LX have been deleted from the Product Guide. Audichron Type STM-100 has been transferred to Section S103.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.4 Automatic Time and Temperature Announcement Systems (Continued)

S12.4.2 Rates and Charges (Continued)

a. Announcement Equipment

	<u>Monthly Rate</u>	<u>Installation Charge</u>
(1) Time and Temperature Announcement System		
Multiple message system provided by an Audichron Model J-51102 time and temperature announcement system. The time and temperature system will provide a 10 second message cycle consisting of a commercial message 4 seconds in length, a second time announcement, and a 1 1/2 second temperature announcement. The system has a maximum capacity for 28 trunks.	\$777.02	\$ -
(2) Announcement Records		
Initial Record	-	-
Change in wording, per record	-	121.41

(b) Network Usage

The charges for network usage consists of three components: the measured number of calls, a predetermined factor, which translates the number of calls into the required number of announcement lines, and the announcement line rate.

(1) <u>Calls Per Month</u>	<u>Monthly Rate</u>	
First 36,000 calls x (.000125) x	(Announcement Line Rate)	
Next 324,000 calls x (.0000223) x	(Announcement Line Rate)	
Over 360,000 calls x (.0000206) x	(Announcement Line Rate)	
	<u>Monthly Rate</u>	<u>Installation Charge</u>
(2) Announcement Lines, each	\$ 18.94	\$ 9.71

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.5 Temporary Suspension of Service (Vacation Service) ¹

(T)

S12.5.1 General

- a. Upon request, a customer to business or residence service may arrange for the temporary suspension of such service. Suspension of service is available on a customer's complete service or on such portion thereof as can be suspended.
- b. When the period of suspension is less than one month, the regular charges for the full month of service shall apply.
- c. When a complete service, or portion thereof which can be suspended, is subject to an initial service period of more than one month, the basic termination charge applicable thereto will be reduced at one-half the normal full rate of reduction while the service is on a suspended basis and the initial service period is extended by one-half month for each month of suspension.
- d. In connection with complete suspension of service, local or long distance service is not furnished during the period of suspension. At the request of the customer, inward calls to a station at which service is suspended may be referred to the call number of another station in the same exchange, providing facilities for referral are available.
- e. The charge for the total suspension period may be collected in advance.
- f. There is no reduction in the charge for foreign central office and foreign exchange line mileage during the period of suspension.
- g. In connection with "Employee Telephone Service," the charge for service during the period of suspension is 50 percent of the rate regularly charged for service furnished without the reduction as specified in Section S3.
- h. Service may not be suspended for more than nine (9) months of any consecutive 12-month period.

¹ This service not offered after June 1, 2020.

(N)

EFFECTIVE: JUNE 1, 2020

S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.5 Temporary Suspension of Service (Vacation Service) ¹ (Continued) (T)

S12.5.2 Application of Charges

a. Main Service

(1) The charge for main service during the period of suspension is 50 percent of the rate regularly charged, except as specified in S12.5.1a.

b. Centrex System

(1) In those cases where a portion of a Centrex system is suspended and application of the 50 percent rate results in a monthly amount lower than the minimum monthly charge described in Section S11, the customer is charged at the minimum rate applicable.

¹ This service not offered after June 1, 2020.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

12.6 Rotary Line Service

12.6.1 General

- a. Rotary line service provides a means whereby calls made to the first number of a rotary group will be automatically completed over the first idle line in the rotary group. If all lines are busy the calling party will receive the busy signal.
- b. This service is furnished only when the rotary numbers are available and only in connection with individual main station lines.
- c. See Section S6 for the regulations applicable to directory listings in connection with provision of main services on a rotary basis.

12.6.1 Rates

- a. The rate for each rotary line is the applicable monthly rate for local exchange service in addition to the following monthly rate for each rotary number:

	<u>Business</u>		<u>Residence</u>	
	<u>Individual Line</u>	<u>Manual Access Line</u>	<u>Individual Line</u>	<u>Manual Access Line</u>
Altan	\$6.25	\$6.25	\$3.80	\$1.50
Creedmoor	6.25	6.25	4.00	1.50
Durham	6.25	6.25	4.00	1.50
Goose Creek	6.25	6.25	3.80	1.50
Monroe	6.25	6.25	3.80	1.50
Research Triangle Park	6.25	6.25	-	-

NOTE: This rotary service charge does not apply to Automatic Access Lines.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

12.7 Reserve Telephone Numbers

12.7.1 General

- a. Reserve Telephone Numbers are telephone numbers reserved a customer for future use.
- b. Reserve Telephone Numbers are offered subject to availability for a period not to exceed 180 days, and are not guaranteed until activated in the network.
- c. Appropriate Service Order Charges, as stated in Section 4 of this Product Guide, apply.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services

S12.8.1 General

- a. The following services are limited to those areas served by central offices arranged for calling services, and are subject to the availability of facilities.
- b. These services are available to individual line residence and business customers, dependent upon the serving central office, exclusive of Coin Telephone Service. Frontier calling services are available on an individual service basis or any combination thereof.
- c. Satisfaction Guarantee

If at any time the customer notifies the Company he is not satisfied with his current calling services and requests that it (they) be removed, 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 Satisfaction Guarantee will apply to all the Company calling services listed in this Section.

- d. The Call Forward service offered to business individual line customers physically located in the Research Triangle Park (RTP) Serving Area are subject to the following limitations:
 - (1) available only to a functioning business operation in the Research Triangle Park Serving Area, and;
 - (2) available to customers that can demonstrate a requirement for Research Triangle Park local service in conjunction with Item (1) preceding.
- e. Call Forward shall not be offered as a service at the Call Forward terminating station.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.2 Definitions

- a. Call Forward – This provides an arrangement for transferring an incoming call to another telephone number by dialing a code at the Call Forward station. Calls may be transferred to either a local or a long distance message telecommunications point, subject to the availability of the necessary facilities. This service may be provided to a group of individual lines arranged for rotary hunting, where network switching facilities will permit.
- b. Call Forward Busy – Fixed – Permits the customer to have incoming calls automatically transferred to another dialable telephone number when the called telephone number is busy. In addition to the charges specified herein, where a Local Message Unit Charge or a Toll Charge is applicable to a call between the customer's station and the telephone number to which calls are to be forwarded, such charges will be billed to the Call Forward Busy customer.
- c. Call Forward No Answer – Fixed – Permits the customer to have incoming calls not answered after a predetermined number of rings to be automatically transferred to another dialable telephone number. In addition to the charges specified herein, where a Local Message Unit Charge or a Toll Charge is applicable to a call between the customer's station and the telephone number to which calls are to be forwarded, such charges will be billed to the Call Forward No Answer customer.
- d. Call Forward Busy Line/No Answer – Fixed – When the called access arrangement is busy or encounters a no answer condition, this feature automatically routes all calls to a preselected access arrangement in a different building or to a different subscriber within the same building.
- e. Call Waiting/Cancel Call Waiting - By means of a tone signal a customer who is using his telephone is alerted when another caller is trying to reach that number. The customer may alternately talk to either the first or second party through the use of hook switch flashes; or he may terminate the first call and receive the second call; or he can put the first call on hold so that the second call can be answered. The customer can also cancel the Call Waiting service on a per call basis using a specific code. Call Waiting service also includes Call Waiting ID as described in S12.8.4 b.(12).
- f. Multiple Simultaneous Call Forward

Multiple Simultaneous Call Forward allows a Call Forward customer the capability to specify the number of calling paths to be made available to forward calls simultaneously to the destination directory number. This allows customers who are forwarding calls intended for a group of lines arranged in a hunt group to control the number of simultaneous calls that can be forwarded to a target number.

Only one calling path will be provided for a single (non-rotary) exchange line/trunk. The number of calling paths requested/provided cannot exceed the number of exchange lines/trunks in the hunt group the forwarded calls are directed from.

Multiple Simultaneous Call Forward is available only as an enhancement to Call Forward-Variable

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.2 Definitions (Continued)

- g. Three-Way Calling - This permits an existing call to be held, and, by dialing, a second telephone call can be established and added to the connection. All three parties may be conferenced together if desired. The customer using this service will be responsible for all network usage charges both local and toll appropriate for the line with which the service is associated. Completed calls include, but are not limited to, those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc.

Three-way calling is offered on a per line (monthly charge) or on a per occurrence/activation basis. When three-way calling is activated on a per occurrence basis the per occurrence rate applies each time the feature is successfully used. The per occurrence/ activation charge is applied only when a second call is completed and bridged to the first call. A maximum of 10 per occurrence/activation charges per billing period will apply. Customers who claim unknown or unauthorized usage about the occurrence/activation charge(s), the first time they are billed for the charge(s), will be issued credit equal to the occurrence/activation charge(s) and will be given the option to subscribe to the service on a monthly basis or subscribe to removal/blocking at no charge. Customers do not have to contact Frontier to order the three-way calling per occurrence/activation feature; this feature will be provided on each line via the central office equipment. Customers who prefer not to have spontaneous access to this feature may call to request it be removed/blocked. Removal/blocking will be provided at no charge to the requesting customer and no service ordering charges will apply to request the removal/blocking.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.2 Definitions (Continued)

- h. Speed Dialing - This provides for the calling of a telephone number by dialing an abbreviated code. The two arrangements available are an eight number capacity (8-Number Speed Dialing) and a thirty number capacity (30-Number Speed Dialing). Eight number speed dialing lists are controlled by the station user, but the thirty number speed dialing lists must be changed by the Telephone Company.
- i. Toll Denial - This service blocks access to the Multi-Area Calling Plan, the Extended Calling Service for Monroe, Altan and Goose Creek to Charlotte and/or the Long Distance Message Telecommunications Network, either by direct dialing or operator assistance. This service restricts dialing of the following codes: 1+, 011+, 0, 00-, 0+, 01+, and the corresponding 101XXXX patterns.

This service prevents the customer from dialing an operator for all purposes including emergencies, assistance and the placing of toll calls. The customer indemnifies and saves harmless the Telephone Company from any and all claims, losses or damages caused by restriction of access to operator services.

Toll Denial will be provided under the following options:

Option 1: Long Distance Message Telecommunications Service

Option 2: Long Distance Message Telecommunications Service and the Multi-Area Calling Plan or Long Distance Message Telecommunications Service and the Extended Calling Service for Monroe, Altan and Goose Creek to Charlotte.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.2 Definitions (Continued)

- j. Distinctive Ring - This service allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and a "Distinctive Ring" number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Regulations for Directory Listings set forth in Section S6 of this Product Guide will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the "Distinctive Ring" number, regardless of the class of service.

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S12.8 Calling Services (Continued)

S12.8.3 Rates

- a. Single Service - one Calling Service per line

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
Call Forward, per line ^{Note 2}	\$8.00	\$8.25
Call Forward Busy - Fixed	\$7.75	\$7.00
Call Forward No Answer - Fixed	\$6.75	\$6.00
Call Forward Busy/No Answer – Fixed	\$8.00	\$7.00
Call Waiting/Cancel Call Waiting	\$9.75	\$15.25 (I)
Multiple Simultaneous Call Forward, per calling path ^{Note 1}	\$4.50	\$5.50
Three-Way Calling, per line ^{Note 2}	\$9.25	\$9.25
per occurrence/activation ^{Note 3}	\$3.50	\$3.00
maximum per occurrence charges	\$15.00	\$15.00
8-Number Speed Dialing, per line ^{Note 4}	\$3.75	\$3.75
30-Number Speed Dialing, per line ^{Note 2}	\$6.50	\$6.50
Toll Denial, Option #1 per line	\$2.75	\$4.75
Toll Denial, Option #2 per line	\$2.75	\$4.75
Distinctive Ring, per line ^{Note 2}	\$6.99	\$7.50

Note 1: Multiple Simultaneous Call Forward is available only as an enhancement to Call Forward.

Note 2: Refer to Sections S12.8.5 for flexible packaging and S12.8.6 for 150 Satellite Channel Programming PAC offers and discounts on these services.

Note 3: Per occurrence/activation rate applies upon completion and bridging of second call.

Note 4: Limited to existing customers at their existing locations effective July 20, 2014.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.3 Rates (Continued)

- b. Package - two or more Frontier calling services on same line

	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
<u>Smart PAK</u> * Call Waiting and Call Forward, per line	\$ 3.55	\$ 6.25
<u>Smart Plus PAK</u> * Call Waiting, Call Forward and Toll Denial, with Option #1 or Option #2 per line	4.75	6.75
<u>Smarter PAK</u> * Call Waiting, Call Forward, Three-Way Calling and 8-Number Speed Dialing, per line	5.50	7.50
Distinctive Ring and Smarter PAK * features, (Item 3) per line	8.50	10.50

Note: Rates for Item (4) include charges for both Smarter PAK and Distinctive Ring.

* Limited to existing customers at their existing locations effective July 20, 2014.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.3 Rates (Continued)

- c. There are no nonrecurring charges applicable when calling services are provided at the same time as the business or residence individual line service is established or when ordered within the first 60 days of the customer's service establishment date.
- d. When services are added or rearranged on an existing line after 60 days from the customer's service establishment date, the Subsequent Service Ordering Charge as specified in Section S4.3 of this Product Guide will apply. (Note: Central Office Line Connection Work charge does not apply for services added or rearranged).
- e. In addition to the monthly rate in this Product Guide for the Call Forward service, the Call Forward customer is responsible for the applicable customer-dialed station-to-station charges for calls forwarded outside the local calling area. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.4 Custom Calling Local Area Signaling Service

a. Conditions

- (1) Custom Calling Local Area Signaling Service is a group of calling services offered to single line residential and single line business customers subscribing to one party local exchange service.
- (2) Custom Calling Local Area Signaling Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.
- (3) Operator assisted calls are designed to override the service calls for emergency purposes.
- (4) Coin phones will not be enabled with Custom Calling Local Area Signaling Services, just as they are not enabled with other calling services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the services will be permitted.
- (5) Satisfaction Guarantee

If at any time the customer notifies Frontier he is not satisfied with his current Frontier calling services and requests they it (they) be removed, 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 Satisfaction Guarantee will apply to all Custom Calling Local Area Signaling Services listed in this Section.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.4 Custom Calling Local Area Signaling Service (Continued)

b. Description

- (1) *66 Busy Number Redial is an arrangement which permits the customer to automatically redial 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.

*66 Busy Number Redial is offered on a per line (monthly charge) or on a per occurrence/activation basis. When Busy Redial is activated on a per occurrence basis, the per occurrence rate applies each time the feature is activated. A maximum of 10 occurrences/ activations per billing period will apply. Customers who inquire about the occurrence/activation charge(s), the first time they are billed for the charge(s), will be issued credit equal to the occurrence/activation charge(s). Customers do not have to contact Frontier to order the Busy Redial-Per Occurrence/ Activation feature; this feature will be provided on each line via the central office equipment. Customers who prefer not to have spontaneous access to this feature may call to request it be removed/blocked. Removal/blocking will be provided at no charge to the requesting customer and no service ordering charges will apply to request the removal/blocking.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

- (2) *69 Call Return allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

When Complete Blocking (per line) or Selective Blocking (per call) is activated, by the calling party, a private status message will be announced and number announcement and call completion using *69 is prevented.

*69 Call Return is offered on a per line (monthly charge) or on a per occurrence/activation basis. For *69, per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using *69 will apply.

When *69 is activated on a per occurrence basis the per occurrence rate applies each time the service is activated. A maximum of 10 occurrences/activations per billing period will apply. However, no charge will apply if the *69 service is unable to identify and/or dial the number of the last caller. Customers who inquire about the occurrence/activation charge(s), the first time they are billed for the charge(s), will be issued credit equal to the occurrence/activation charge(s). Customers do not have to contact Frontier to order the *69-Per Occurrence/Activation feature; this feature will be provided on each line via the central office equipment. Customers who prefer not to have spontaneous access to this feature may call to request it be removed/blocked. Removal/blocking will be provided at no charge to the requesting customer and no service ordering charges will apply to request the removal/blocking.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

- (3) Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.
- (4) Call Block allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. In some areas Call Block can announce the calling party's telephone number unless the calling party uses Complete or Selective Blocking. Single line customers with Complete Blocking (per line), can make all calls with the delivery of their calling number marked as "Private". When Selective Blocking (per call) is activated, by the calling party, a private status message will be announced instead of the telephone number.
- (5) Selective Call Forward is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Select Call Forward is activated, only calls from the prespecified numbers will be forwarded.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

- (6) Selective Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.
- (7) Caller ID-Number Only * is an arrangement which permits a customer with Local Exchange Service other than Foreign Central Office Service to receive the calling telephone number for non-blocked calls placed to the customer. 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 subject to technical and other limitations including the availability of the number for forwarding. The calling telephone number typically will be delivered by the second ring. If the calling telephone number is not available for forwarding to the called party, the customer's display device may show "OUT OF AREA" and in some cases, dashes (--- ---), for the non-available numbers. If the incoming call is from a caller who subscribes to Distinctive Ring service, the telephone number transmitted will always be the main number rather than the Distinctive Ring service number. If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display. If the incoming call originates from a rotary-line hunt group, the telephone number transmitted will always be the telephone number associated with the individual line used for the outgoing call. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Caller ID-Number Only 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 service 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 services described herein.

* Limited to existing customers at their existing locations effective July 20, 2014.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

(8) Complete Blocking

(Per Line) allows a single-line customer to make all calls with the delivery of their calling number or name and number marked as "private" and prevents their telephone number or name and number from being seen by someone with Caller ID or Caller ID-Number Only service or from being announced or completed to someone with *69 or Call Block service.

When a customer utilizing Complete Blocking calls an Anonymous Call Block customer, the call will not be completed. The call will be routed to a recorded announcement which tells the caller that the called party will not accept calls from callers who choose to prevent the display of their telephone number or name and number. The announcement will instruct the calling party to hang up and place the call again without the blocking feature activated.

If the preassigned deactivation code for Complete Blocking (per line) is dialed on the line, the calling number or name and number will be delivered.

This service will be available, upon request of the customer, at no charge.

(9) Selective Blocking

(Per Call) allows a customer to prevent their telephone number or name and number on a per-call basis from being seen by someone with Caller ID-Number Only or Caller ID service or from being announced or completed to someone with *69 or Call Block service. When the service is activated before a call, a private status message will be sent instead of the caller's number or name and number.

When a customer utilizing Selective Blocking calls an Anonymous Call Block customer, the call will not be completed. The call will be routed to a recorded announcement which tells the caller that the called party will not accept calls from callers who choose to prevent the display of their telephone number or name and number. The announcement will instruct the calling party to hang up and place the call again without the blocking feature activated.

- (10) Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the call tracing service the customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

- (11) Caller ID is an arrangement that is provided as an enhancement to Caller ID-Number Only and permits a customer with local exchange service to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded (typically by the second ring) from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange service, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Frontier, (iv) for certain telephone numbers for which Frontier does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

If the incoming call is from a caller who subscribes to Distinctive Ring service, the telephone number transmitted will always be the main number rather than the Distinctive Ring service number. If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display. If the incoming call originates from a rotary-line hunt group, the telephone number transmitted will always be the telephone number associated with the individual line used for the outgoing call. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Caller 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 service 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 and names transmitted via Caller ID are intended solely for the use of the Caller ID subscriber.

A maximum of 15 characters is allowed for transmission of the calling party's Directory Name

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

Telephone numbers transmitted via Caller ID-Number Only are intended solely for the use of the Caller ID-Number Only subscriber.

This service will be available, without presubscription, at no charge.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

(12) Call Waiting-ID

Call Waiting ID enhances the Caller ID and Call Waiting services by allowing them to interact with one another. This interaction displays the number or name and number of the Call Waiting person on the customer's Caller ID equipment. The name and telephone number of the caller may not be displayed for every new incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Frontier, (iv) for certain telephone numbers for which Frontier does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. In order for Call Waiting ID to work, the customer must subscribe to both services (Caller ID-Number or Caller ID-Name and Number and Call Waiting) at the rates specified in this Section. Call Waiting ID compatible display equipment is required. Call Waiting ID is part of Call Waiting/Cancel Call Waiting services.

(13) Anonymous Call Block

Anonymous Call Block is an arrangement that allows the called party to block/reject calls from callers who have blocked delivery of their name and telephone number, using either Selective Blocking or Complete Blocking. When Anonymous Call Block is activated, such calls will be routed to a recorded announcement which tells the caller that the called party will not accept calls from callers who choose to prevent the display of their telephone number. The announcement will instruct the calling party to hang up and place the call again without the blocking feature activated.

Customers may activate or deactivate this arrangement by dialing a preassigned activation or deactivation code. Confirmation announcements will confirm activation and deactivation of the feature. The called party's telephone will not ring when the feature is activated and the calling party will be routed to the recorded announcement.

Local, expanded local and toll calls routed to the Anonymous Call Block recorded announcement are not considered completed calls and will not be billed by the Company.

Anonymous Call Block will be offered at no charge to Caller ID-Name and Number and Caller ID-Number customers. A charge will apply to non-Caller ID customers who subscribe to the Anonymous Call Block feature.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.4 Custom Calling Local Area Signaling Service (Continued)

c. Rates

- (1) The following charges are for the services only and are in addition to applicable charges for service. Service Charges apply as set forth in Section S4 of this Product Guide, except as shown herein.

	Monthly Rate	
	Residence	Business
Anonymous Call Block, per line	\$6.00	\$ 6.50
*66 Busy Number Redial, per line ^{Note 1}	\$6.50	\$6.99
per occurrence/activation	\$3.50	\$3.00
maximum charge	\$15.00	\$15.00
*69 Call Return, per line ^{Note 1}	\$6.50	\$6.99
per occurrence/activation	\$3.50	\$3.00
maximum charge	\$15.00	\$15.00
Priority Call, per line ^{Note 1}	\$5.50	\$6.50
Selective Call Rejection, per line ^{Note 1}	\$5.20	\$5.80
Call Trace,		
per occurrence/activation	\$8.25	\$8.75
maximum charge	\$32.50	\$32.50
Selective Call Forward, per line ^{Note 1}	\$6.50	\$6.99
Selective Call Acceptance, per line ^{Note 1}	\$5.30	\$5.50
Remote Activated Call Forward, per line	\$7.00	\$6.20
Enhanced Call Forward, per line	-	\$13.00
Caller ID-Number Only with Anonymous Call Block *, per line ^{Note 1}	\$9.75	\$17.00 (I)
Caller ID with Name, per line	\$13.75	\$19.75 (I)
Selective Blocking, per call	-	-
Complete Blocking, per line	-	-

Note 1: Refer to Sections S12.8.5 for flexible packaging and S12.8.6 for 150 Satellite Channel Programming PAC offers and discounts on these features.

* Limited to existing customers at their existing locations effective July 20, 2014.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.4 Custom Calling Local Area Signaling Service (Continued)

Reserved for Future Use

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.4 Custom Calling Local Area Signaling Service (Continued)

c. Rates (Continued)

(1) (Continued)

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
Feature Pack 4400 *, each line: INCLUDES: Call Waiting, Busy Redial (per line), *69 (per line), and Call Block.	\$ 9.50	-
Feature Pack 4900 *, each line: INCLUDES: Call Waiting, Call Forward, Speed Dialing 8, 3-Way Calling, Cancel Call Waiting, Busy Redial (per line), *69 (per line), Priority Call and Call Block.	13.25	-
Multi Package Residential Offer - Option A *, each line: INCLUDES: Anonymous Call Block, Busy Redial, *69 (per line), Call Block, Call Forward, Call Waiting, Call Waiting ID (where available), Caller ID, Cancel Call Waiting, Distinctive Ring, Do Not Disturb, Select Call Forward, Speed Dialing 8-Number, Three-Way Calling, and Priority Call.	19.00	-
Multi Package Residential Offer - Option B *, each line: INCLUDES: *69 (per line), Call Block, Call Forward, Call Waiting, Cancel Call Waiting, and Three-Way Calling.	12.00	-

* Limited to existing customers at their existing locations effective July 20, 2014.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.4 Custom Calling Local Area Signaling Service (Continued)

c. Rates (Continued)

- (2) Service charges are not applicable when Custom Calling Local Area Signaling Services are provided at the same time as the business or residence individual line service is established or when ordered within the first 60 days of the customer's service establishment date.
- (3) When services are added or rearranged on an existing line after 60 days from the customer's service establishment date, the Subsequent Service Ordering charge as specified in Section S4.3 of this Product Guide will apply. (Note: Central Office Line Connection Work charge does not apply when services are added or rearranged).
- (4) Service charges will not be applicable to residence and business customers who subscribe to Custom Calling Local Area Signaling Service during a six (6) month period after the effective date of this service or for six (6) months after a central office conversion which makes Custom Calling Local Area Signaling Service available for the first time.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.5 Flexible packaging

a. General

Flexible packaging offers a monthly discount on specific Calling Services and/or CCLASS.

Flexible packaging is available to residence individual line customers only.

When the customer orders four (4) or more of the eligible services, the discount applies to all eligible services. The discount percentage is applied to the total of the individual service rates subscribed to by the customer. All services ordered by the customer must be on the same residence account.

Any service may be substituted for another, or additional services may be ordered at a later date. The combination of services is not important to the discount, only the number of services.

When a customer orders services which qualify for a Package, such as Feature Pack 4400 in Section S12.8.4.c., and that Package offers a lower rate than would apply for the same services under the flexible packaging offering, the lower rate for the Package will apply.

If the customer removes an eligible service (or services) so that the total subscribed to for this package is less than four (4) the discount percentage will no longer apply.

The customer's rate for the remaining services will be the lower of the following:

- (1) the sum of the individual service rates as specified in Section S12.8.3.a. and S12.8.4.c. of this Product Guide,
- (2) if the customer's remaining services qualify as a Calling Services package, the package rates as specified in Section S12.8.3.b. of this Product Guide will apply.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.5 Flexible packaging (Continued)

a. General (Continued)

The following services are eligible for the flexible packaging discount offering:

- Busy Redial, per line
- *69, per line
- Call Block
- Call Forward
- Call Waiting
- Call Waiting/Cancel Call Waiting
- Caller ID with Name
- Caller ID-Number Only with Anonymous Call Block
- Distinctive Ring
- Do Not Disturb
- Select Call Forward
- 8-Number Speed Dialing
- 30-Number Speed Dialing
- Three Way Calling
- Priority Call

Bonus feature:
Cancel Call Waiting

Cancel Call Waiting is offered as a bonus service in the flexible packaging offer. When a customer subscribes to four (4) or more of the eligible services listed above and subscribes to Cancel Call Waiting, the monthly rate for Cancel Call Waiting, as specified in Section S12.8.3.a., will also be discounted. (Cancel Call Waiting does not count as one of the four).

b. Rates and Charges

- (1) Monthly Discount 40%
- (2) Service Charges

Service Charges are not applicable when an order is placed that qualifies the customer for the flexible packaging discount (customer orders 4 or more eligible services) or when a flexible packaging customer adds to or rearranges their services, provided they retain at least four (4) of the eligible services.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.6 150 Satellite Channel Programming PAC

a. General

150 Satellite Channel Programming PAC offers a monthly discount on specific Calling Services and/or CCLASS.

150 Satellite Channel Programming PAC is available to business individual line customers only.

When the customer orders three (3) or more of the eligible services, the discount applies to all eligible services. The discount percentage is applied to the total of the individual service rates subscribed to by the customer. All services ordered by the customer must be on the same business account.

Any service may be substituted for another, or additional services may be ordered at a later date. The combination of services is not important to the discount, only the number of services.

When a customer orders services which qualify for a Package, such as Smart Plus PAK in Section S12.8.3.b., and that Package offers a lower rate than would apply for the same services under the 150 Satellite Channel Programming PAC offering, the lower rate for the Package will apply.

If the customer removes an eligible service (or services) so that the total subscribed to for this package is less than three (3) the discount percentage will no longer apply.

The customer's rate for the remaining services will be the lower of the following:

- (1) the sum of the individual service rates as specified in Section S12.8.3.a. and S12.8.4.c. of this Product Guide,
- (2) if the customer's remaining services qualify as a Calling Services package, the package rates as specified in Section S12.8.3.b. of this Product Guide will apply.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.6 150 Satellite Channel Programming PAC (Continued)

a. General (Continued)

The following services are eligible for the 150 Satellite Channel Programming PAC discount offering:

- Busy Redial
- *69
- Call Block
- Call Forward
- Call Waiting
- Call Waiting/Cancel Call Waiting
- Caller ID with Name
- Caller ID-Number Only with Anonymous Call Block
- Distinctive Ring
- Do Not Disturb
- Select Call Forward
- 8-Number Speed Dialing
- 30-Number Speed Dialing
- Three Way Calling
- Priority Call

Bonus feature:
Cancel Call Waiting

Cancel Call Waiting is offered as a bonus service in the 150 Satellite Channel Programming PAC offer. When a customer subscribes to three (3) or more of the eligible services listed above and subscribes to Cancel Call Waiting, the monthly rate for Cancel Call Waiting, as specified in Section S12.8.3.a., will also be discounted. (Cancel Call Waiting does not count as one of the three).

b. Rates and Charges

- (1) Monthly Discount 30%
- (2) Service Charges

Service Charges are not applicable when an order is placed that qualifies the customer for the 150 Satellite Channel Programming PAC discount (customer orders three or more eligible services) or when a 150 Satellite Channel Programming PAC customer adds to or rearranges their services, provided they retain at least three (3) of the eligible services.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.7 Features Plan - Business

a. General

Feature Plan A, Feature Plan Complete and Feature Plan Deluxe offer business customers feature package rates that provide a discount off the monthly rates for the individual features per the Product Guide. Subscription to any Feature Plan - Business feature package requires that the customer commit to a one-, two-, or three-year term agreement for the service. The applicable rate for each Features Plan - Business feature package depends upon the number of years the customer agrees to subscribe to the feature package. The features included in the A, Complete and Deluxe feature packages are fixed as specified following and are not interchangeable. No feature substitutions are permitted. The Subsequent Service Order Charge, specified in Section 4 of this Product Guide, is not applicable.

The Features Plan - Business package rates reflect a discount off the monthly rates for the individual features included in each feature package based upon selection of one of the following term agreement periods:

- One-year commitment
- Two-year commitment
- Three-year commitment

Features Plan - Business Package Features

Feature Plan A Package:

- Caller ID with Name
- Call Waiting/Cancel Call Waiting
- Select Call Forward
- Three-Way Calling, per line

Feature Plan Complete Package:

- Caller ID with Name
- Call Waiting/Cancel Call Waiting
- Call Forward
- Three-Way Calling, per line

Feature Plan Deluxe Package:

- Caller ID with Name
- Call Waiting/Cancel Call Waiting
- Call Forward
- Three-Way Calling, per line
- *69
- Distinctive Ring

Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly charges; Termination Liability will be waived. Thereafter, should the customer terminate service prior to the completion of the term commitment, the Termination Liability in Section S2.4.16 of this Product Guide will apply. However, should a customer elect to upgrade their service from any Features Plan - Business term package to Customized Multi-line Telephone or Custom Line Telephone Service term service, Termination Liability will be waived.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.8 Calling Services (Continued)

S12.8.7 Features Plan - Business (Continued)

b. Rates and Charges

The monthly rates associated with each package are applicable per line equipped.

	<u>Monthly Rate</u>
Feature Plan A, Per Line	
1 Year	\$18.30
2 Year	16.78
3 Year	15.25
Feature Plan Complete, Per Line	
1 Year	17.22
2 Year	15.79
3 Year	14.35
Feature Plan Deluxe, Per Line	
1 Year	25.14
2 Year	23.05
3 Year	20.95

The Subsequent Service Order Charge, in Section 4 of this Product Guide, is not applicable.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.9 Automatic Time and Charge Reporting Service (Autoquote Service)

S12.9.1 General

- a. Automatic Time and Charge Reporting Service provides printed information on paid toll messages routed through the Traffic Operator Position System (T.O.P.S.) facilities. This service is available where facilities are equipped to provide the service.
- b. The teleprinter terminal equipment required at the customer's premises is not included in the rates shown below. The channel termination will be provided by the Company to terminate the line from the T.O.P.S. trunk termination point at no additional monthly rate. The installation charge shown below for Autoquote Service will apply in addition to the following service charges for the intraexchange private line channel: appropriate service ordering, premises visit, inside wiring, and station connector work charges as shown in Section S4.

S12.9.2 Rates and Charges

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Automatic Time and Charge Reporting Service	\$ 92.27	\$ 53.42

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.10 Remote Call Forward (RCF)

S12.10.1 General

- a. Remote Call Forward (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number in one exchange (the Call Forward location) is automatically forwarded by Telephone Company central office equipment to another station designated by the RCF customer (the terminating station) which is located in the same exchange or a different exchange.

S12.10.2 Limitations

- a. RCF service is offered subject to availability of suitable facilities.
- b. RCF service is not offered when the terminating station is a coin telephone.
- c. The Telephone Company will not provide identification of the originating telephone number to the remote Call Forward customer.
- d. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- e. RCF is not represented as suitable for satisfactory transmission of data.
- f. Call Forward should not be offered as a feature at the RCF terminating station.
- g. RCF is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional RCF features at the Call Forward location or facilities at the terminating station line are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.
- h. When the Call Forward number is to be located in a multi-office exchange, the Company will determine the serving central office.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.10 Remote Call Forward (RCF) (Continued)

S12.10.2 Limitations (Continued)

- i. RCF will be provided for local calling where the RCF telephone number and the terminating station are both located in the same exchange. Further, RCF will be provided for local calling on an interexchange basis in those instances where the exchange serving the RCF telephone number and the exchange serving the terminating station have the identical local calling area or at least all of the exchanges in the local calling area of the RCF telephone number (originating station) are included in the local calling area of the terminating station.

If additional EAS points are added to the originating station's exchange, after establishment of RCF, and these additional EAS points are not included in the local calling area of the RCF terminating station, RCF can continue until such time as the customer chooses to terminate RCF.

- j. RCF is offered as an individual service or as an additional feature with multiline hunt Foreign Exchange Service for overflow when the Foreign Exchange Service is busy.
- k. An RCF Service number is not to be used as a terminating station number to which calls are forwarded from another RCF Service.
- l. RCF Service provides for handling only one call at a time. An additional service feature is required for each additional call to be handled while the first call continues.
- m. If the use of RCF service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, i.e., nonresidential, or if the listing used is such as to indicate nonresidential use, then calls will not be forwarded to any telephone number for which residential rates apply.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.10 Remote Call Forward (RCF) (Continued)

S12.10.3 Directory Listings

- a. One listing in the alphabetical section of the Directory covering the exchange in which the Call Forward central office is located is provided without additional charge.

S12.10.4 Rates and Charges

- a. The following charges are for the RCF feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used (the terminating station). Residence and business exchange service line rates do not apply at the Call Forward location.

	<u>Monthly Rate*</u>
Remote Call Forward	
(1) Per feature arranged	\$ 34.00 (I)
(2) Per additional access facility	34.00 (I)

*See S12.10.6 following.

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EFFECTIVE: November 18, 2014

S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.10 Remote Call Forward (RCF) (Continued)

S12.10.5 Message Charges

- a. Between the RCF location and the terminating station -

The RCF customer is responsible for the applicable customer dialed station-to-station charges specified in Section 14 of this Product Guide. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

S12.10.6 Service Charges as shown in Section S4 of this Product Guide apply as follows:

- a. The Primary Service Ordering charge and the Central Office Line Connection Work charge apply when the RCF feature is initially installed or when an additional access facility is provided.
- b. The Subsequent Service Ordering charge and Central Office Line Connection Work charge apply for all subsequent number changes, either the Call Forward location number or the terminating location number.

EFFECTIVE: November 18, 2014

S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.11 Selective Class of Call Screening (SCCS)

S12.11.1 Application

- a. Selective Class of Call Screening Service enables a customer to secure central office blocking and operator screening of originating calls. The customer determines the types of calls, i.e., long distance calls only, Option 1, or long distance calls and Calling Plan calls, Option 2, which are to be blocked and screened. The blocking/screening function restricts outgoing calls from station users to only those calls which are charged collect, third number or via calling card. The two options are as follows:

Option 1: Long Distance Blocking only - blocks 1+, 101XXXX 1+, 976 and 900 calls; long distance operator-handled calls are screened.

Option 2: Long Distance and Local Calling Plan Calls Blocking - blocks 1+, 101XXXX 1+, 976, 900 calls, and 7-digit dialing Calling Plan calls as described below. Long distance operator-handled calls and operator-handled calls to points within the Calling Plan areas identified below are screened.

Multi-Area Calling Plan customers - blocks/ screens calls placed to the exchanges, identified in Section S3.4.1.a.c.d., that are charged at the Multi-Area Usage rates. Calls placed to exchanges in the flat-rate local calling area, as identified in Section S3.4.1.a.c.d., are not blocked or screened.

Raleigh Border Plan customers - blocks/screens calls placed to the exchanges identified in Section S3.4.1.b. that are charged at the Multi-Area Usage rates. Calls placed to the exchanges in the flat-rate local calling area, as identified in Section S3.4.1.b., are not blocked or screened.

Extended Calling Service - blocks/ screens calls placed to Charlotte. Calls placed to exchanges in the flat-rate local calling area, as identified in Section S3.4.1, are not blocked or screened.

EFFECTIVE: November 18, 2014

S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.11 Selective Class of Call Screening (SCCS) (Continued)

S12.11.1 Application (Continued)

- b. Local calls to points within the flat-rate local calling area and calls to Company numbers such as repair service, Directory Assistance Service and public emergency service numbers such as 911 are not blocked or screened.
- c. Selective Class of Call Screening is available only from central offices which have been arranged to provide this service. The service is provided subject to the availability of facilities. SCCS is not compatible with all service offerings such as Customized Code Restriction, Section S12.17.
- d. This service is available to residence and business single line customers, residence and business manual and automatic access line customers and Customized Multi-line Telephone Service customers.

EFFECTIVE: November 18, 2014

S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.11 Selective Class of Call Screening (SCCS) (Continued)

S12.11.2 Rates and Charges

	Monthly Rate
Per access line equipped	
Option 1	\$ 2.00
Option 2	2.00

- a. There are no nonrecurring charges applicable when SCCS is requested at the same time as the access line service.
- b. When SCCS is added to or rearranged on existing access lines, a feature change charge is to be applied. On each service order, the first feature charge will be \$9.62. An additional feature change charge of \$2.43 will apply for each additional access line arranged for SCCS on the same order.

The Subsequent Service Order charge as shown in S4.3 will also apply. (Note: Central Office Line Work charge does not apply for SCCS added or rearranged.)

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.12 Direct Inward Dialing Service - DID

S12.12.1 General

- a. DID service is furnished subject to the availability of facilities and telephone numbers and in accordance with conditions and regulations specified in Section S2 under "Provision and Ownership of Facilities."
- b. The service includes the central office equipment necessary for inward dialing from the exchange and toll network directly to the station lines associated with customer's premises switching equipment.
- c. The customer must subscribe to a sufficient number of access lines to insure service standards as determined by the Company.
- d. The service must be provided on all automatic access lines in a group arranged for inward dialing. Routing of calls to selected numbers within the DID number group over a separate trunk group is not contemplated.
- e. The service is provided subject to the conditions and regulations specified in Section S13.1 for customer-provided equipment.
- f. Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.
- g. One directory listing is provided without additional charge for each PBX system. Additional directory listings will be provided in accordance with the regulations contained in Section S6.
- h. The rates and charges contained in S12.12.2 are in addition to the rates and charges for any other facilities or services provided by the Company in association with this service.
- i. Trunks arranged for DID service may not be combined with trunk groups arranged to provided Direct Inward-Outward Dialing service. Overflow of calls between the two arrangements is not permitted.

EFFECTIVE: November 18, 2014

S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.12 Direct Inward Dialing Service - DID

S12.12.2 Rates and Charges

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Central office equipment		
Each group of 20 Numbers	\$ 10.00	\$ 79.00
Direct Inward Dialing Trunk, each	7.37	-

Access lines furnished in connection with the provision of DID will be charged for at the automatic access line rate specified in Section S3.2.1 for the applicable exchange, together with the service charges in Section S4.3. Access lines associated with an existing PABX system will be converted for DID service at the service connection charge shown in Section S4.3.

EFFECTIVE: November 18, 2014

S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.13 Identified Outward Dialing Service - IOD

S12.13.1 General

- a. The service is furnished subject to facility and equipment availability and is available only where Direct Inward Dialing Service (DID) is provided.
- b. The service is provided for identification of outgoing toll messages and billing of toll messages by station number.
- c. The service must be provided on all access lines which have exchange and toll network access capability.
- d. The rates and charges for IOD service are in addition to the rates and charges for any other facilities or services provided by the Company in association with this service.
- e. Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.

S12.13.2 Rates and Charges

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Central office identification		
Each group of 20 numbers	\$ 10.00	\$ 79.00
Direct Outward Dialing Trunk	25.00	-

Access lines furnished in connection with the provision of IOD will be charged for at the automatic access line rate specified in Section S3.2.1 for the applicable exchange, together with the service charges in Section S4.3. Access lines associated with an existing PABX system will be converted for IOD service at the service connection charge shown in Section S4.3.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.14 Custom Redirect Service

S12.14.1 General

Custom Redirect Service (CRS) enables customers to redirect all or a part of their incoming switched voice and data calls to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.

Basic Custom Redirect Service offers three options to redirect calls. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options or, the customer may select a Custom Redirect Optional Feature as described herein.

When Custom Redirect Service is originally ordered, a twelve-month term commitment period will apply. Customers with more than 500 lines provisioned also have the option of selecting a five-year term commitment period, which provides a lower monthly line rate.

S12.14.2 Regulations

a. Explanation of Terms

Equipped Number

Equipped Number is the subscriber's called telephone number that has Custom Redirect Service.

Group

A group is the collection of Equipped Numbers that will be redirected in the same way, at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. If the customer chooses to have option three "active" in a particular group, then all equipped numbers in the group will be redirected according to the direction in option three.

Every group must have the same optional features in each of the options. For example, if the option column has time-of-day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.14 Custom Redirect Service (Continued)

S12.14.2 Regulations (Continued)

a. Explanation of Terms (Continued)

Option Column

An option column is a table of telephone numbers that are treated the same. Custom Redirect has three option columns per group with the basic service. Up to six additional options may be provisioned as an enhancement. If more than three options are chosen the Additional Option charge applies per additional option chosen. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers in this group would be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect, and if option three were provisioned with a Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature.

Redirecting Telephone Number

A redirecting telephone number will have no office equipment associated with it and will be used solely for the purpose of redirecting call traffic from the telephone number dialed to the Custom Redirect Service customer's intended destination.

b. Conditions

This service is subject to the following conditions:

1. Custom Redirect is available where Company facilities permit
2. Custom Redirect service may be provisioned with group sizes as small as one.
3. Product Guide rates will not apply to numbers requiring excessive translations work. Customers whose numbers meet this criterion will need to apply for Individual Case Basis pricing.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.14 Custom Redirect Service (Continued)

S12.14.2 Regulations (Continued)

b. Conditions (Continued)

4. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number leaving two additional options for the customer to define. If more than three options are requested, the Additional Option charges apply per additional option chosen. Up to six additional options may be provisioned as an enhancement to the Basic service.
5. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in either a customer location, an inter-exchange carrier's point of presence, a voice mail system, an auto attendant system, or an announcement frame within the LATA of call termination. A redirecting telephone number cannot be used to trigger another redirecting telephone number.
6. It is the responsibility of the Custom Redirect Customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
7. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Custom Redirect customer.
8. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately in accordance with the regulations contained in General Rules and Regulations.
9. Custom Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.
10. Initial Average Monthly Query Volumes are estimates only. After installation, Frontier will periodically and at our discretion, complete audits of number of queries and billing will be corrected if necessary to make adjustments to the monthly charges based upon the results of the audit.

c. Redirection Charges

When calls are redirected, the Custom Redirect Subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.14 Custom Redirect Service (Continued)

S12.14.2 Regulations (Continued)

d. Modification of Active Option

When the customer elects to redirect calls, the customer calls into the Company platform using a TOUCH-TONE telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls.

After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service.

The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.

e. Termination Liability

When the service is originally ordered, a twelve-month termination liability will apply. If Custom Redirect Service is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

f. 5 Year Contract

Customers with more than 500 lines provisioned may choose to sign a five-year contract, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period the rate will be recalculated to the month-by-month rate and the twelve-month termination liability will apply.

g. Custom Redirect Optional Features

Time-of-Day/Day-of-Week Redirection

An optional feature which allows customers to redirect the customer's calls to another location at pre-designated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirection may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

Percentage Redirection

As an optional feature, redirecting may be done by percentages. For example, when Percentage Redirection is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%. The Percentage Redirection feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.14 Custom Redirect Service (Continued)

S12.14.2 Regulations (Continued)

g. Custom Redirect Optional Features (Continued)

Number Identification Redirecting

Number Identification Redirection is an optional feature. It allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This allows the customer to direct particular callers to specific numbers, based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call will be completed as dialed.

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

Number Identification may not be used to pass the calling party's number to the customer.

SuperGroups

The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups and will allow the customer to modify the active option of multiple groups at the same time. For example; if groups 101, 102, and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3.

The same group may belong to multiple SuperGroups and the active option would be the last option set. For example, using the definition of SuperGroup 001 above and an additional SuperGroup 002 includes groups 103, 104 and 105. If after SuperGroup 001 is set to option 3, SuperGroup 002 is set to option 2. Group 105 would be set to option 2.

Single Number Destination Service

This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning, customers must designate an inter-exchange carrier of their choice to carry the redirected traffic.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.14 Custom Redirect Service (Continued)

S12.14.2 Regulations (Continued)

g. Custom Redirect Optional Features (Continued)

Custom Applications

Although most customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record, a single table or single field manipulation, to meet a specific customer's need. Dialed Number Recovery (DNR) is an example of a Custom Application.

Dialed Number Recovery (DNR) is a Custom Application where the original dialed number is presented to a new customer location.

It is not the intent to provide all custom applications through this Product Guide item. Very complex applications, and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will require special assemblies.

Alternate Central Office Triggering

The ability to place triggers in central offices switches, other than the original terminating central office allows customers to redirect from the office in which the call originates without requiring the call to complete to the terminating central office. In the event that the terminating central office is out of service, Custom Redirect Service may be activated and all call processing in an office with an alternate office trigger will be redirected per the current active option at that time. A trigger is associated with a specific customer NPA-NNX.

Allowing triggers to be placed in more than the terminating central office may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's Group charges would be reflective of this increased query volume.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.14 Custom Redirect Service (Continued)

S12.14.3 Rates and Charges

a. Application of Rates

(1) Service Establishment Charges

A Service Establishment Charge will apply for the original order for Custom Redirect Service per Service Order or per Account. This charge will apply to New Orders of Custom Redirect Service. If a customer is modifying the existing order, including adding additional numbers, the Rearrangement Charge would apply. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge.

(2) Equipped Number

There will be a monthly rate, in addition to a nonrecurring charge for each equipped number. The monthly rate per number will be based on the quantity of equipped numbers within the customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

(3) Average Monthly Group Volume (Partition/Group Charges)

A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped numbers. A query is launched to the AIN database when a trigger is encountered. In basic implementations, query volume is equal to the call volume. As enhancements to the call processing logic are added and additional triggers placed, the query volume may exceed the call volume.

(4) Rearrangement Charges

A non-recurring charge will apply to each rearrangement. This is in addition to any applicable service charges as specified in Section 4 of this Product Guide. Each change to an equipped number will result in a nonrecurring charge for each number modified.

(5) Password Initialization

This charge applies each time, after service establishment, that the customer requests that the Company reinitializes the pass code to the default pass code or is requested to modify existing security profiles.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.14 Custom Redirect Service (Continued)

S12.14.3 Rates and Charges (Continued)

a. Application of Rates (Continued)

(6) Redirection Charges

There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired.

When calls are redirected, the Custom Redirect Subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

(7) Redirecting Telephone Numbers

A monthly charge and a non-recurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service. This telephone number will have no office equipment associated with it and will be used solely for the purpose of generating a trigger.

(8) Optional Feature Charges

Time-of-Day/Day-of-Week

A non-recurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Percentage Redirecting

A non-recurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Number Identification Redirection

A monthly charge and a non-recurring charge will apply at the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a non-recurring charge and a monthly recurring charge.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.14 Custom Redirect Service (Continued)

S12.14.3 Rates and Charges (Continued)

a. Application of Rates (Continued)

(8) Optional Feature Charges (Cont'd)

SuperGroups

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Single Number Destination

A monthly and nonrecurring charge will apply for each group on which this feature is ordered.

Custom Application

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

Alternate Central Office Trigger

A nonrecurring charge will apply at the time of the establishment of the trigger and a flat monthly rate will be billed for each central office switch in which a trigger is placed, per customer NPA-NXX. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

(9) Special Custom Redirect Service Transactions

Occasionally customers will require a one-time effort related to their Custom Redirect Service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This item will allow customers to request such services and the Company to recover the costs associated with these special requests. Special charges will apply.

(10) Product Guide rates will not apply to numbers requiring excessive translations work. Customers whose numbers meet this criteria will need to apply for Individual Case Basis pricing.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.14 Custom Redirect Service (Continued)

S12.14.3 Rates and Charges (Continued)

	<u>Description</u>	<u>Non-recurring</u>	<u>Monthly Rate</u> ¹
	Service Establishment (Per Service Order or Account)	\$500.00	
	Equipped Number		
1 – 50	(Per Line)	2.35	\$2.50
51 – 100	(Per Line)	2.35	2.35
101 – 500	(Per Line)	2.35	2.00
501 – 1000	(Per Line)	2.35	1.50
> 1000	(Per Line)	2.35	1.10
	CRS Line Feature w/5-yr. contract (min. 500 lines)	2.35	1.10
	Average Monthly Group Volume (Queries/Mo./Grp.)		
	Up to 1,000	50.00	25.00
	Up to 10,000	50.00	80.00
	Up to 25,000	50.00	150.00
	Up to 50,000	50.00	280.00
	Up to 75,000	50.00	425.00
	Up to 100,000	50.00	550.00
	Up to 250,000	50.00	1,300.00
	Up to 500,000	50.00	2,500.00
	Up to 750,000	50.00	3,600.00
	Up to 1,000,000	50.00	4,500.00
	Over 1,000,000	Multiples of the above may be applied. EX: 1,500,000 R8G1C and R8G5B may be applied for a monthly total of \$7,000.00	

Note 1: When the service is originally ordered, a twelve-month termination liability will apply. If Custom Redirect Service is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.14 Custom Redirect Service (Continued)

S12.14.3 Rates and Charges (Continued)

<u>Description</u>	<u>Non-recurring</u>	<u>Monthly Rate</u> ¹
Pass Code Initialization, Security Profile Modification (Per Occasion)	\$ 50.00	-
Change per occasion for Rearrangement/Change	250.00	-
Per Number Rearrangement/ Change	2.35	-
<u>OPTIONAL FEATURES</u> ¹		
Time-of-Day, Day-of-Week Feature	100.00	\$25.00
Percentage Redirecting Feature	100.00	25.00
Number Identification Redirection Feature (Includes first 100) 500.00	50.00	
Number Identification Redirection Feature (Per 100 numbers after initial 100)	100.00	10.00
Redirecting Telephone Number (Per Number)	5.00	1.00
Additional Option (Per Option over three)	200.00	25.00

Note 1: When the service is originally ordered, a twelve-month termination liability will apply. If Custom Redirect Service is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.14 Custom Redirect Service (Continued)

S12.14.3 Rates and Charges (Continued)

<u>Description</u>	<u>Non-recurring</u>	<u>Monthly Rate</u> ¹
Super Groups (Per Super Group)	\$50.00	\$1.00
Single Number Destination (Per Group) 50.00	10.00	
Custom Application	200.00	25.00
Alternate Central Office Trigger (Per Switch, Per Customer NPA-NXX)	500.00	1.00
Special Custom Redirect Service Transaction	Special Charges Apply	

Note 1: When the service is originally ordered, a twelve-month termination liability will apply. If Custom Redirect Service is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.15 Volume Control Equipment for Impaired Hearing and Impaired Speech

- a. Volume Control equipment (SNDBRH) is furnished to customers with impaired hearing or impaired speech at no monthly rate. There is no installation charge for this equipment, however, the applicable service charges shown in Section S4.3 do apply (e.g., Service Ordering and Premises Visit).

Monthly
Rate

- b. Lamp Indicator, each* \$.97

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.16 Emergency Alerting Systems

S12.16.1 General

- a. Emergency Alerting Systems are available in all dial central office areas to facilitate the making of concurrent emergency calls to a fixed group or groups of numbers (individual line customers) to alleviate the need for making individual calls to each number.
- b. The systems are restricted to a single central office unit or PBX when operated within a multi-office exchange.
- c. The Telephone Company makes no guarantee and assumes no liability, directly or indirectly, for damages, except for allowance for interruption of service as specified in the Telephone Company's Product Guide, to the city, the public or any member thereof arising from or aggravated by failure in the use, operation and maintenance of Emergency Alerting Systems and associated facilities. The customer to this service agrees fully and completely to indemnify and save harmless the Telephone Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Emergency Alerting Systems and facilities, including without limitation, any claim, loss, damage, suit or liability involving damage to or destruction of property or personal injury to or death of any person, or persons which arises, or is claimed to arise, directly or indirectly with or without negligence, out of the use, maintenance, operation, failure of operation, or malfunction of the Emergency Alerting System and associated facilities.
- d. The Telephone Company will furnish all lines and central office equipment required for such Emergency Alerting Systems.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.16 Emergency Alerting Systems (Continued)

S12.16.1 General (Continued)

- e. This system is initiated by dial access. Separate access is provided for both emergency and non-emergency conferencing. The conference circuit places a continuous ring on all the lines that are idle and places a warning tone on all the lines that are in use. The continuous ring on the idle lines identifies the call as an emergency call. The designated customers are connected to the emergency conference line as soon as they answer their telephones. The tone on busy lines warns these people that an emergency call is waiting. As soon as the person finishes his conversation, he will depress his hook switch momentarily and be connected to the conference line. After a person obtains the location of the emergency, he can immediately release himself from the conference and make other calls merely by depressing his hook switch momentarily.
- f. The approval for connection of the individual customer's exchange line to the emergency alerting equipment will be the responsibility of the customer and upon objection from the individual customer to such connection, the Company may disconnect the individual customer's lines from the Emergency Alerting System.

S12.16.2 Rates

The following monthly rate and installation charge apply and are in addition to the regular charges for exchange service furnished to the alerting stations. A minimum of five stations must be provided.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Per station	\$ 19.54	\$ 79.00

If this application is subsequent to initial installation, the subsequent service order charge will apply.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.17 Customized Code Restrictions (CCR)

S12.17.1 General

- a. Customized Code Restrictions (CCR) will provide a choice of code restriction options for selected outgoing calls. Each option will permit local calls, non-chargeable calls to Company numbers such as repair service, emergency numbers (911) and 800/877/ 888 calling.
- b. Customized Code Restrictions will be available to exchange customers with Individual Line Residence Service, Business Service, Semipublic telephone service, Automatic and Manual Access Lines.
- c. Customized Code Restrictions are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of facilities.
- d. The Company shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Customized Code Restrictions offered herein, including, without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder.

S12.17.2 Customized Code Restrictions Options

- a. Option #1
Restricted Codes
976
1 + 976
1 + 900

S12.17.3 Rates and Charges

- a. The following rates and charges are for Customized Code Restrictions only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for exchange access lines and other services or equipment with which they are associated.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.17 Customized Code Restrictions (CCR) (Continued)

S12.17.3 Rates and Charges (Continued)

a. (Continued)

(1)	Option #1 ^{1,2}		
		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
	(a) Residence line, each	\$ -	\$ -
	(b) Business line, each	-	-

¹ Service ordering charges do not apply for establishment or discontinuation of service.

² 1 + 976 restrictions are applicable only to calls within the customer's area code.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.18 Machine Tape Records

S12.18.1 General

- a. Copies of machine tape records used for the preparation of local exchange service, long distance message telecommunications service and other charge and credit billing will be furnished where requested by the customer
- b. The initial blank tape is furnished by the customer and thereafter tapes are exchanged.
- c. The tape will be written in the format and machine code used by the customer and will be compatible with his data processing equipment.

S12.18.2 Rates and Charges

The following monthly rate is in addition to the nonrecurring charge shown for each customer in Section S5.3, and the Subsequent Service Ordering charge shown in Section S4.3.a.(2) of this Product Guide.

	Monthly <u>Rate</u>
Per Customer	\$ 75.00

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.19 Telecommunications Service Priority (TSP) System

S12.19.1 Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Central Office Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for NSEP service by the Telephone Company.

The rates and charges associated with a customer subscribing to the TSP System are as specified in Section S12.19.7.

S12.19.2 Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for NSEP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.19 Telecommunications Service Priority (TSP) System (Continued)

S12.19.3 Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for NSEP, the customer may elect to invoke NSEP Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 or 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date. Rates and charges associated with "E" provisioning are as specified in Section S12.19.7.b.(1).

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

S12.19.4 Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.19 Telecommunications Service Priority (TSP) System (Continued)

S12.19.5 Obligations of the Customer

- a. In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.
- b. The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer or its authorized agent as indicated in a letter of agency on file with the Telephone Company is allowed to order TSP System service.
- c. All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment.
- d. In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the NSEP service.
- e. When a customer invokes NSEP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking NSEP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after provisioning of the service.
- f. During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.19 Telecommunications Service Priority (TSP) System (Continued)

S12.19.5 Obligations of the Customer (Continued)

- g. The customer must request and justify revalidation of all priority level assignments at least every three years.
- h. Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated July 9, 1990 prescribes specific conditions which warrant NSEP Treatment and related procedures.

S12.19.6 Obligations of the Telephone Company

- a. The Telephone Company will allocate resources to ensure best efforts to provide NSEP services by the time required.
- b. The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:
 - Restore NSEP services assigned restoration priority 1
 - Provision Emergency (E) NSEP services
 - Restore NSEP services assigned restoration priority 2, 3, 4 or 5
 - Provision NSEP services assigned provisioning priority 1, 2, 3, 4 or 5.
- c. The Telephone Company will work cooperatively with other providers of NSEP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.
- d. Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated July 9, 1990.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.19 Telecommunications Service Priority (TSP) System (Continued)

S12.19.7 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for other services offered under this Product Guide which operate in conjunction with the TSP System.

a. Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC), per access line and/or circuit, in the amount of \$14.50 which applies when the service is ordered with provisioning and/or restoration priority. If both (provisioning and restoration priority) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels.

b. Provisioning Priority

There are two basic levels of priority provisioning, Emergency (Provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

(1) Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date. The rates and charges will apply as set forth in S5, Charges Applicable Under Special Conditions.

The Telephone Company will adjust its available resources to meet the customer's requested due date.

c. Restoration Priority

Restoration Priority is a monthly rate, per access line and/or circuit, for the ongoing administration and maintenance of the TSP System. This monthly rate only applies when a restoration priority code (1, 2, 3, 4 or 5) is specified in position 12 of the authorization code. The monthly rate, per access line and/or circuit, is in the amount of \$4.90.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.20	<u>Duplicate Bill Charge</u>			(T)
S12.20.1	General			
	a.	A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing.		(C)
S12.20.2	Charges			
		<u>Residence</u>	<u>Business</u>	
	a.	Duplicate Bill Charge, per copy of bill requested	\$5.00	\$5.00
				(C)

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.21 Billed Number Screening (BNS)

S12.21.1 General

- a. Billed Number Screening (BNS) is a service offering providing for the automatic blocking of incoming third number billing, collect billing, or both.
- b. BNS is available for residence and business customers on one or more lines, whether or not the lines are billed together or separately.
- c. The Company will give credit for any calls billed in error on lines with BNS.

S12.21.2 Rates and Charges

- a. The following options for Billed Number Screening will be offered to all customers at no monthly rate. The Subsequent Service Ordering charge as shown in Section 4 will apply.

	<u>Monthly Rate</u>
(1) Option A - No Collect or Third-Number Billing	
(a) Per billing line screened (BNSA)	\$ -
(2) Option B - No Third-Number Billing	
(a) Per billing line screened (BNSB)	-
(3) Option C - No Collect Billing	
(a) Per billing line screened (BNSC)	-

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.22 Custom Routing Service (Obsolete, See Section 103.7)

S12.23 Direct Inward-Outward Dialing (DIOD) Service

S12.23.1 **General**

Direct Inward-Outward Dialing (DIOD) Service is a central office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. This service is provisioned with E&M signaling and a four-wire connection at the customer's premises. Rates for rotary line service do not apply.

S12.23.2 **Regulations**

- a. The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the Company. Telephone number rules, regulations and charges found in the Direct Inward Dialing (DID) section of this Product Guide, Section S12.12, apply to DIOD service.
- b. The customer is responsible for providing intercept on unused telephone numbers associated with DIOD service.
- c. Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide DID service. Overflow of calls between the two arrangements is not permitted.
- d. DIOD service is provided from central offices equipped to provide this service and subject to the availability of facilities.
- e. If a customer's normal serving central office is not equipped to provide DIOD service or the customer so requests, the service may be provided where facilities permit, from a Company central office different than that which normally serves the customer, but still within the same LATA, at the additional prices specified herein and under the regulations applicable for Foreign Exchange (FX), or Foreign Central Office (FCO) service in Section S9 of this Product Guide.
- f. When DIOD service becomes available or is subsequently requested from the central office that normally serves the customer, the service may be transferred to the normal serving central office. If the customer requests such a transfer, the customer will be subject to a change in telephone number(s) and the nonrecurring charges applicable for initial service specified in Section S4.3 of this Product Guide will apply.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.23 Direct Inward-Outward Dialing (DIOD) Service (Continued)

S12.23.2 Regulations (Continued)

- g. A change in central office equipment could require the customer to discontinue the service or obtain service from another central office. The Company makes no guarantees and assumes no liability for loss of service to the customer, resulting from the conversion or upgrade of central office equipment.
- h. DIOD Service is offered on a Month-to-Month basis or as a 12 or 36 months contract.
- i. The rates and charges for Direct Inward Dialing working/reserved numbers are specified in Section S12.12.2. and will apply for DIOD working/reserved numbers in addition to the trunk termination charge specified in Section S12.23.3.b.
- j. In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section S2.4.16 of this Product Guide will apply.
- k. Service charges, specified in Section S4.3 are applicable when DIOD service is installed or moved. In addition a nonrecurring charge of \$100.00 will apply for the initial installation of DIOD service regardless of the quantity of trunks ordered or the contract period requested.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.23 Direct Inward-Outward Dialing (DIOD) Service (Continued)

S12.23.3 Rates and Charges

		<u>Monthly Rate</u>
a.	Direct Inward-Outward Dialing, working or reserved numbers	
	(1) Electronic Office - minimum of 20 numbers For each group of 20 numbers	See Section S12.12.2.a. for rates
b.	Direct Inward-Outward Dialing Trunk Termination* (One required per Automatic Access Line to customer location)	
	Month-to-month	25.00
	12 Month Term	8.00
	36 Month Term	6.00

* The DIOD trunk termination rate is in addition to the monthly rate for Automatic Access Lines as specified in Section S3.2.2.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.24. ReDirect Service

S12.24.1 General

ReDirect Service (RDS) enables a customer to redirect all or part of the customer's incoming voice calls to other telephone numbers of the customer's choice by means of four features:

- Group-Based ReDirect
- Incoming Number ReDirect
- Percentage ReDirect
- Time-of-Day/Day-of-Week ReDirect

- b. The RDS feature(s) selected by the customer will determine how calls to a main number will be redirected. RDS is a group-based call routing service which utilizes Advanced Intelligent Network (AIN) capabilities. RDS customers have the capability to immediately redirect incoming calls as needed, without a service order. The customer dials into the Telephone Company network Administrative User Interface using a touchtone telephone. Upon reaching the network Administrative User Interface, the customer must enter a Personal Identification Number (PIN) to access the system. The customer may access the system as frequently as desired to change the redirection of calls, by activating or deactivating the feature(s).
- c. RDS is limited to rotary hunt applications with a maximum of 15 lines. Applications of greater than 15 lines should refer to Customer Routing Service found in Section S103.7 of this Product Guide.

S12.24.2 Regulations

- a. Explanation of Terms

(1) Administrative User Interface

The Administrative User Interface allows the customer to change the redirection option in effect or to change the destination number for Group-Based ReDirect. To access the Administrative User Interface, the customer calls the Administrative User Interface number. If the option the customer activates is Group-Based ReDirect, the customer must enter the common destination number of the group.

(2) Group

A group is a group of telephone numbers that will have incoming calls redirected in the same way, i.e., same time and same manner. Each group is allowed three options. For example, if redirection is activated, all telephone numbers within that group will be redirected. Another example is, if the customer chooses to have option three active in a particular group, then all numbers defined in this group will be redirected to the telephone numbers in option three.

If a customer chooses the feature Time-of-Day/Day-of-Week ReDirect, the times that the numbers are redirected are the same for all numbers in the group. The actual telephone numbers that the calls are being redirected to do not have to be the same.

The maximum number of telephone numbers included in a group is 15.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.24. ReDirect Service (Continued)

S12.24.2 Regulations (Continued)

a. Explanation of Terms (Continued)

(3) Main Number

Main number is the customer's directory number that has RDS.

(4) ReDirect Feature

A ReDirect feature defines how calls to a main number will be redirected based on Group-Based ReDirect, Incoming Number ReDirect, Percentage ReDirect or Time-of-Day/Day-of-Week ReDirect.

b. Conditions

(1) This service is subject to the following conditions:

- (a) ReDirect Service is available where facilities permit and is intended for lines in rotary hunt.
- (b) There are a maximum number of 15 lines. Customers may define more than one group within the 15-line maximum.
- (c) Each group may have a maximum of three redirect options.
- (d) The customer must have touchtone capability.
- (e) N11, 0+ or 00+ will not be allowed as destination numbers.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.24. ReDirect Service (Continued)

S12.24.2 Regulations (Continued)

c. Message Charges

The applicable usage charges, including toll, extended calling area (e.g., Multi-Area Calling Plan) and other measured charges will apply if the ReDirect Service number is forwarded to a location which would normally incur those charges. Applicable charges for the portion of the call between the RDS number and the telephone number to which these calls are redirected are the responsibility of the RDS customer.

d. Service Activation

(1) In order for the customer to activate the redirection of calls, the customer must dial into the Telephone Company network Administrative User Interface using a touchtone telephone. Upon reaching the network Administrative User Interface, the customer must enter a valid Personal Identification Number (PIN) to access the system. If, after three attempts, the customer fails to enter his PIN number correctly, he will automatically be disconnected.

(2) After accessing the system, the customer may forward all telephone numbers assigned to a group. A group may be any group of stations within an organization. Each group must be pre-assigned upon the establishment of the service.

e. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls redirected without interfering with exchange or toll service. In the event there is interference with exchange or toll service, the Telephone Company reserves the right to immediately disconnect the ReDirect Service in accordance with the rules and regulations specified in Section S2.3.9 of this Product Guide.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.24. ReDirect Service (Continued)

S12.24.2 Regulations (Continued)

- e. RDS will be provisioned on each line of the rotary hunt group. Charges will be based on the number of lines currently in the customer's hunt group.
- f. RDS is not designed to restore telephone service in the event of service interruptions at Telephone Company central offices.
- g. Redirected calls must directly terminate at either a customer-assigned location, an Interexchange Carrier's point of presence, a Voice Mail system, an Auto Attendant system, or an Announcement frame within the LATA of call termination.
- h. RDS may not be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Telephone Company reserves the right to disconnect ReDirect Service after notification to the customer.
- i. It is the responsibility of the RDS customer redirecting calls to a third party (i.e., disaster recovery firm) to obtain, when appropriate, the third party's permission prior to the calls being redirected.
- j. RDS will be furnished only on telephone numbers provisioned with central office line equipment.
- k. A customer should not route a call to a destination number which is a ReDirect Service main number, since this number may route the call back to the original group. This will cause the calls to fail due to looping within the network.

S12.24.3 Feature Descriptions

a. Group-Based ReDirect

This redirection feature allows incoming calls to all directory numbers within a group to be routed to a common destination number.

For example, this redirection feature can be used to send all incoming calls of employees within the group to a single individual or a messaging center.

For Group-Based ReDirect, the customer can change the destination number using the Administrative User Interface. Since the destination number can be changed freely by the customer, only one destination number option needs to be defined at the time of subscription.

b. Incoming Number ReDirect

This feature routes calls based on the Calling Party Number (CPN) of the incoming call. The customer will define a list of screening numbers by an area code, an area code plus local exchange code, or a 10-digit destination number.

When this redirection feature is activated, incoming calls will be matched against the list. If there is a match, the call is routed to the destination number defined on the list which corresponds to the CPN.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.24. ReDirect Service (Continued)

S12.24.3 Feature Descriptions (Continued)

b. Incoming Number ReDirect (Continued)

The customer can designate all other calls from CPNs not defined on the list to route to a specific destination number. Any call that has an unknown or unavailable CPN [i.e. blocked calls, international calls outside of the North American Numbering Plan (NANP) or calls from a Private Branch Exchange (PBX)] will be routed to the specific destination number.

There can be a maximum of 20 numbers on a screening list. This feature can be defined only once per group.

Incoming Number ReDirect will not pass the calling party's number or identify the calling party to the customer.

If more than one destination number option is desired for this feature, those options should be defined at the time of subscription. Any additions or changes to the destination number(s) after the initial order will incur the appropriate rearrangement charge(s) specified in Section S12.24.5.f and the nonrecurring Subsequent Service Ordering Charge specified in Section S4.3.a.

c. Percentage ReDirect

This redirection feature allows only three destination numbers with corresponding percentages. The redirection is determined based on a predefined percentage distribution.

The customer is not required to define all three destination numbers, but the percentages for all the defined destination numbers must add up to 100 percent. If the customer wants a percentage of calls to go to the group that was dialed, that group must be listed among the three possible destination numbers and have a percentage defined.

If the destination number is busy, the call will receive a busy tone, even if the other group destination numbers are not busy.

If more than one destination number option is desired for this feature, those options should be defined at the time of subscription. Any additions or changes to the destination number(s) after the initial order will incur the appropriate rearrangement charge(s) specified in Section S12.24.5.f and nonrecurring Secondary Service Ordering Charge specified in Section S4.3.a.

d. Time-of-Day/Day-of-Week ReDirect

Time-of-Day/Day-of-Week ReDirect allows the customer to redirect calls within three time slots over a 24-hour period any day of the week.

A maximum of three time slots for each day of the week is allowed for this feature. Within a time slot, the customer must define both the range of time and the destination number. The customer is not required to define all three time slots, but the defined ranges of time for each day must cover the entire 24-hour period for the day. The customer can redirect calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5:00 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes specifications. This will allow the customer to use a single office to perform the work of many locations during off-peak hours.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.24. ReDirect Service (Continued)

S12.24.3 Feature Descriptions (Continued)

d. Time-of-Day/Day-of-Week ReDirect (Continued)

If more than one destination number option is desired for this feature, those options should be defined at the time of subscription. Any additions or changes to the destination number(s) after the initial order will incur the appropriate rearrangement charge(s) specified in Section S12.24.5.f and nonrecurring Subsequent Service Ordering Charge specified in Section S4.3.a.

S12.24.4 Application of Rates

a. Monthly Charge Per Feature

There will be a monthly recurring charge per feature established for each exchange access line, Customized Multi-line Telephone Service line, ISDN-Basic Rate Interface/Single Line ¹, and/or when the line terminates in a hunting arrangement. Customers subscribing to Percentage ReDirect or Time-of-Day/Day-of-Week ReDirect will be charged the monthly recurring charge per line, per feature, per option when feature is defined more than once per group. (C)

Group Charge

There will be no Group Charge for the first group ordered. A nonrecurring Group Charge will apply for each additional group, whether established with initial order or subsequent to service establishment. Nonrecurring Subsequent Service Ordering Charge specified in Section S4.3.a applies.

c. Rearrangement Charges

(1) System Charge

A nonrecurring System Charge will apply, as follows, to each rearrangement performed by the Telephone Company in addition to the nonrecurring Subsequent Service Ordering Charge specified in Section S4.3.a. The System Charge will apply for each change to a main number or destination number. For example, (215)555-1354 is presently programmed to redirect to (215)555-1234 but is changed to redirect to (717)555-6767.

A System Charge is not applicable when the customer adds to, removes or changes numbers in their hunt group(s) excluding charges to the main number of the hunt group(s).

(2) Personal Identification Number (PIN) Charge

This charge applies each time, after service establishment, the customer requests the Telephone Company to change the Personal Identification Number (PIN). Nonrecurring Subsequent Service Ordering Charge specified in Section S4.3.a applies.

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)
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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.24. ReDirect Service (Continued)

S12.24.5 Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Group-Based ReDirect Service, per line	\$10.00	Note 1
b. Incoming Number ReDirect, per line	4.00	Note 1
c. Percentage ReDirect*, per line	6.00	Note 1
d. Time-of-Day/Day-of-Week ReDirect*, per line	4.00	Note 1
e. Group Charge Each Additional Group (Note 2)	-	\$ 19.00
f. Rearrangement Charges		
(1) System Charge,		
Per rearrangement	-	107.50
Per number changed/moved	-	5.90
(2) PIN Number Change, per occasion	-	27.25

* If the customer chooses this feature for more than one option per group, the customer will be charged the monthly rate per line, per feature, per option defined for each line in the rotary hunt group.

Note 1: Any additions or changes to the feature after the initial order will incur the applicable rearrangement charge specified in Section S12.24.5.f and the nonrecurring Subsequent Service Ordering Charge specified in Section S4.3.a.

Note 2: There is no monthly rate or nonrecurring charge associated with the first group ordered.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.25 Three-Digit Dialing Service (211)

S12.25.1 General

- a. Three-Digit Dialing Service (hereafter 211 Service) is a three-digit local dialing arrangement, for delivery of general information via voice grade facilities.
- b. In compliance with the Order dated November 18, 1999 in Docket No. P-100, Sub 142, 211 abbreviated dialing code is designated for use as an information and referral number. The United Way of North Carolina (hereafter 211 customer) shall be designated the holder of 211 for use in North Carolina and can implement the abbreviated dialing code through its local offices as it sees fit. The designation in this Order of 211 for use by the United Way of North Carolina shall apply only for use on non-payphone service provider telephones.
- c. The Local Calling Area of the 211 customer shall be the basic Local Calling Area specified in Section S3 of this Product Guide, as facilities permit.
- d. 211 Service is available in Frontier territory only. To provide access to the 211 number to end users in another company's territory within the local calling area, the 211 customer must make appropriate arrangements with the company serving that territory.
- e. 211 Service can be delivered via regular exchange access lines (by individual business lines, automatic access lines, etc.).
- f. Limitations and use of service as stated in Section S2 of this Product Guide apply.
- g. Access to 211 Service is not available to the following classes of service:
 - Coin Telephone Service
 - Coin Telephone Access Service for Customer-Provided Equipment
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - Cellular - Type 2A
 - 101XXXX

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.25 Three-Digit Dialing Service (211) (Continued)

S12.25.1 General (Continued)

g. (Continued)

In addition, operator assisted calls to the 211 number will not be completed.

h. 211 Service will not provide calling number information in real time to the 211 customer. If the 211 customer needs this type of information, the 211 customer must subscribe to a compatible Calling Number Identification service in Section S12 of this Product Guide, as available.

i. The 211 customer must comply with any orders and rules, pertaining to 211 Service, adopted by the FCC in rulemaking proceeding (CC Docket 92-105).

j. The 211 customer is prohibited from providing programming which involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for caller to interact with one another.

S12.25.2 Service Requirements and Conditions

a. The 211 customer must (1) obtain a new 7 or 10-digit number, (2) designate an existing non-published 7 or 10-digit number, or (3) change an existing published 7 or 10-digit number to a non-published number, which will be established as the lead number in the hunt group, ACD, etc., of the customer. This 7 or 10-digit number must be non-published. When the 211 Service is disconnected or discontinued, the 211 customer must surrender this 7 or 10-digit number as part of the 211 Service. This 7 or 10-digit number can be either disconnected or a new 7 or 10-digit number can be assigned. Appropriate rates from Sections S3 and S4 of this Product Guide will apply.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.25 Three-Digit Dialing Service (211) (Continued)

S12.25.2 Service Requirements and Conditions (Continued)

- b. Use of 211 Service is subject to possible recall of the 211 code by the NANP (North American Numbering Plan) Administrator for national use. If a recall is effected by the NANP Administrator, the Company will work with the 211 customer to transfer their service arrangements, if technically and economically feasible at the time, to an abbreviated dialing arrangement, and if not feasible, to a seven-digit dialing arrangement within the 6-month notice period. The 211 customer will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 customer will be charged the appropriate Product Guide rates for the establishment of the new access arrangement.
- c. The 211 Service is provided where facilities permit. Only one 7 or 10-digit number may be used as the lead number per basic local calling area.
- d. The 211 customer should work separately with cellular companies to ascertain whether Type I cellular customers will be able to reach information services provided by dialing a 211 number. Charges for calls to the 211 number made from cellular end users will be billed to the cellular company. This may require the 211 customer to enter into a contractual agreement with the cellular company to provide 3-digit access service and the billing associated with the service.
- e. The 211 customer should work separately with competitive local exchange companies (CLEC) to ascertain whether their end user customers will be able to reach information service provided by dialing the 211 number. The CLEC company may bill charges for calls to the 211 number made from CLEC end users. This may require the 211 customer to enter into a contractual agreement with the CLEC company to provide 3-digit access service and the billing associated with the service.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.25 Three-Digit Dialing Service (211) (Continued)

S12.25.2 Service Requirements and Conditions (Continued)

- f. 211 Service will be provided under the following conditions:
- (1) For network sizing and protection, the 211 customer must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 number.
 - (2) The 211 customer is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - (3) The 211 customer shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the Service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - (4) Suspension of Service as covered in Section S2 of this Product Guide is not applicable for this service.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.25 Three-Digit Dialing Service (211) (Continued)

S12.25.2 Service Requirements and Conditions (Continued)

f. (Continued)

- (5) The 211 customer shall subscribe to adequate exchange facilities to transport the call to the 211 customer's premises.
- (6) The 211 customer shall not promote 211 Service with the use of an autodialer or broadcasting of tones that dial a 211 number.
- (7) The 211 customer must prominently disclose the additional cost per minute or per call for any other telephone number, i.e., 700, 900, 976, that the caller is referred to either directly or indirectly.
- (8) The 211 customer shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 211 number. If requested by the Company, the 211 customer shall assist the Company in responding to complaints made to the Company concerning the customer's 211 service.
- (9) A written notice will be sent to any 211 customer following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the customer makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the customer is unwilling to accept the modifications, or if the customer continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.25 Three-Digit Dialing Service (211) (Continued)

S12.25.2 Service Requirements and Conditions (Continued)

- g. If a pre-recorded announcement is provided by the 211 customer, the following conditions apply:
- (1) The 211 Service customer will provide announcements. The Company will provide only the delivery of the call.
 - (2) 211 customer sponsorship of any particular announcement of recorded program service shall not preclude another 211 customer from sponsoring the same or similar announcement or recorded program service.
 - (3) The provision of access to the 211 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 - (4) The 211 customer assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - (5) The 211 customer assumes, according to other specific rates and charges under Product Guide, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the customer's premises.
- h. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Product Guide. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the customer.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.25 Three-Digit Dialing Service (211) (Continued)

S12.25.3 Rates and Charges

a. Application of Rates

- (1) Nonrecurring charges shall apply for each 211 number.
- (2) The 211 customer will pay the normal Product Guide charges for the local exchange access arrangements (e.g., individual access lines, automatic access lines, etc.) used for transporting and terminating messages at the 211 customer's designated premises.
- (3) Applicable service order charges as specified in Section S4 of this Product Guide will apply, in addition to the following rates.

b. Charges applicable to the 211 Service Customer:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1) Establishment of 211 Service, per 211 Service Number, per Central Office	\$ 110.00	-
(2) Change of Point to Number, per 211 Service Number, per Central Office	28.00	-

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.26 Three-Digit Dialing Service (511)

S12.26.1 General

- a. Three-Digit Dialing Service (hereafter 511 Service) is a three-digit local dialing arrangement, for delivery of general information via voice grade facilities.
- b. In compliance with the NC Commission Order dated April 24, 2003 in Docket No. P-100, Sub 150, 511 abbreviated dialing code is designated for use as an information and referral number. The North Carolina Department of Transportation (NCDOT) (hereafter 511 customer) shall be designated the holder of 511 for use in North Carolina and can implement the abbreviated dialing code to provide access to travel information and services to the citizens and visitors of North Carolina. The designation in this Order of 511 for use by The North Carolina Department of Transportation (NCDOT) shall apply only for use on non-payphone service provider telephones.
- c. The Local Calling Area of the 511 customer shall be the basic Local Calling Area specified in Section S3 of this Product Guide, as facilities permit.
- d. To provide access to the 511 number to end users in another company's territory within the local calling area, the 511 customer must make appropriate arrangements with the company serving that territory.
- e. 511 Service can be delivered via regular exchange access lines (by individual business lines, automatic access lines, etc.).
- f. Limitations and use of service as stated in Section S2 of this Product Guide apply.
- g. Access to 511 Service is not available to the following classes of service:
 - Coin Telephone Service
 - Coin Telephone Access Service for Customer-Provided Equipment
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - Cellular - Type 2A
 - 101XXXX

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

- h. 511 Service will not provide calling number information in real time to the 511 customer. If the 511 customer needs this type of information, the 511 customer must subscribe to a compatible Calling Number Identification service in Section S12 of this Product Guide, as available.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.26 Three-Digit Dialing Service (511) (Continued)

S12.26.1 General (Continued)

- i. The 511 customer must comply with any orders and rules, pertaining to 511 Service, adopted by the FCC in rulemaking proceeding (CC Docket 92-105).
- j. The 511 customer is prohibited from providing programming which involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for caller to interact with one another.

S12.26.2 Service Requirements and Conditions

- a. The 511 customer must (1) obtain a new 7 or 10-digit number, (2) designate an existing non-published 7 or 10-digit number, or (3) change an existing published 7 or 10-digit number to a non-published number, which will be established as the lead number in the hunt group, ACD, etc., of the customer. This 7 or 10-digit number must be non-published. When the 511 Service is disconnected or discontinued, the 511 customer must surrender this 7 or 10-digit number as part of the 511 Service. This 7 or 10-digit number can be either disconnected or a new 7 or 10-digit number can be assigned. Appropriate rates from Sections S3 and S4 of this Product Guide will apply.
- b. Use of 511 Service is subject to possible recall of the 511 code by the NANP (North American Numbering Plan) Administrator for national use. If a recall is effected by the NANP Administrator, the Company will work with the 511 customer to transfer their service arrangements, if technically and economically feasible at the time, to an abbreviated dialing arrangement, and if not feasible, to a seven-digit dialing arrangement within the 6-month notice period. The 511 customer will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 customer will be charged the appropriate Product Guide rates for the establishment of the new access arrangement.
- c. The 511 Service is provided where facilities permit. Only one 7 or 10-digit number may be used as the lead number per basic local calling area.
- d. The 511 customer should work separately with cellular companies to ascertain whether Type I cellular customers will be able to reach information services provided by dialing a 511 number. Charges for calls to the 511 number made from cellular end users will be billed to the cellular company. This may require the 511 customer to enter into a contractual agreement with the cellular company to provide 3-digit access service and the billing associated with the service.
- e. The 511 customer should work separately with competitive local exchange companies (CLEC) to ascertain whether their end user customers will be able to reach information service provided by dialing the 511 number. The CLEC company may bill charges for calls to the 511 number made from CLEC end users. This may require the 511 customer to enter into a contractual agreement with the CLEC company to provide 3-digit access service and the billing associated with the service.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.26 Three-Digit Dialing Service (511) (Continued)

S12.26.2 Service Requirements and Conditions (Continued)

- f. 511 Service will be provided under the following conditions:
- (1) For network sizing and protection, the 511 customer must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to the 511 number.
 - (2) The 511 customer is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - (3) The 511 customer shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the Service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - (4) Suspension of Service as covered in Section S2 of this Product Guide is not applicable for this service.
 - (5) The 511 customer shall subscribe to adequate exchange facilities to transport the call to the 511 customer's premises.
 - (6) The 511 customer shall not promote 511 Service with the use of an autodialer or broadcasting of tones that dial a 511 number.
 - (7) The 511 customer must prominently disclose the additional cost per minute or per call for any other telephone number, i.e., 700, 900, 976, that the caller is referred to either directly or indirectly.
 - (8) The 511 customer shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 customer shall assist the Company in responding to complaints made to the Company concerning the customer's 511 service.
 - (9) A written notice will be sent to any 511 customer following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the customer makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the customer is unwilling to accept the modifications, or if the customer continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to an including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.26 Three-Digit Dialing Service (511) (Continued)

S12.26.2 Service Requirements and Conditions (Continued)

- g. If a pre-recorded announcement is provided by the 511 customer, the following conditions apply:
 - (1) The 511 Service customer will provide announcements. The Company will provide only the delivery of the call.
 - (2) 511 customer sponsorship of any particular announcement of recorded program service shall not preclude another 511 customer from sponsoring the same or similar announcement or recorded program service.
 - (3) The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 - (4) The 511 customer assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - (5) The 511 customer assumes, according to other specific rates and charges under the Product Guide, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the customer's premises.
- h. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Product Guide. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the customer.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.26 Three-Digit Dialing Service (511) (Continued)

S12.26.3 Rates and Charges

a. Application of Rates

- (1) Charges apply per Host Central Office.
- (2) The 511 customer will pay the normal Product Guide charges for the local exchange access arrangements (e.g., individual access lines, automatic access lines, etc.) used for transporting and terminating messages at the 511 customer's designated premises.
- (3) Applicable service order charges as specified in Section S4 of this Product Guide will apply, in addition to the following rates.

b. Definitions of Rate Elements

- (1) Establishment of N11 Service Number, per Central Office – NRC ^{Note 1}
This nonrecurring charge is to establish service at the customer level. This fee covers the Operational support as it relates to planning, billing, and scheduling of the service at the customer level.
- (2) Central Office Programming, per Central Office Switch – NRC
This nonrecurring charge consists of the following tasks to turn up service on an individual Central Office basis: Service Planning - The phase includes taking the instructions developed at the customer level and planning the service implementation at each Central Office. Service Creation - This phase includes the actual work that is completed at each Central Office to program the service logic translations. Service Testing - This phase includes testing at each Central Office to insure the proper call routing is being performed. This charge also consists of the product costs of enabling each Frontier exchange to support this N11 service via database provisioning of translations in both the Central Office and the AIN platform.
- (3) Change of Point to Number, Per N11 Number, per Central Office - NRC
Change to the Routing DN for a Specific N11 Call Center impacting a Group of exchanges. For example an N11 Service Provider needs to change the 8YY DN for a specific Call Center.

Note 1: Queries to the AIN database as estimated by the NC Department of Transportation and submitted to Frontier have been included in the Establishment of the N11 Service NRC. Frontier reserves the right to conduct an annual audit of the actual queries launched to the AIN database by the NC DOT for rate true-ups.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.26 Three-Digit Dialing Service (511) (Continued)

S12.26.3 Rates and Charges (Continued)

c. Charges applicable to the 511 Service Customer:

		Nonrecurring Charge
(1)	Establishment of N11 Service Number per Central Office	\$168.50
(2)	Central Office Programming, per Central Office Switch	\$130.00
(3)	Change of Point to Number, Per N11 Service Number, per Central Office	\$ 19.00

S12.27 Three-Digit Dialing Service (811)

S12.27.1 General

811 Dialing Service (811) is a custom call-routing application utilizing a three-digit local dialing arrangement, terminating to a customer-provided number for access to advance excavation notice services. It provides the calling party an easy-to-remember three-digit dialing code with call delivery to established 811 subscribers. The 811 code was assigned for this purpose pursuant to the Sixth Report and Order, released March 14, 2005 by the Federal Communications Commission in CC Docket No. 92-105, which specifies that such calls be delivered to a number provided by the relevant 811 subscriber that is not a toll call for the party dialing the number (i.e., either a toll-free (8XX) or local number). This Product Guide covers calls originating on lines terminating in a Frontier switch (i.e., originating and terminating within the same MSA); it does not cover 1+, 0+, 0- operator-assisted, 101XXXX, or inmate calls). If the customer requires a change to the terminating numbers, the Change of Point to Number charge will apply as specified in S12.27.4. 811 does not provide Caller ID information on a real-time basis.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.27 Three-Digit Dialing Service (811) (Continued)

S12.27.2 Conditions

Calls placed using 811 are automatically routed to the 811 subscriber's terminating number, which the customer must provide in the form of either a toll-free number or a local number whose local calling area covers all of the locations to which the service is provided. The customer shall provide Frontier with this number in advance so that Frontier may properly translate its central office switches. The customer must provide a toll-free number for calls that originate from outside the customer's local calling area, so that callers do not incur toll charges. The customer is responsible for redirecting or otherwise handling 911 and other calls misdialed or misrouted as 811 calls. The customer shall provide sufficient terminating number paths to its toll-free or local terminating number so as to not clog nor impair Frontier's network.

The rates and terms of this Product Guide are premised on the customer's commitments, unique network design requirements, and the customer's service mix, usage patterns and concentration, and other characteristics. Frontier's offering of 811 to the customer also is conditioned on the customer's representation that it has been authorized by appropriate state authorities to receive and respond to 811 calls from the public within the areas served by Frontier, and that the customer has obtained all licenses, authorizations, and other prerequisites necessary to provide that service, and will at all times comply with all applicable laws and regulations.

The 811 service contract period is five (5) years from the date Frontier first provides service. Customer shall specify when service is to begin, but no later than April 13, 2007. At the end of the service contract period, 811 will continue on a month-to-month basis.

The 811 service establishment rate is based on utilizing the 18 switches in service in Frontier's network as of the original date of this Product Guide, January 5, 2007. The Company reserves the right to make Product Guide changes at a later date if network rearrangements made by the Company or at customer request require Frontier to incur additional costs.

The Company reserves the right to discontinue the service, with notice, if interruption of 811 is necessary to prevent or protect against fraud or otherwise protect Frontier's personnel, facilities or services.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.27 Three-Digit Dialing Service (811) (Continued)

S12.27.3 Limitations on Liability

The Company assumes no liability for any issue arising from the fact that, in some 811 applications, physical call routing boundaries may not match exactly with the boundary of the subscriber's requested service area, e.g., state boundaries. In these cases, calling parties could have access to another state and/or area. Workaround arrangements may be required to properly route traffic due to differences in switch type, switch software, and the subscriber's terminating telephone number. The Company assumes no liability due to Caller ID/Automatic Number Identification (ANI) information being unavailable or incorrect due to these workarounds.

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company occurring in the course of furnishing service or other facilities (Service Problems) and not caused by the negligence of the customer, or by the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed 1/1824th of the 811 Nonrecurring Charge (the number of days in the five year service period), multiplied by each day during which the Service Problem giving rise to liability continues (the Pro Rata Amount). The Company shall be indemnified and saved harmless by the customer 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 the facilities provided by the Company. Neither the Company nor any concurring, connecting or other participating carrier shall be liable for any act or omission of another company or companies furnishing a portion of such service. The Company is not responsible to the customer, authorized user, joint user, sharer of service or patron of a reseller for damages arising out of Service Problems or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company caused by terminal equipment, except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, in which event the liability of the Company will not exceed the Pro Rata Amount. The Company is not responsible to the customer, authorized user, joint user, sharer of service or patron of a reseller for injuries or damages to persons or property arising from the existence of customer-provided power supply.

S12.27.4 Rates

	Nonrecurring <u>Charge</u>
Establishment of 811 Dialing Service (contract rate for 18 offices/switches, 5 yr. term)	\$4,705.00
Change of Point to Number Per N11 service number, per switch	\$19.00

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.28 Convenience Fee

S12.28.1 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.

S12.28.2 Conditions

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.

S12.28.3 Rates and Charges

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

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.29 Vacation Get Away Service

S12.29.1 General

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

S12.29.2 Conditions

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.

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

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

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

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

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

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.

Vacation Get Away Service will be available where technically feasible.

Charges for Vacation Get Away Service will be a nonrecurring charge to be billed in advance of the vacation service.

S12.29.3 Rates and Charges

Nonrecurring Charge

Vacation Get Away Service

\$39.99

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S12.30 Digital Billing

S12.30.1 General

Digital billing provides a complete version of the bill, including bill detail, bill messages and inserts. Digital billing is available online, by email and in mobile app. Digital billing customers will receive the digital bill based on preferences managed by the customer, including a notification when the bill is ready to view. Upon election to digital billing, the paper version will be discontinued. If a customer elects to receive both the digital bill and a paper bill, a monthly charge will apply. Digital bill payment and auto pay can also be managed online, in mobile app, or with Frontier's automated phone system.

S12.30.2 Rates and Charges

	<u>Residential</u>	<u>Business</u>
Rate for Digital Billing with Duplicate Paper Bill	\$5.00	\$5.00

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S13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT

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S13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT

S13.1 General

- a. Customer-provided terminal equipment and communications systems may be used with the facilities of the Company for telecommunications services as provided in the following paragraphs of this section. In all such cases the customer-provided terminal equipment or communications systems will be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.
- b. Where telecommunications service is available under this Product Guide for use in connection with customer-provided terminal equipment or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the 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 Company's services. Upon notice from the Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of Company charges for visits by the Company to the customer's premises where a service difficulty or trouble report results from the customer-provided equipment or system.
- c. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communications systems. Telecommunications service is not represented as adapted to the use of customer-provided terminal equipment or systems and where such are connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems.
- d. The Company shall not be responsible to the customer or otherwise if changes in the criteria outlined herein or in any of the facilities, operations or procedures of the Company render any customer-provided equipment or communications systems obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.

The Company may make changes in its communications facilities, equipment, operations or procedures, where such action is reasonably required in the operation of its business and is not inconsistent with the rules and regulations in VOLUME X, Part 68, of the Federal Communications Commissions Rules and Regulations. If such changes can be reasonably expected to render any customer's terminal equipment incompatible with Company Communications facilities, or require modification or alteration of such terminal equipment, or otherwise materially affect its use or performance, the customer shall be given adequate notice in writing, to allow the customer an opportunity to maintain uninterrupted service.

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S13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT

S13.1 General (Continued)

- e. The Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Company.
- f. Where any terminal equipment or system is used with telecommunications service in violation of any of the provisions in this Product Guide, the Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall immediately discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice of the violation from the Company, that such use has ceased or that the violation has been corrected.

Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this Product Guide.
- g. The customer indemnifies and saves the Company harmless against claims of infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided

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S13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT

S13.2 Recording of Two-Way Telephone Conversations

S13.2.1 Direct Electrical Connection

- a. Telecommunications service furnished by the Company is not represented as adapted to the recording of telephone conversations. However, recording equipment may be used in connection with telecommunications service as stated herein.
- b. A distinctive recorder tone that is repeated at intervals of approximately fifteen seconds is required to alert all parties when recording equipment is in use, except when the following conditions exist.
 - (1) When used by a Federal Communications Commission licensed broadcast station customer for the recording of two-way telephone conversations solely for broadcast over the air.
 - (2) When used by the United States Secret Service of the Department of Treasury to record 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.
 - (3) When used by a broadcast network or by a cooperative programming effort composed exclusively of Federal Communications Commission broadcast licensees to record two-way telephone conversations solely for broadcast over the air by a licensed broadcast station.
 - (4) When 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 telecommunications, service.

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S13. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT

S13.2 Recording of Two-Way Telephone Conversations (Continued)

S13.2.1 Direct Electrical Connection (Continued)

b. (Continued)

- (5) Additionally, recorder connector equipment which does not contain the automatic recorder tone device may be furnished to law enforcement agencies, fire departments and Public Safety Answering Points in connection with 911 Service for use on central office lines assigned exclusively for the receipt of local or intrastate law enforcement, fire or other emergency calls and attended at all times for such purpose provided that the department or agency certifies these conditions will be observed.
- (6) When used by the United States Nuclear Regulatory Commission of the Department of Energy, with respect to the telephone systems located at its Operations Center for recording of two-way telephone conversations.
- (7) All parties to the telephone conversations must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of the recording.

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.1 Application

This Product Guide applies to long distance message telecommunications service furnished or made available by the Company and its connecting companies, between two or more points which are located in the same Local Access Transport Area (LATA) within the State of North Carolina where the respective rate centers of such points also are located in said State.

Note: Local Access Transport Area (LATA) toll service has been deregulated and therefore detariffed.

S14.2 General

- a. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in Section S14.3 of the Product Guide.
- b. Use of this service is subject to regulations in this Product Guide
- c. Resale of long distance message telecommunications service by long distance carriers and providers of Sharing and Resale Telephone Service as specified in Section S20 of this Product to provide intrastate intraLATA long distance service is permitted. Resale by others is generally prohibited as specified in Section S2 of this Product Guide.

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers

S14.3.1 General

- a. For the purpose of determining airline mileages vertical and horizontal grid lines have been established across the State of North Carolina. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. The unit is the square root of 0.1, expressed in airline miles. A vertical (V) and a horizontal (H) coordinate is computed for each new rate center from its latitude and longitude location by use of appropriate map projection equations. These rate centers and their V and H coordinates are shown in S14.3.3 following. A pair of V-H coordinates locates a rate center, for determining airline mileages, at a particular intersection of an established vertical grid line with an established horizontal grid line. The distance between any two rate centers is the airline mileage computed as explained in S14.3.2 following.
- b. For long distance message telecommunications service the rate center for a point not listed in this section is the rate center for the central office to which the point is assigned for long distance telecommunications rate purposes; where the point is not assigned to a central office, the rate center is the location of the point.

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.2 Determination of Airline Mileages

a. To determine the rate distance between any two rate centers proceed as follows:

Step 1: Obtain the "V" and "H" coordinates for each rate center.

Step 2: Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates. In this application, the difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

Step 3: Divide each of the differences obtained in Step 2 by three, rounding each quotient to the nearer integer.

Step 4: Square these two integers and add the two squares. If the sum of the squares is greater than 1777, divide the integers obtained in Step 3 by three and repeat Step 4. Repeat this process until the sum of the squares obtained is less than 1778.

Step 5: The number of successive divisions by three in Steps 3 and 4 determines the value of "N". Multiply the final sum of the two squares obtained in Step 4 by the multiplier specified in the following table for the value of "N" preceding.

<u>N</u>	<u>Multiplier</u>	<u>Minimum Rate Mileage</u>
1	0.9	-
2	8.1	41
3	72.9	121
4	656.1	361
5	5,904.9	1,081
6	53,144.1	3,241

Step 6: Obtain square root of product in Step 5. If the square root obtained contains a fraction, round up to the next higher integer. This is the message rate mileage except that when the mileage so obtained is less than the minimum rate mileage shown in Step 5 preceding, the minimum rate mileage corresponding to the "N" value is applicable.

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.2 Determination of Airline Mileages (Continued)

b. EXAMPLE CALCULATION:

The message rate distance is required between Mount Olive, North Carolina and Raleigh, North Carolina.

	<u>V</u>	<u>H</u>
Step 1: Mount Olive coordinates	6393	1279
Raleigh coordinates	6344	1436
Step 2: Difference	49	157
Step 3: Dividing each difference by three and rounding to nearer integer = 16 and 52.		
Step 4: Squaring integers and adding,		
	16 x 16 =	256
	52 x 52 =	2704
Sum of squared integers		2960

Note that the sum of integers is greater than 1777; so a) divide integers in Step 3 by three and b) repeat Step 4.

a) Dividing integers in Step 3 by three and rounding = 5 and 17.

b) Squaring integers and adding,

$$\begin{array}{r} 5 \times 5 = 25 \\ 17 \times 17 = 289 \end{array}$$

Sum of squared integers 314

Step 5: The sum of the squared integers is less than 1778 and was obtained after two successive divisions by three; therefore "N" = 2.

Multiply final sum of squared integers by factor of 8.1 (corresponding to "N" = 2).

$$\begin{array}{r} 314 \\ \times 8.1 \\ \hline 2543.4 \end{array}$$

Step 6: Square root of 2543.4 = 50 and a fraction, which is rounded to 51 miles (fractional miles being considered full miles). The 51 miles is larger than the minimum of 41 rate miles applicable when "N" = 2 so the message rate mileage is 51 miles.

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Abbotsburg	Fayetteville	6584	1297
Aberdeen	Fayetteville	6539	1474
Acme	Wilmington	6567	1195
Advance	Greensboro	6484	1716
Ahoskie	Rocky Mount	6087	1253
Albemarle	Charlotte	6573	1616
Altan	Charlotte	6689	1609
Anderson	Greensboro	6322	1594
Andrews	Asheville	6936	2151
Angier	Raleigh	6404	1418
Ansonville	Charlotte	6612	1574
Apex	Raleigh	6374	1458
Arden	Asheville	6766	1983
Asheboro	Greensboro	6471	1600
Asheville	Asheville	6749	2001
Atkinson	Wilmington	6527	1214
Atlantic	Rocky Mount	6276	0984

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Aulander	Rocky Mount	6113	1264
Aurora	Rocky Mount	6247	1102
Ayden	Rocky Mount	6280	1215
Badin	Charlotte	6555	1610
Badin Lake	Greensboro	6535	1620
Bailey	Rocky Mount	6292	1357
Bakersville	Asheville	6634	1989
Baldwin	Greensboro	6517	1930
Banner Elk	Charlotte	6579	1962
Barnardsville	Asheville	6705	2006
Bath	Rocky Mount	6217	1127
Bayboro	Rocky Mount	6274	1080
Beaufort	Rocky Mount	6337	1011
Beech Mountain	Charlotte	6574	1965
Belhaven	Rocky Mount	6186	1107
Belmont	Charlotte	6673	1731
Bennett	Fayetteville	6480	1540
Benson	Fayetteville	6408	1373
Bessemer City	Charlotte	6688	1772
Bethel	Rocky Mount	6214	1251
Bethlehem	Charlotte	6590	1838
Beulah	Greensboro	6422	1832
Beulaville	Fayetteville	6416	1202
Biscoe	Greensboro	6534	1553
Black Mountain	Asheville	6722	1967
Bladenboro	Fayetteville	6585	1309
Blowing Rock	Charlotte	6568	1929

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Boiling Spring Lakes	Wilmington	6606	1139
Bolivia	Wilmington	6608	1156
Bonlee	Fayetteville	6443	1534
Boomer	Greensboro	6539	1856
Boone	Charlotte	6552	1938
Boonville	Greensboro	6458	1794
Brevard	Asheville	6832	1988
Broadway	Raleigh	6444	1458
Brooks	Greensboro	6485	1790
Bryson City	Asheville	6858	2118
Burgaw	Wilmington	6498	1180
Burlington	Greensboro	6364	1588
Burnsville	Asheville	6664	1996
Buxton	Rocky Mount	6127	0915
Candor	Greensboro	6540	1540
Canton	Asheville	6785	2036
Caroleen	Charlotte	6739	1847
Carolina Beach	Wilmington	6589	1114
Carthage	Fayetteville	6500	1497
Cary	Raleigh	6357	1455
Cashiers	Asheville	6887	2031
Castle Hayne	Wilmington	6531	1153
Catawba	Charlotte	6590	1789
Centerville	Rocky Mount	6228	1406
Chadbourn	Fayetteville	6628	1288
Champion	Greensboro	6529	1873
Chapel Hill	Raleigh	6361	1511

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Charlotte	Charlotte	6657	1698
Cherokee	Asheville	6838	2105
Cherryville	Charlotte	6678	1797
China Grove-Landis	Charlotte	6569	1697
Churchland	Charlotte	6513	1700
Claremont	Charlotte	6595	1801
Clarkton	Fayetteville	6581	1283
Clayton	Raleigh	6350	1391
Cleveland	Charlotte	6549	1733
Clingman	Greensboro	6497	1825
Clinton	Fayetteville	6455	1294
Clyde	Asheville	6792	2048
Coharie	Fayetteville	6449	1350
Coinjock	Rocky Mount	5973	1111
Colerain	Rocky Mount	6082	1210
Coleridge	Fayetteville	6464	1563
Columbia	Rocky Mount	6081	1S
Columbus	Greenville, SC	6780	1908
Concord	Charlotte	6601	1679
Conway	Rocky Mount	6084	1307
Cooleemee	Charlotte	6523	1723
Courtney	Greensboro	6483	1761
Creedmoor	Raleigh	6287	1480
Creston	Greensboro	6507	1955
Creswell	Rocky Mount	6104	1115
Cullowhee	Asheville	6856	2065
Cypress Creek	Fayetteville	6518	1296

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Danbury	Greensboro	6378	1741
Davidson	Charlotte	6607	1731
Denton	Charlotte	6513	1636
Denver	Charlotte	6618	1763
Dillon, SC	Florence, SC	6641	1385
Dobson	Greensboro	6429	1816
Dunn	Fayetteville	6428	1374
Durham	Raleigh	6331	1499
East Bend	Greensboro	6443	1762
Eden	Greensboro	6321	1686
Edenton	Rocky Mount	6091	1171
Elizabeth City	Rocky Mount	6010	1144
Elizabethtown	Fayetteville	6553	1293
Elkin	Greensboro	6470	1816
Ellenboro	Charlotte	6725	1849
Ellerbe	Wilmington	6583	1516
Elm City	Rocky Mount	6263	1321
Enfield	Rocky Mount	6175	1339
Engelhard	Rocky Mount	6129	1013
Enka-Candler	Asheville	6765	2010
Fair Bluff	Wilmington	6650	1319
Fairmont	Wilmington	6626	1352
Fairview	Asheville	6748	1968
Faison	Fayetteville	6417	1280
Farmer	Greensboro	6514	1620
Farmville	Rocky Mount	6274	1255
Fayetteville	Fayetteville	6501	1385

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Fontana Village	Asheville	6891	2178
Forbush	Greensboro	6452	1771
Forest City	Charlotte	6735	1865
Fountain	Rocky Mount	6265	1274
Four Oaks	Fayetteville	6384	1364
Franklin	Asheville	6900	2082
Franklinton	Rocky Mount	6268	1445
Fremont	Rocky Mount	6322	1307
Fuquay-Varina	Raleigh	6395	1434
Garden City	Asheville	6685	1938
Garland	Fayetteville	6502	1279
Gastonia	Charlotte	6683	1754
Gatesville	Rocky Mount	6043	1234
Gatewood	Lynchburg, VA	6279	1635
Gibson	Wilmington	6625	1457
Gibsonville	Greensboro	6371	1606
Glade Creek	Greensboro	6434	1865
Glenwood Providence	Asheville	6691	1915
Goldsboro	Raleigh	6352	1290
Goldston	Fayetteville	6444	1515
Goose Creek	Charlotte	6641	1638
Granite Falls	Charlotte	6606	1852
Granite Quarry	Charlotte	6553	1675
Grantham	Raleigh	6385	1305
Green Creek	Greenville, SC	6772	1881
Greensboro	Greensboro	6400	1638

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S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Greenville	Rocky Mount	6250	1226
Grifton	Rocky Mount	6300	1206
Grover	Charlotte	6726	1784
Guntertown	Asheville	6701	2062
Halifax	Rocky Mount	6140	1345
Hamilton	Rocky Mount	6173	1243
Hamlet	Wilmington	6610	1487
Harmony	Charlotte	6517	1772
Harrells	Fayetteville	6493	1246
Harrisburg	Charlotte	6622	1680
Havelock	Rocky Mount	6336	1072
Hayesville	Asheville	6964	2134
Hays	Greensboro	6494	1857
Hemby Bridge	Charlotte	6659	1652
Henderson	Rocky Mount	6222	1465
Hendersonville	Asheville	6792	1956
Herring	Fayetteville	6457	1317
Hertford	Rocky Mount	6056	1166
Hickory	Charlotte	6610	1833
High Point	Greensboro	6442	1657
Highfalls	Fayetteville	6489	1542
Highlands	Asheville	6907	2040
Hildebran	Charlotte	6620	1841
Hillsborough	Raleigh	6335	1538
Holden Beach	Wilmington	6647	1163
Holly Ridge	Fayetteville	6471	1117
Hot Springs	Asheville	6717	2075

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Huntersville	Charlotte	6624	1719
Ijames	Charlotte	6508	1750
Indian Trail	Charlotte	6669	1655
Jackson	Rocky Mount	6112	1328
Jackson Creek	Greensboro	6491	1626
Jacksonville	Fayetteville	6412	1131
Julian	Greensboro	6420	1601
Kannapolis	Charlotte	6586	1697
Kelly	Fayetteville	6553	1228
Kenansville	Fayetteville	6427	1235
Kenly	Rocky Mount	6328	1335
Kernersville	Greensboro	6419	1687
Kill Devil Hills	Rocky Mount	6005	1026
King	Greensboro	6416	1748
Kings Mountain	Charlotte	6701	1776
Kinston	Rocky Mount	6334	1213
Knightdale	Raleigh	6326	1412
Knotts Island	Norfolk, VA	5943	1125
La Grange	Rocky Mount	6345	1250
Lake Lure	Asheville	6749	1933
Lake Waccamaw	Fayetteville	6599	1241
Lansing	Greensboro	6483	1944
Lattimore	Charlotte	6717	1833
Laurel Hill	Wilmington	6610	1454
Laurinburg	Wilmington	6610	1437
Lawndale	Charlotte	6689	1829
Leicester	Asheville	6751	2029

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S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Lenoir	Charlotte	6594	1882
Level Cross	Greensboro	6431	1794
Lewiston	Rocky Mount	6137	1260
Lewisville	Greensboro	6456	1735
Lexington	Charlotte	6491	1680
Liberty (Cherokee Co.)	Chattanooga, TN	7015	2208
Liberty (Randolph Co.)	Greensboro	6421	1580
Lilesville	Charlotte	6624	1540
Lillington	Fayetteville	6433	1415
Lincolnton	Charlotte	6651	1788
Lisbon	Fayetteville	6565	1268
Littleton	Rocky Mount	6153	1405
Locust	Charlotte	6613	1640
Lomax	Greensboro	6474	1847
Long Beach	Wilmington	6638	1138
Longwood	Wilmington	6660	1208
Louisburg	Rocky Mount	6252	1422
Lowell	Charlotte	6674	1742
Lucama	Rocky Mount	6307	1324
Lumberton	Wilmington	6591	1352
Madison	Greensboro	6359	1702
Maggie Valley	Asheville	6806	2066
Maiden	Charlotte	6626	1796
Mamie	Rocky Mount	6002	1067
Manteo	Rocky Mount	6024	1016

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S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Marion	Asheville	6679	1927
Mars Hill	Asheville	6704	2025
Marshall	Asheville	6721	2043
Marshallberg	Rocky Mount	6316	0997
Marshville	Charlotte	6655	1600
Matthews	Charlotte	6666	1668
Maxton	Fayetteville	6605	1416
Maysville	Fayetteville	6365	1119
Mebane	Greensboro	6346	1564
Micaville	Asheville	6658	1984
Milton	Lynchburg, VA	6262	1608
Mocksville	Charlotte	6506	1733
Monroe	Charlotte	6675	1626
Monticello	Greensboro	6365	1640
Mooresville	Charlotte	6589	1736
Morehead City	Rocky Mount	6345	1023
Morganton	Charlotte	6640	1885
Morven	Charlotte	6643	1530
Moss Hill	Rocky Mount	6363	1235
Mount Airy	Greensboro	6401	1811
Mount Gilead	Greensboro	6579	1570
Mount Holly	Charlotte	6659	1732
Mount Olive	Raleigh	6393	1279
Mount Pleasant	Charlotte	6586	1657
Mountain View	Charlotte	6622	1828
Moyock	Rocky Mount	5964	1165
Mulberry	Greensboro	6502	1864

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Murfreesboro	Rocky Mount	6072	1288
Murphy	Asheville	6977	2172
Nashville	Rocky Mount	6244	1357
Nathans Creek	Greensboro	6485	1923
New Bern	Rocky Mount	6307	1119
New Hope	Charlotte	6520	1808
New London	Charlotte	6559	1630
New Salem	Charlotte	6630	1617
Newland	Charlotte	6598	1961
Newport	Rocky Mount	6348	1049
Newton	Charlotte	6611	1806
Newton Grove	Fayetteville	6412	1327
Norlina	Rocky Mount	6179	1447
North Wilkesboro	Greensboro	6511	1851
Norwood	Charlotte	6589	1590
Oakboro	Charlotte	6609	1622
Ocracoke	Rocky Mount	6198	0962
Old Fort	Asheville	6707	1948
Oldtown	Greensboro	6428	1723
Olivia	Raleigh	6469	1453
Oriental	Rocky Mount	6288	1056
Oxford	Rocky Mount	6243	1490
Parkton	Fayetteville	6542	1385
Peachland-Polkton	Charlotte	6640	1579
Pembroke	Wilmington	6599	1387
Pike Road	Rocky Mount	6161	1126
Pilot Mountain	Greensboro	6408	1776

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Pinebluff	Fayetteville	6548	1479
Pinehurst	Fayetteville	6533	1488
Pinetops	Rocky Mount	6244	1286
Pinetown	Rocky Mount	6198	1151
Pineville	Charlotte	6688	1690
Piney Woods	Rocky Mount	6041	1195
Pink Hill	Rocky Mount	6388	1213
Pisgah	Greensboro	6505	1589
Pittsboro	Fayetteville	6408	1507
Plymouth	Rocky Mount	6141	1167
Pollocksville	Rocky Mount	6344	1130
Princeton	Fayetteville	6355	1326
Prospect Hill	Greensboro	6312	1572
Quaker Gap	Greensboro	6396	1746
Raeford	Fayetteville	6548	1428
Raleigh	Raleigh	6344	1436
Ramseur	Greensboro	6451	1579
Randleman	Greensboro	6449	1610
Red Brush	Greensboro	6411	1821
Red Springs	Fayetteville	6573	1401
Reeds	Charlotte	6493	1693
Reidsville	Greensboro	6337	1654
Rich Square	Rocky Mount	6120	1295
Richlands	Fayetteville	6396	1166
Roanoke Rapids	Rocky Mount	6124	1372
Roaring Gap	Greensboro	6454	1856
Robbins	Fayetteville	6499	1533

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S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Robbinsville	Asheville	6912	2163
Robersonville	Rocky Mount	6199	1236
Rockingham	Wilmington	6607	1503
Rocky Mount	Rocky Mount	6232	1329
Rose Hill	Fayetteville	6457	1230
Roseboro	Fayetteville	6483	1316
Rowland	Wilmington	6636	1384
Roxboro	Greensboro	6265	1557
Roxobel	Rocky Mount	6130	1279
Ruffin	Greensboro	6309	1647
Rural Hall	Greensboro	6418	1733
Rutherfordton	Charlotte	6736	1884
Saint Pauls	Fayetteville	6555	1369
Salisbury	Charlotte	6540	1691
Saluda	Asheville	6795	1930
Sandy Ridge	Greensboro	6352	1735
Sanford	Raleigh	6453	1478
Saxapahaw	Greensboro	6381	1554
Scotland Neck	Rocky Mount	6159	1297
Scotts Hill	Wilmington	6524	1129
Scottville	Greensboro	6466	1908
Seaboard	Rocky Mount	6096	1343
Seagrove	Greensboro	6498	1576
Seaside	Wilmington	6673	1186
Selma	Raleigh	6355	1353
Sevier	Asheville	6662	1944
Shalotte	Wilmington	6649	1180

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S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Shelby	Charlotte	6712	1811
Sherrills Ford	Charlotte	6598	1766
Shiloh	Rocky Mount	6001	1121
Shoals	Greensboro	6433	1771
Sidney	Rocky Mount	6204	1111
Siler City	Fayetteville	6434	1550
Six Runs	Fayetteville	6438	1277
Smithfield	Fayetteville	6363	1358
Sneads Ferry	Fayetteville	6442	1103
Snow Hill	Rocky Mount	6308	1250
South Mills	Rocky Mount	5994	1177
South River	Fayetteville	6498	1320
Southern Pines	Fayetteville	6529	1475
Southmont	Charlotte	6523	1662
Southport	Wilmington	6621	1119
Sparta	Greensboro	6448	1887
Spring Hope	Rocky Mount	6263	1376
Spruce Pine	Charlotte	6643	1962
Stanley	Charlotte	6656	1751
Stanleyville	Greensboro	6425	1727
Stantonsburg	Rocky Mount	6295	1293
State Road	Greensboro	6457	1828
Statesville	Charlotte	6559	1770
Stoneville	Greensboro	6340	1703
Stony Point	Charlotte	6558	1803
Sugar Grove	Charlotte	6555	1954
Suit	Asheville	6993	2195

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Summerfield	Greensboro	6388	1670
Sunbury	Rocky Mount	6023	1217
Swannanoa	Asheville	6732	1976
Swanquarter	Rocky Mount	6183	1048
Swansboro	Fayetteville	6391	1078
Sylva	Asheville	6849	2077
Tabor City	Fayetteville	6665	1275
Tarboro	Rocky Mount	6213	1287
Taylorsville	Charlotte	6561	1828
Thomasville	Greensboro	6464	1660
Timberlake	Greensboro	6282	1540
Topsail Island	Fayetteville	6495	1113
Trenton	Rocky Mount	6346	1157
Troutman	Charlotte	6574	1760
Troy	Greensboro	6543	1572
Tryon	Greenville, SC	6789	1909
Union Grove	Charlotte	6512	1793
Valdese	Charlotte	6628	1868
Vanceboro	Rocky Mount	6284	1156
Vass	Fayetteville	6502	1468
Virgilina	Lynchburg, VA	6217	1545
Wadesboro	Charlotte	6633	1554
Wagram	Wilmington	6577	1437
Wake Forest	Raleigh	6295	1440
Walkertown	Greensboro	6417	1706
Wallace	Fayetteville	6472	1213
Walnut Cove	Greensboro	6395	1718

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S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Warrenton	Rocky Mount	6183	1436
Warsaw	Fayetteville	6432	1259
Washington	Rocky Mount	6230	1171
Watauga	Charlotte	6569	1945
Waterville	Knoxville, TN	6763	2103
Waves	Rocky Mount	6065	0942
Waxhaw	Charlotte	6704	1649
Waynesville	Asheville	6806	2054
Weaverville	Asheville	6729	2013
Weeksville	Rocky Mount	6019	1122
Welch	Rocky Mount	6066	1197
Welcome	Charlotte	6474	1689
Weldon	Rocky Mount	6124	1359
Wendell	Raleigh	6317	1394
West End	Greensboro	6533	1508
West Jefferson	Greensboro	6500	1930
Westfield	Greensboro	6390	1784
Whispering Pines	Fayetteville	6510	1481
Whitakers	Rocky Mount	6193	1337
White Oak	Fayetteville	6539	1321
Whiteville	Fayetteville	6614	1271
Williamston	Rocky Mount	6175	1210
Wilmington	Wilmington	6559	1143
Wilson	Rocky Mount	6282	1319
Windsor	Rocky Mount	6137	1212
Wingate	Charlotte	6665	1611
Winston Salem	Greensboro	6440	1710

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S14.3 Airline Mileage Between Rate Centers (Continued)

S14.3.3 List of Rate Centers (Continued)

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Winton	Rocky Mount	6062	1258
Woodland	Rocky Mount	6102	1291
Woodville (Perquimans County)	Rocky Mount	6031	1151
Wrightsville Beach	Wilmington	6548	1124
Yadkinville	Greensboro	6472	1775
Yanceyville	Greensboro	6296	1611
Zebulon	Raleigh	6304	1391
Zephyr	Greensboro	6449	1823

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.4 Directory Assistance Service

S14.4.1 General

The Company furnishes directory assistance service for the purpose of aiding customers in obtaining telephone numbers.

S14.4.2 Rates and Charges

- a. A charge is applicable for each inquiry for directory assistance except as noted following; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes only one inquiry.

- (1) Directory Assistance Service - request of a telephone number (maximum of two requested telephone numbers per call)

	<u>Rate</u>	
(a) Outside the Company's local, Multi-Area calling or expanded local calling area but within the Company's intraNPA serving area for the originating line, per call	See *	(C)
(b) Outside the Company's local, Multi-Area calling, expanded local calling area and intraNPA serving areas for the originating line, per call	*	(C)

The calling customer's local calling area exchanges are as specified in Section S3.4.1, S3.4.2.e. and S3.4.3.e. of this Product Guide. For the former Contel of North Carolina customers refer to Section 3.4 of the Frontier Communications of the Carolinas LLC, North Carolina, Product Guide No. 2.

- b. Charges for directory assistance may be billed to the originating number, a calling card number, or a third number.
- c. No operator assisted surcharge will apply in addition to the applicable directory assistance charges.
- d. Charges for directory assistance service are not applicable to inquiries received from public and semipublic telephones, nor to inquiries received from services provided for customers or primary users who are blind or physically handicapped to the extent they are unable to use the telephone directory.

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.5 Calling Plans-Frontier Discount Calling Plans - Residential

S14.5.1 Flat Rate Calling Plan for Residence*

a. General

Flat Rate Calling Plan for Residence is an optional 1+ Intrastate IntraLATA Long Distance Message Telecommunications Service generally offered to residence customers in Frontier Communications of the Carolinas LLC exchanges.

b. Regulations

Flat Rate Calling Plan for Residence offers one rate per minute pricing, 24 hours a day, 7 days a week to residence customers.

Flat Rate Calling Plan for Residence applies to the following types of calls that are carried and billed by the Company:

Customer Dial Station-to-Station

Calls will be billed in whole minute (60 second) increments.

Customer Dialed Calling Card and, Calling card surcharges are excluded from this Plan and will be rated as specified elsewhere in the Product Guide. Directory Assistance charges are also excluded from this Plan and will be rated as specified in Section S3.6 and S14.4 of this Product Guide.

A customer cannot subscribe to any other intraLATA Discount Calling Plan in conjunction with this Plan.

The minimum service period for Flat Rate Calling Plan for Residence is one month.

This Plan (per minute rate) is not subject to employee concession.

c. Rates and Charges

The following rates apply to the Flat Rate Calling Plan for Residence plan and do not apply to any other Frontier offered intraLATA plan.

All 1+ Intrastate intraLATA long distance calls will be rated and billed as follows:

	Monthly Recurring Charge	Rate Per Minute	IOSC
Per Minute of Use	\$2.99	\$.10	19160
Applies 24 hours a day, 7 days a week			

No Service Ordering Charges as specified in Section S4.3 of the Company's General Customer Services Tariff, will apply when subscribing to this Plan.

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.6 Calling Plans-Frontier Discount Calling Plans - Business

S14.6.1 Frontier Flat Rate Business Plan

a. General

Frontier Flat Rate Business Plan is an optional 1+, 0+ and 0- Intrastate IntraLATA Long Distance Message Telecommunications Service generally offered to business customers (residence customers may subscribe if they so wish) in Frontier Communications of the Carolinas LLC exchanges.

b. Regulations

Frontier Flat Rate Business Plan offers flat rate pricing, 24 hours a day, 7 days a week to business customers. The Flat Rate Plan is available as a month-to-month option. No nonrecurring charges apply when subscribing to this plan.

The Frontier Flat Rate Business Plan applies to the following calls that are carried and billed by the Company:

Customer Dial Station-to-Station
Customer Dialed Calling Card
Operator Assisted Station-to-Station
Operator Assisted Calling Card
Person-to-Person

Usage rates are specified in Section S3.4.2.f. of this Product Guide. Sub-minute rating will be utilized for the timing and rating of Frontier Flat Rate Business Plan. Sub-minute rating consists of rating the initial 18 seconds of the first minute with each increment of 6 seconds thereafter rated at the appropriate additional 6 second period rate.

Operator handled and calling card surcharges will be rated as specified elsewhere in this Product Guide, Directory Assistance charges will be rated as specified in Section S3.6 and S14.4 of this Product Guide.

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S14.6 Calling Plans-Frontier Discount Calling Plans - Business (Continued)

S14.6.1 Frontier Flat Rate Business Plan (Continued)

b. Regulations (Continued)

A customer cannot subscribe to any other intraLATA Discount Calling Plan in conjunction with this Plan.

The minimum service period for Frontier Flat Rate Business Plan is one month.

Temporary Suspension of this Plan is not allowed (i.e., Vacation Service).

c. Rates and Charges

The following rates apply to the Frontier Flat Rate Business Plan and do not apply to any other Frontier offered intraLATA Plan.

Per Initial 18 seconds	\$.033
Each additional 6 seconds	.011

Applies 24 hours a day, 7 days a week.

* No Service Ordering Charges, as specified in Section S4.3 of the Company's General Customer Services Tariff, will apply when subscribing to this Plan.

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.6 Calling Plans-Frontier Discount Calling Plans - Business (Continued)

S14.6.2 Regional Toll Business Plan

a. General

Regional Toll Business Plan is an optional 1+, 0+ and 0- Intrastate IntraLATA Long Distance Message Telecommunications Service offered only to Business customers in Frontier Communications of the Carolinas LLC exchanges.

b. Regulations

This Plan provides discounts on Frontier Long Distance Message Telecommunications Service Intrastate IntraLATA calls to exchanges within the customer's LATA. The Discounts apply when the customer meets the required monthly toll usage dollar amount. There is no monthly rate nor nonrecurring charge associated with Regional Toll Business Plan. The Plan is applicable to all Rate Periods messages:

Dial Station-to-Station
Operator Station-to-Station, and
Person-to-Person

Dial Station-to-Station is that service where the person originating the call dials the telephone number desired or gives to the Company operator the telephone number of the desired telephone.

Two classes of Dial Station-to-Station service are offered as follows:

- (1) Dial Station-to-Station is that station-to-station service where the person originating the call from other than a public or semipublic coin or coinless telephone dials the telephone number desired and the call is completed without the assistance of a Company operator (or placed with an operator where facilities are not available for call completion or where, for other service reasons, operator assistance in completion of the call is necessary) and the call is billed to the originating number.

Also includes Customer Dialed Calling Card calls where the person originating the call dials and completes the call without the assistance of an operator.

- (2) Operator Station-to-Station and Person-to-Person is that station-to-station service other than Dial Station-to-Station service. Operator Station-to-Station and Person-to-Person is that service where the completion of the call or a request for any information or assistance for such call requires the assistance of an operator. The Regional Toll Business Plan applies to the message toll portion of the call and to the Operator Assisted Service Charges portion as specified in elsewhere in this Product Guide.

Frontier exchanges –

Local, Multi-Area Calling, Raleigh Border, and Extended Local Calling Plan calls as specified in Section S3 of the Company's General Customer Services tariff do not apply to the Regional Toll Business Plan.

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.6 Calling Plans-Frontier Discount Calling Plans - Business (Continued)

S14.6.2 Regional Toll Business Plan (Continued)

b. Regulations (Continued)

(2) (Continued)

Former Contel exchanges –

Local Calling Plan calls as specified in Section 3.11 of the Company's General Subscriber Services Tariff do not apply to the Regional Toll Business Plan.

The minimum service period for Regional Toll Business Plan is one month.

The application of usage rates is as specified in Section S3.4 of this Product Guide. Sub-minute rating will be utilized for the timing and rating of Regional Toll Business Plan messages. Sub-minute rating consists of the initial 18 seconds of the first minute rated at the appropriate initial period rate (1st Minute Rate prorated for 18 seconds) and then each increment of 6 seconds thereafter is rated at the appropriate additional period rate. (Each Additional Minute Rate prorated for 6 seconds).

c. Application of Discounts

The Discounts are provided to the Company's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use.

Regional Toll Business Plan Discount percentages apply to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.

These Discounts are applicable to the Regional Toll Business Plan only and do not apply to any other Frontier offered intraLATA plan.

Discounts shown in Regional Toll Business Plan will include monthly usage (including Operator Assisted Service charges and surcharges) for customer dialed direct station-to-station, customer dialed calling card station-to-station, operator assisted station-to-station, operator assisted calling card station-to-station and person-to-person calls that are carried and billed by the Company or Frontier Long Distance.

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.6 Calling Plans-Frontier Discount Calling Plans - Business (Continued)

S14.6.2 Regional Toll Business Plan (Continued)

c. Application of Discounts (Continued)

In calculating the usage volume discount, the discount will be applied against the customer's Frontier intrastate intraLATA charges unless there are corresponding Regional Toll Call Plans in Frontier Long Distance's tariffs. If the intraLATA offering is part of a joint toll offering, the threshold for application of the discount will be determined by total gross monthly toll usage associated with the joint offer. In that case, the discount amount will be apportioned by the jurisdiction by the appropriate company, proportional to the accumulated usage charges.

d. Term Periods

A customer may select a Term Period for Regional Toll Business Plan. The Term Periods allow a customer to take advantage of higher discount percentages on their toll usage volumes for a one, two or three year term period.

The customer must specify the Term Period at the time the Plan is ordered.

During a Term Period, the customer may elect to convert to a new Term Period of the same or different length. Conversion to a new Term Period will be allowed without penalty if the expiration date of the new Term Period is greater than the remainder of the original Term Period.

At the expiration of a Term Period, the Company will continue to provide Regional Toll Business Plan at the customer's current Term Period for a 60 day time frame (i.e., grace period). After the 60 days the Company will convert the customer to the Month-to-Month Discount percentages unless the customer chooses to renew for the same Term Period, converts to a different Term Period, or discontinue service.

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S14. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S14.6 Calling Plans-Frontier Discount Calling Plans - Business (Continued)

S14.6.2 Regional Toll Business Plan (Continued)

e. Early Termination Charges

In the event the Regional Toll Business Plan is terminated by the business customer prior to completion of the initial 1-Year, 2-Year or 3-Year Term Period, the customer shall be liable for the Early Termination Charge. The customer shall be required to make the immediate payment of the following applicable amount:

Early Termination Charge:

One Year Term:	\$100.00
Two Year Term:	200.00
Three Year Term:	300.00

f. Volume Discounts

Business customers who subscribe to Regional Toll Business Plan will receive the following discounts on all toll usage billed for the month when their monthly toll usage meets:

<u>Monthly Toll Usage Volume</u>	<u>Month-to-Month Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
\$ 0 - 24.99	0%	10%	15%	20%
\$ 25.00 - 99.99	10%	15%	20%	25%
\$100.00 - 199.99	15%	20%	25%	30%
\$200.00+	20%	25%	30%	35%

No Service Ordering Charges, as specified in Section S4.3 of the Company's General Customer Services Tariff, will apply when subscribing to this Plan.

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S15. PRIVATE LINE SERVICES AND CHANNELS

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S15. PRIVATE LINE SERVICE AND CHANNELS

S15.1 Local Private Line Service

S15.1.1 Local Private Line Service

a. General

Customers on record prior to the Effective Date of this Product Guide will be provided Local Private Line Service according to the Regulations, Rates and Charges as specified in Section S104.7 of this Product Guide.

New customers who subscriber to Local Private Line Service on or after the Effective Date of this Product Guide will be charged in accordance with rates and regulations set forth in the FACILITIES FOR INTRASTATE ACCESS, as specified in Section 5.7, Special Access.

S15.1.2 Rates and Charges

a. The following services will be provided according to the rates and regulations set forth in the FACILITIES FOR INTRASTATE ACCESS, as specified in Section 5.7, Special Access:

<u>General Tariff Service</u>	<u>Special Access Service Reference</u>
Local Private Line Service	Voiceband Facilities
Channels for Metering, Control or Other for Non-Telephone Purposes	Voiceband Facilities
High Capacity Digital DS1 Service	High Capacity Digital DS1 Service
Clear Channel Capability	Clear Channel Capability
56 Kbps Service	Digital Data Service
Fractional T1	Fractional T1

Service Charges applicable to the Services listed above are as follows:

Nonrecurring Charge as specified in Section 5.7, FACILITIES FOR INTRASTATE ACCESS.

b. Miscellaneous Services available to the customer from Section 6 of the FACILITIES FOR INTRASTATE ACCESS include the following:

- Additional Labor
- Maintenance of Service Charge
- Telecommunications Service Priority (TSP) System
- Additional Testing

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S15. PRIVATE LINE SERVICE AND CHANNELS

S15.2 Channels for Piped Music Systems

S15.2.1 General

Customers on record prior to the Effective Date of this Product Guide will be provided Channels for Piped Music Systems according to the Regulations, Rates and Charges as specified in Section S104.9 of this Product Guide.

New customers who subscribe to Channels for Piped Music systems on or after the Effective Date of this Product Guide will be charged in accordance with the rates and regulations set forth in the FACILITIES FOR INTRASTATE ACCESS as specified in Section 5.7, Special Access.

Service Charges applicable to Channels for Piped Music Systems are as follows:

Nonrecurring Charge as specified in Section 5.7, FACILITIES FOR INTRASTATE ACCESS.

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S15. PRIVATE LINE SERVICE AND CHANNELS

S15.3 Channels for Program Transmission

S15.3.1 General

- a. The service and channels provided under this section are not furnished for the commercial transmission of communications between exchanges nor for the use in competition with any service by the Telephone Company or its connecting companies.
- b. Provision of all service described herein is subject to the availability of facilities and limitation in operating characteristics of the equipment.

S15.3.2 Rates

These services are classified as interstate communications; therefore, are furnished in accordance with the rates and regulations set forth in Tariff F.C.C. No. 1 of the FRONTIER Telephone Operating Companies.

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S15. PRIVATE LINE SERVICE AND CHANNELS

S15.4 Channels for Use with Limited Distance Modems (LDM)

S15.4.1 General

Customers on record prior to the Effective Date of this Product Guide will be provided Channels for Use with Limited Distance Modems (LDM) according to the Regulations, Rates and Charges as specified in Section S104.10 of this Product Guide.

New customers who subscribe to Channels for Use with Limited Distance Modems (LDM) on or after the Effective Date of this Product Guide will be charged in accordance with the rates and regulations set forth in the FACILITIES FOR INTRASTATE ACCESS as specified in Section 5.7, Special Access.

Service Charges applicable to Channels for Use With Limited Distance Modems (LDM) are as follows:

Nonrecurring Charge as specified in Section 5.7, FACILITIES FOR INTRASTATE ACCESS.

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S15. PRIVATE LINE SERVICE AND CHANNELS

S15.5 Multi-Media Data Service (MMDS)

S15.5.1 General

- a. Multi-Media Data Service (MMDS) is a fiber optic based dedicated data and video transport service for intraexchange and interexchange intracompany use (point to point and multipoint service) within a LATA. Data transport service connects Local Area Networks (LANs) or hosts to remote computer locations. The video service provides broadcast quality video transport for distance learning and video conferencing applications within a LATA.

MMDS data transport will support the following transmission protocols:*

Ethernet (IEEE 802.3)
Token Ring (IEEE 802.5)
IBM 3270
V.35
RS449/422
Non-Framed DS1

This allows the user to transmit data traffic across the telephone network without the need to reformat the data signal prior to transmission.

MMDS video is a single channel video connection that conforms to the National Television Standards Committee (NTSC) 250 standard. Video service can be point to point or multipoint transmission.

- b. Regulations

MMDS service is only offered where fiber optic transmission facilities are available and service is technically feasible. Where service can be provided but not within the normal provisioning of service, any additional costs associated with providing this service may be subject to Construction Charges as specified in Section S5 of this Product Guide.

MMDS providing IBM 3270 connectivity is limited to customer locations served by the same serving wire center.

MMDS service will only be used to interconnect customer locations within the same LATA.

* Specific distance limitations are identified within the individual service description.

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S15. PRIVATE LINE SERVICE AND CHANNELS

S15.5 Multi-Media Data Service (MMDS) (Continued)

S15.5.1 General (Continued)

b. Regulations (Continued)

The network demarcation point for MMDS is on the electrical side of the Company provided network interface on the customer premises. The customer is responsible for providing all facilities and cabling necessary to connect customer equipment to the network interface.

It is the customer's responsibility to ensure that the customer's equipment provides industry standard electrical signals for MMDS transmission.

A Link, whether First, Additional, or Video is a transport over MMDS facilities between the Company's wire center and each customer premises.

The First Data Link is required in order to provide MMDS to a customer premises.

An Additional Data Link (ADL) is only available to customers with at least one First Data Link. An ADL is required if:

An additional protocol is used, e.g., Ethernet and DS1.

A Video Link is only available to customer premises with at least one First Data Link.

The First Data Link, Additional Data Link and Video Link at each customer premises must be ordered for a term commitment period of one (1), three (3), or five (5) years. All term commitments are subject to the Termination Liability as specified in S2.4.16 of this Product Guide.

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S15. PRIVATE LINE SERVICE AND CHANNELS

S15.5 Multi-Media Data Service (MMDS) (Continued)

S15.5.1 General (Continued)

b. Regulations (Continued)

MMDS requires at least one First Data Link to a customer premises. When the First Data Link is terminated, then MMDS will be terminated to the customer premises. An Additional Data Link and/or Video Link can be terminated without terminating the First Data Link at the customer premises.

In the initial order for MMDS service at a customer premises, the term commitment period for Additional Data Links or Video Links cannot be longer than the term commitment period selected for the First Data Link.

If the customer subsequently orders an Additional Data Link(s) or a Video Link(s) and the term commitment period for the First Data Link has not expired, then the following applies:

- (1) The term commitment period selected for an Additional Data Link(s) or a Video Link(s) must be equal to or shorter than the remaining term commitment period for the First Data Link, or
- (2) The term commitment period for the First Data Link will be extended to be coterminous with the term commitment period selected for the Additional Data Link or Video Link. The monthly rate for the First Data Link shall be equal to the First Data Link rate for the new term commitment period selected for the Additional Data Link and/or Video Link.

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S15. PRIVATE LINE SERVICE AND CHANNELS

S15.5 Multi-Media Data Service (MMDS) (Continued)

S15.5.1 General (Continued)

b. Regulations (Continued)

An Additional Data Link(s) or a Video Link(s) can be provided via a term commitment period after the expiration of the term commitment period for the First Data Link but, the First Data Link will be placed under a term commitment period for a period equal to the term commitment period selected for the Additional Data Link or Video Link. The First Data Link monthly rate shall be equal to the First Data Link rate for the new term commitment period selected for the Additional Data Link and/or Video Link.

The Termination Liability will apply when any portion of the service that is subject to the Termination Liability is terminated prior to completion of the elected term commitment period. The Termination Liability in Section S2.4.16 of this Product Guide will apply.

If the customer should terminate MMDS service under term commitment at any customer premises, the Termination Liability shall apply on a customer premises-by-customer premises basis.

c. Definitions

Additional Data Link - Subsequent Data Links ordered from the same customer premises to the same serving wire center as the First Data Link are rated as Additional Data Links.

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S15. PRIVATE LINE SERVICE AND CHANNELS

S15.5 Multi-Media Data Service (MMDS) (Continued)

S15.5.1 General (Continued)

c. Definitions (Continued)

Data Link - A Data Link (DL) in MMDS is the electrical connection of the customer's data terminal equipment from the Network Interface to the Company's network supporting MMDS. The Data Link includes the Network Interface, the Network Node, and the fiber optic transport facility.

First Data Link - The First Data Link is assessed on the first Data Link ordered by the customer for each customer premises.

Interoffice Transport - Interoffice Transport provides for the transmission facilities between serving wire centers associated with two customer premises. The Interoffice Transport monthly rate applies to fiber optic transmission facilities between serving wire centers. The rate is applied to each airline mile or fraction thereof between the serving wire centers.

MMDS Ethernet Service - A Local Area Network (LAN) to Local Area Network (LAN) transport service for inter-connecting IEEE 802.3 LANs data rates up to 10 Mbps. This service is distance limited to a -31 dB system loss budget. Ethernet service can be point-to-point or multipoint (a maximum of eight nodes).

MMDS IBM 3270 Host/Remote Service - A half-duplex, character oriented binary synchronous host to remote transport service offered in two configurations:

- (1) Support of BNC coaxial connections supporting up to two customer provided 3274 controllers.
- (2) Support of coaxial Terminal Adapter Ports for connection to customer provided 3299 type multiplexer.

Distance limitations for 3270:

- with IBM Remote Polling Query - 12,000 cable feet.
- without IBM Remote Polling Query - 3,200 cable feet.

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S15. PRIVATE LINE SERVICE AND CHANNELS

S15.5 Multi-Media Data Service (MMDS) (Continued)

S15.5.1 General (Continued)

c. Definitions (Continued)

MMDS NFDS-1 Service - A non-framed, DS1 point-to-point optical transmission at 1.544 Mbps. This service is provided without synchronization and is not channelized by the Company.

MMDS RS-449/422 Service - An Electronics Industry Association recommended electrical interface for balanced circuits. The MMDS transport supports RS-449/422 at speeds from 20 Kbps to 9.4 Mbps.

MMDS Token Ring Service - A LAN-to-LAN transport service for interconnecting IEEE 802.5 LANS at data rates up to 4 Mbps or 16 Mbps. This service is distance limited to a -31 dB system loss budget. Token Ring service can be point-to-point or multipoint (a maximum of eight nodes).

MMDS V.35 Service - A wideband electrical signal for asynchronous transmission up to 256 Kbps.

MMDS Video Service - This is the transport over MMDS facilities for single channel broad band video signals conforming to NTSC/RS250B. The service supports a single video channel with two accompanying audio channels. MMDS Video is limited to point-to-point or point-to-multipoint service where each customer premises is served from the same serving wire center.

Network Interface - The Network Interface is the point of electrical interconnection on the customer's premises between the company's communications facilities and the customer's terminal equipment.

Network Node - The Network Node is the Company provided electronic equipment that converts the electrical signal delivered at the network interface to an optical signal.

Video Link - A Video Link can only be ordered from a customer premises for which a First Data Link rate is being assessed. The Video Link rate applies in addition to the First Data Link rate and any Additional Data Link rates. One Video Link must be ordered for each end (customer premises) of a point-to-point MMDS Video service.

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S15. PRIVATE LINE SERVICE AND CHANNELS

S15.5 Multi-Media Data Service (MMDS) (Continued)

S15.5.1 General (Continued)

d. Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1) First Data Link ¹		
1 Year Term ²	\$3,300.00	\$ 875.00
3 Year Term ²	2,200.00	800.00
5 Year Term ²	1,100.00	725.00
(2) Additional Data Link ¹		
1 Year Term ²	200.00	120.00
3 Year Term ²	150.00	115.00
5 Year Term ²	100.00	100.00
(3) Video Link ¹		
1 Year Term ²	3,000.00	415.00
3 Year Term ²	2,000.00	400.00
5 Year Term ²	1,000.00	380.00
(4) Interoffice Transport	-	
- per airline mile ³		75.00

¹ - The customer must subscribe to the First Data Link between the serving wire center and each customer premises, in order to subscribe to an Additional Data Link or a Video Link. If the First Data Link is terminated, then all MMDS will be terminated to the CDL. The Additional Data Link and Video Link can be terminated without terminating the First Data Link to a CDL.

First Data Link rates apply to one to eight (1 to 8) customer premises. If customers requests more than eight different customer premises then MMDS will be provided on a Special Arrangement basis.

² - All term commitments are subject to conditions for Termination Liability In Section S2.4.16 of this Product Guide.

³ - To determine Airline Miles for both Intraexchange and Interexchange Interoffice Transport refer to the Mileage Measurements Calculation as specified in Section S14.3 of this Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.6 IntraLATA Private Line Service

S15.6.1 General

This communication service is furnished through facilities provided wholly by Frontier South Incorporated or jointly with another company for the provision of a transmission path between two or more customer designated locations. Customers will be allowed to order intraexchange and interexchange intraLATA private line services from Interexchange Carriers utilizing Telephone Company Special Access.

S15.6.2 Billing of Private Line Service Provided by Multiple Companies

a. Multiple Bill Arrangement

(1) If agreed to by the Exchange Telephone Companies involved in the provision of the private line service and subject to North Carolina Utilities Commission approval, if required, and appropriate Product Guide provisioning, each company will bill for the portion of the private line service that it provides based on their Product Guide regulations, rates and charges as appropriate.

(2) Rates and Billing of Service

The charges billed by this Company for the interoffice channel between Exchange Telephone Company central offices, are determined as follows:

(a) The total airline mileage for the service is computed using the V&H coordinates set forth in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

(b) A billing factor is determined from the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4. This factor represents the percentage of the distance between Exchange Telephone Company central offices that will be billed by this Company. The billing factor is multiplied by the total charge for all of the miles to determine the amount to be billed by the Company.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.6 IntraLATA Private Line Service (Continued)

S15.6.2 Billing of Private Line Service Provided by Multiple Companies (Continued)

a. Multiple Bill Arrangement (Continued)

(2) Rating and Billing of Service (Continued)

- (c) For the fixed recurring rate element and the Nonrecurring Charge associated with the interoffice channel between Exchange Telephone Company central offices, fifty percent of the Company's rate will apply for each end of the interoffice channel provided. If this Company does not bill for either end of the interoffice channel, then the fixed recurring charge and nonrecurring charge of this Company shall not apply.

b. Single Bill Arrangement

- (1) If agreed to by the Exchange Telephone Companies involved in the provision of the private line service and subject to North Carolina Utilities Commission, if applicable, approval and appropriate Product Guide provisioning, if required, a single bill will be provided.

(2) Rates and Billing of Service

The billing company will be as agreed to by the Exchange Telephone Companies involved in the provision of the service. Under the single bill arrangement, the billing company will bill and collect all appropriate charges in accordance with the regulations, rates and charges in its tariff and/or Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.6 IntraLATA Private Line Service (Continued)

S15.6.3 Rates and Charges

The following services will be provided according to the rates and regulations set forth in the FACILITIES FOR INTRASTATE ACCESS, for Special Access as specified in Section 5.7:

- Voiceband Facilities
- Multiplexing Arrangements
- High Capacity Digital FT1 Facilities

Miscellaneous Services available to the customer from Section 6 of the FACILITIES FOR INTRASTATE ACCESS include the following:

- Additional Labor
- Maintenance of Service Charge
- Telecommunications Service Priority (TSP) System
- Additional Testing

EXCEPTION

Signaling arrangements, when furnished with Voiceband transmission facilities, enable the facilities to accommodate standard telecommunications signaling protocols. Signaling arrangements provide for the conversion of one signaling method to another signaling method and/or extension of a signaling method at customer and Telephone Company interfaces and enables the transmission facilities to accommodate signaling transmission. Signaling arrangements are available with Voiceband transmission facilities to enable transmission of requested signaling formats.

Signaling arrangement charges apply whenever interfaces at the customer premises or at the customer's Telephone Company serving wire center require a signaling arrangement and will be charged on a per SAL basis.

	<u>Monthly Rate</u>
E&M Signaling	\$ 6.00

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service

S15.7.1 General

a. Connections

(1) Minimum Protection Criteria for Electrical Connections

(a) Where there is connection to telecommunications services, to prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the equipment to the Company interface located on the customer's premises 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 800/888 to 2450 Hertz band.

(b) Where equipment applies signals having components in the frequency spectrum below 300 Hertz, excluding ringing signals, the currents and voltages (including all harmonics and spurious signals) at the interface shall not exceed the limits indicated in (1) through (3) following.

(1) The maximum rms (root-mean-squared) value, including DC and AC components, of the current per conductor will be specified by the Company but in no case will the specified value exceed 0.35 ampere.

(2) The magnitude of the peak of the conductor to ground voltage shall not exceed 70 volts.

(3) The conductor to conductor voltage shall be such that the conductor to ground voltage limit in (2) preceding is not exceeded. If the signal source is not grounded, the voltage limit in (2) preceding applies to the conductor-to-conductor voltage.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements

(1) Listed following are the NXX codes and bands for each serving central office (area code 704):¹

<u>NPA-NXX</u>	<u>Band</u>
704-200	-
704-201	-
704-202	-
704-203	-
704-204	-
704-205	-
704-206	-
704-207	-
704-208	-
704-209	-
704-210	-
704-211	-
704-212	-
704-213	-
704-214	-
704-215	-
704-216	-
704-217	-
704-218	-
704-219	-
704-220	1
704-221	-
704-222	-
704-223	-
704-224	-
704-225	-
704-226	-
704-227	1
704-228	1
704-229	-
704-230	-
704-231	1
704-232	-

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-233	1
704-234	-
704-235	1
704-236	-
704-237	-
704-238	-
704-239	-
704-240	1
704-241	1
704-242	1
704-243	1
704-244	-
704-245	1
704-246	1
704-247	-
704-248	1
704-249	1
704-250	-
704-251	1
704-252	1
704-253	1
704-254	1
704-255	1
704-256	3
704-257	1
704-258	1
704-259	1
704-260	1
704-261	-
704-262	1
704-263	1
704-264	1
704-265	1
704-266	-

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-267	-
704-268	-
704-269	-
704-270	-
704-271	-
704-272	1
704-273	-
704-274	3
704-275	-
704-276	4
704-277	2
704-278	1
704-279	1
704-280	-
704-281	-
704-282	-
704-283	1
704-284	1
704-285	-
704-286	1
704-287	1
704-288	-
704-289	1
704-290	-
704-291	-
704-292	-
704-293	1
704-294	1
704-295	1
704-296	-
704-297	1
704-298	-
704-299	3

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-300	-
704-301	-
704-302	-
704-303	-
704-304	-
704-305	-
704-306	-
704-307	-
704-308	-
704-309	-
704-310	-
704-311	-
704-312	-
704-313	-
704-314	-
704-315	-
704-316	-
704-317	-
704-318	-
704-319	-
704-320	-
704-321	1
704-322	1
704-323	1
704-324	1
704-325	-
704-326	-
704-327	1
704-328	1
704-329	1
704-330	1
704-331	1
704-332	1
704-333	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-334	1
704-335	1
704-336	1
704-337	1
704-338	1
704-339	1
704-340	-
704-341	-
704-342	1
704-343	1
704-344	1
704-345	-
704-346	1
704-347	1
704-348	1
704-349	-
704-350	-
704-351	-
704-352	1
704-353	-
704-354	-
704-355	-
704-356	1
704-357	1
704-358	1
704-359	1
704-360	-
704-361	-
704-362	3
704-363	-
704-364	3
704-365	3
704-366	3

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-367	-
704-368	-
704-369	1
704-370	1
704-371	1
704-372	1
704-373	1
704-374	1
704-375	1
704-376	1
704-377	1
704-378	1
704-379	1
704-380	-
704-381	1
704-382	1
704-383	1
704-384	-
704-385	1
704-386	-
704-387	1
704-388	-
704-389	1
704-390	-
704-391	3
704-392	3
704-393	3
704-394	3
704-395	-
704-396	1
704-397	1
704-398	1
704-399	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-400	-
704-401	-
704-402	-
704-403	-
704-404	-
704-405	-
704-406	-
704-407	-
704-408	-
704-409	-
704-410	-
704-411	-
704-412	-
704-413	-
704-414	-
704-415	-
704-416	-
704-417	-
704-418	-
704-419	-
704-420	-
704-421	-
704-422	1
704-423	-
704-424	-
704-425	-
704-426	-
704-427	-
704-428	1
704-429	-
704-430	1
704-431	-
704-432	-

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-433	1
704-434	1
704-435	1
704-436	1
704-437	1
704-438	1
704-439	-
704-440	-
704-441	-
704-442	-
704-443	-
704-444	-
704-445	-
704-446	-
704-447	-
704-448	-
704-449	-
704-450	-
704-451	-
704-452	1
704-453	1
704-454	-
704-455	1
704-456	1
704-457	-
704-458	-
704-459	1
704-460	-
704-461	-
704-462	4
704-463	1
704-464	1
704-465	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-466	1
704-467	-
704-468	-
704-469	-
704-470	-
704-471	-
704-472	-
704-473	-
704-474	1
704-475	-
704-476	-
704-477	-
704-478	1
704-479	1
704-480	1
704-481	1
704-482	1
704-483	1
704-484	1
704-485	1
704-486	1
704-487	1
704-488	1
704-489	-
704-490	-
704-491	-
704-492	1
704-493	-
704-494	1
704-495	1
704-496	1
704-497	1
704-498	1
704-499	-

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-500	-
704-501	-
704-502	-
704-503	-
704-504	-
704-505	-
704-506	-
704-507	-
704-508	-
704-509	-
704-510	-
704-511	-
704-512	-
704-513	-
704-514	-
704-515	-
704-516	1
704-517	-
704-518	-
704-519	-
704-520	-
704-521	3
704-522	3
704-523	3
704-524	1
704-525	3
704-526	1
704-527	3
704-528	1
704-529	3
704-530	-
704-531	3
704-532	3
704-533	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-534	1
704-535	3
704-536	3
704-537	3
704-538	1
704-539	1
704-540	-
704-541	4
704-542	4
704-543	4
704-544	4
704-545	4
704-546	1
704-547	3
704-548	3
704-549	3
704-550	2
704-551	3
704-552	3
704-553	3
704-554	3
704-555	-
704-556	-
704-557	-
704-558	-
704-559	-
704-560	-
704-561	-
704-562	-
704-563	3
704-564	3
704-565	3
704-566	-
704-567	3

Note 1: Those NXX codes shown without bands are not in service at this time.

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EFFECTIVE: November 18, 2014

S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-568	3
704-569	-
704-570	1
704-571	-
704-572	-
704-573	4
704-574	4
704-575	-
704-576	-
704-577	3
704-578	3
704-579	1
704-580	-
704-581	-
704-582	-
704-583	4
704-584	3
704-585	1
704-586	1
704-587	4
704-588	4
704-589	-
704-590	-
704-591	-
704-592	1
704-593	-
704-594	1
704-595	1
704-596	3
704-597	3
704-598	3
704-599	-
704-600	-
704-601	-

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
NORTH CAROLINA

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-602	-
704-603	-
704-604	-
704-605	-
704-606	-
704-607	-
704-608	-
704-609	-
704-610	-
704-611	-
704-612	-
704-613	-
704-614	-
704-615	-
704-616	-
704-617	-
704-618	-
704-619	-
704-620	-
704-621	-
704-622	1
704-623	-
704-624	1
704-625	1
704-626	1
704-627	1
704-628	-
704-629	1
704-630	-
704-631	-
704-632	1
704-633	1
704-634	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-635	-
704-636	1
704-637	1
704-638	1
704-639	-
704-640	-
704-641	-
704-642	-
704-643	-
704-644	1
704-645	1
704-646	1
704-647	-
704-648	1
704-649	1
704-650	-
704-651	-
704-652	1
704-653	-
704-654	-
704-655	-
704-656	1
704-657	1
704-658	1
704-659	1
704-660	-
704-661	-
704-662	-
704-663	1
704-664	1
704-665	1
704-666	-
704-667	1

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-668	1
704-669	1
704-670	-
704-671	-
704-672	-
704-673	-
704-674	-
704-675	1
704-676	-
704-677	-
704-678	-
704-679	-
704-680	-
704-681	-
704-682	1
704-683	1
704-684	1
704-685	1
704-686	1
704-687	1
704-688	1
704-689	1
704-690	-
704-691	-
704-692	1
704-693	1
704-694	1
704-695	-
704-696	1
704-697	1
704-698	-
704-699	-
704-700	-

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
NORTH CAROLINA

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-701	-
704-702	-
704-703	-
704-704	-
704-705	-
704-706	-
704-707	-
704-708	-
704-709	-
704-710	-
704-711	-
704-712	-
704-713	-
704-714	-
704-715	-
704-716	-
704-717	-
704-718	-
704-719	-
704-720	-
704-721	-
704-722	-
704-723	-
704-724	1
704-725	-
704-726	3
704-727	-
704-728	3
704-729	-
704-730	-
704-731	1
704-732	1
704-733	1

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-734	1
704-735	1
704-736	1
704-737	-
704-738	1
704-739	1
704-740	-
704-741	-
704-742	-
704-743	1
704-744	3
704-745	-
704-746	-
704-747	-
704-748	-
704-749	1
704-750	-
704-751	-
704-752	-
704-753	1
704-754	1
704-755	-
704-756	1
704-757	1
704-758	1
704-759	-
704-760	-
704-761	-
704-762	1
704-763	-
704-764	1
704-765	1
704-766	-
704-767	-

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-768	-
704-769	-
704-770	-
704-771	-
704-772	-
704-773	-
704-774	-
704-775	-
704-776	-
704-777	1
704-778	-
704-779	-
704-780	-
704-781	-
704-782	1
704-783	1
704-784	1
704-785	-
704-786	1
704-787	1
704-788	1
704-789	-
704-790	-
704-791	1
704-792	-
704-793	-
704-794	-
704-795	-
704-796	-
704-797	-
704-798	-
704-799	-
704-800	-
704-801	-

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-802	-
704-803	-
704-804	-
704-805	-
704-806	-
704-807	-
704-808	-
704-809	-
704-810	-
704-811	-
704-812	-
704-813	-
704-814	-
704-815	-
704-816	-
704-817	-
704-818	-
704-819	-
704-820	-
704-821	1
704-822	1
704-823	-
704-824	1
704-825	1
704-826	1
704-827	1
704-828	-
704-829	1
704-830	-
704-831	-
704-832	-
704-833	-
704-834	-
704-835	-

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-836	-
704-837	1
704-838	-
704-839	-
704-840	-
704-841	1
704-842	-
704-843	1
704-844	-
704-845	1
704-846	1
704-847	1
704-848	1
704-849	-
704-850	-
704-851	1
704-852	-
704-853	1
704-854	-
704-855	1
704-856	-
704-857	1
704-858	-
704-859	1
704-860	-
704-861	1
704-862	1
704-863	1
704-864	1
704-865	1
704-866	1
704-867	1
704-868	1
704-869	1

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-870	-
704-871	-
704-872	1
704-873	1
704-874	1
704-875	1
704-876	1
704-877	3
704-878	1
704-879	1
704-880	-
704-881	-
704-882	1
704-883	1
704-884	1
704-885	4
704-886	-
704-887	-
704-888	1
704-889	1
704-890	-
704-891	1
704-892	1
704-893	-
704-894	1
704-895	-
704-896	1
704-897	-
704-898	1
704-899	-
704-900	-
704-901	-
704-902	-
704-903	-

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-904	-
704-905	-
704-906	-
704-907	-
704-908	-
704-909	-
704-910	-
704-911	-
704-912	-
704-913	-
704-914	-
704-915	-
704-916	-
704-917	-
704-918	-
704-919	-
704-920	-
704-921	-
704-922	1
704-923	-
704-924	-
704-925	-
704-926	1
704-927	-
704-928	-
704-929	-
704-930	-
704-931	-
704-932	1
704-933	1
704-934	-
704-935	-
704-936	1
704-937	1

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-938	1
704-939	1
704-940	-
704-941	-
704-942	-
704-943	-
704-944	-
704-945	-
704-946	-
704-947	-
704-948	-
704-949	-
704-950	-
704-951	-
704-952	-
704-953	-
704-954	-
704-955	-
704-956	3
704-957	-
704-958	-
704-959	-
704-960	-
704-961	-
704-962	1
704-963	1
704-964	-
704-965	-
704-966	1
704-967	-
704-968	-
704-969	-
704-970	-
704-971	-

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(1) (Continued)¹

<u>NPA-NXX</u>	<u>Band</u>
704-972	-
704-973	3
704-974	-
704-975	-
704-976	1
704-977	-
704-978	-
704-979	-
704-980	-
704-981	-
704-982	1
704-983	1
704-984	-
704-985	1
704-986	-
704-987	-
704-988	-
704-989	-
704-990	-
704-991	-
704-992	-
704-993	-
704-994	-
704-995	-
704-996	-
704-997	1
704-998	-
704-999	-

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) Listed following are the NXX codes and bands for each serving central office (area code 919):¹

<u>NPA-NXX</u>	<u>Band</u>
919-200	-
919-201	-
919-202	-
919-203	-
919-204	-
919-205	-
919-206	-
919-207	-
919-208	-
919-209	-
919-210	-
919-211	-
919-212	-
919-213	1
919-214	-
919-215	1
919-216	-
919-217	1
919-218	-
919-219	-
919-220	2
919-221	1
919-222	1
919-223	1
919-224	1
919-225	1
919-226	1
919-227	1
919-228	1
919-229	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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EFFECTIVE: November 18, 2014

S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued): ¹

<u>NPA-NXX</u>	<u>Band</u>
919-230	1
919-231	1
919-232	4
919-233	-
919-234	1
919-235	1
919-236	1
919-237	1
919-238	1
919-239	1
919-240	1
919-241	1
919-242	1
919-243	1
919-244	1
919-245	1
919-246	1
919-247	1
919-248	4
919-249	1
919-250	1
919-251	1
919-252	-
919-253	1
919-254	4
919-255	-
919-256	1
919-257	1
919-258	1
919-259	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-260	-
919-261	4
919-262	-
919-263	-
919-264	1
919-265	-
919-266	1
919-267	1
919-268	1
919-269	1
919-270	1
919-271	1
919-272	1
919-273	1
919-274	1
919-275	1
919-276	1
919-277	1
919-278	1
919-279	1
919-280	4
919-281	3
919-282	3
919-283	1
919-284	1
919-285	1
919-286	3
919-287	1
919-288	3
919-289	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued): ¹

<u>NPA-NXX</u>	<u>Band</u>
919-290	-
919-291	1
919-292	3
919-293	1
919-294	3
919-295	1
919-296	1
919-297	1
919-298	1
919-299	3
919-300	-
919-301	3
919-302	-
919-303	-
919-304	-
919-305	-
919-306	1
919-307	-
919-308	-
919-309	-
919-310	-
919-311	-
919-312	1
919-313	-
919-314	1
919-315	-
919-316	3
919-317	-
919-318	1
919-319	-

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-320	1
919-321	2
919-322	1
919-323	1
919-324	1
919-325	1
919-326	1
919-327	1
919-328	1
919-329	1
919-330	1
919-331	1
919-332	1
919-333	1
919-334	1
919-335	1
919-336	1
919-337	1
919-338	1
919-339	1
919-340	1
919-341	1
919-342	1
919-343	1
919-344	1
919-345	1
919-346	1
919-347	1
919-348	1
919-349	1

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued): ¹

<u>NPA-NXX</u>	<u>Band</u>
919-350	3
919-351	1
919-352	1
919-353	3
919-354	3
919-355	2
919-356	1
919-357	1
919-358	1
919-359	1
919-360	-
919-361	4
919-362	1
919-363	1
919-364	1
919-365	1
919-366	1
919-367	1
919-368	1
919-369	1
919-370	1
919-371	1
919-372	1
919-373	1
919-374	1
919-375	3
919-376	1
919-377	1
919-378	1
919-379	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued): ¹

<u>NPA-NXX</u>	<u>Band</u>
919-380	-
919-381	1
919-382	1
919-383	3
919-384	1
919-385	1
919-386	1
919-387	1
919-388	1
919-389	1
919-390	-
919-391	-
919-392	3
919-393	1
919-394	4
919-395	3
919-396	4
919-397	-
919-398	1
919-399	1
919-400	-
919-401	-
919-402	-
919-403	-
919-404	-
919-405	4
919-406	4
919-407	-
919-408	1
919-409	-

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued): ¹

<u>NPA-NXX</u>	<u>Band</u>
919-410	-
919-411	-
919-412	-
919-413	-
919-414	1
919-415	-
919-416	-
919-417	-
919-418	3
919-419	-
919-420	-
919-421	1
919-422	1
919-423	3
919-424	3
919-425	3
919-426	1
919-427	1
919-428	1
919-429	1
919-430	1
919-431	3
919-432	3
919-433	1
919-434	3
919-435	1
919-436	4
919-437	1
919-438	1
919-439	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-440	-
919-441	1
919-442	1
919-443	3
919-444	1
919-445	1
919-446	1
919-447	1
919-448	1
919-449	1
919-450	-
919-451	1
919-452	3
919-453	1
919-454	3
919-455	1
919-456	1
919-457	1
919-458	1
919-459	1
919-460	1
919-461	1
919-462	1
919-463	1
919-464	1
919-465	1
919-466	1
919-467	1
919-468	1
919-469	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-470	3
919-471	3
919-472	1
919-473	1
919-474	-
919-475	1
919-476	1
919-477	3
919-478	1
919-479	3
919-480	1
919-481	1
919-482	1
919-483	1
919-484	1
919-485	1
919-486	1
919-487	3
919-488	3
919-489	2
919-490	2
919-491	1
919-492	1
919-493	2
919-494	1
919-495	1
919-496	1
919-497	4
919-498	1
919-499	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-500	-
919-501	-
919-502	-
919-503	-
919-504	-
919-505	-
919-506	-
919-507	-
919-508	-
919-509	-
919-510	-
919-511	-
919-512	-
919-513	-
919-514	-
919-515	1
919-516	1
919-517	-
919-518	-
919-519	2
919-520	-
919-521	1
919-522	1
919-523	1
919-524	1
919-525	1
919-526	1
919-527	1
919-528	1
919-529	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-530	1
919-531	1
919-532	1
919-533	1
919-534	1
919-535	1
919-536	1
919-537	1
919-538	3
919-539	1
919-540	-
919-541	4
919-542	1
919-543	4
919-544	4
919-545	3
919-546	1
919-547	3
919-548	1
919-549	4
919-550	1
919-551	1
919-552	1
919-553	1
919-554	1
919-555	1
919-556	1
919-557	1
919-558	-
919-559	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued): ¹

<u>NPA-NXX</u>	<u>Band</u>
919-560	1
919-561	-
919-562	1
919-563	1
919-564	1
919-565	1
919-566	1
919-567	1
919-568	1
919-569	1
919-570	1
919-571	-
919-572	1
919-573	1
919-574	1
919-575	3
919-576	1
919-577	3
919-578	3
919-579	1
919-580	1
919-581	1
919-582	1
919-583	1
919-584	3
919-585	1
919-586	1
919-587	1
919-588	1
919-589	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-590	1
919-591	1
919-592	1
919-593	1
919-594	1
919-595	1
919-596	1
919-597	1
919-598	1
919-599	1
919-600	-
919-601	-
919-602	-
919-603	-
919-604	-
919-605	-
919-606	-
919-607	-
919-608	-
919-609	-
919-610	-
919-611	-
919-612	-
919-613	1
919-614	1
919-615	-
919-616	-
919-617	-
919-618	1
919-619	-

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-620	3
919-621	3
919-622	1
919-623	1
919-624	-
919-625	1
919-626	1
919-627	1
919-628	1
919-629	1
919-630	3
919-631	2
919-632	-
919-633	1
919-634	1
919-635	3
919-636	1
919-637	1
919-638	1
919-639	1
919-640	1
919-641	1
919-642	1
919-643	1
919-644	-
919-645	1
919-646	1
919-647	1
919-648	1
919-649	1

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-650	1
919-651	1
919-652	1
919-653	1
919-654	1
919-655	1
919-656	1
919-657	1
919-658	1
919-659	3
919-660	1
919-661	2
919-662	3
919-663	1
919-664	1
919-665	4
919-666	-
919-667	1
919-668	4
919-669	1
919-670	1
919-671	1
919-672	3
919-673	1
919-674	4
919-675	1
919-676	-
919-677	1
919-678	-
919-679	1

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-680	1
919-681	1
919-682	1
919-683	1
919-684	1
919-685	1
919-686	1
919-687	1
919-688	1
919-689	1
919-690	1
919-691	-
919-692	1
919-693	1
919-694	1
919-695	-
919-696	1
919-697	4
919-698	4
919-699	1
919-700	-
919-701	-
919-702	-
919-703	-
919-704	-
919-705	-
919-706	-
919-707	-
919-708	-
919-709	-

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued): ¹

<u>NPA-NXX</u>	<u>Band</u>
919-710	-
919-711	-
919-712	-
919-713	-
919-714	1
919-715	1
919-716	1
919-717	-
919-718	-
919-719	1
919-720	1
919-721	1
919-722	1
919-723	1
919-724	1
919-725	1
919-726	1
919-727	1
919-728	1
919-729	1
919-730	1
919-731	1
919-732	1
919-733	1
919-734	1
919-735	1
919-736	1
919-737	1
919-738	1
919-739	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-740	4
919-741	2
919-742	1
919-743	1
919-744	2
919-745	1
919-746	1
919-747	1
919-748	1
919-749	1
919-750	1
919-751	1
919-752	1
919-753	1
919-754	1
919-755	1
919-756	2
919-757	1
919-758	1
919-759	1
919-760	3
919-761	1
919-762	1
919-763	1
919-764	4
919-765	3
919-766	4
919-767	2
919-768	3
919-769	4

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-770	1
919-771	1
919-772	3
919-773	1
919-774	1
919-775	1
919-776	1
919-777	1
919-778	1
919-779	3
919-780	-
919-781	3
919-782	3
919-783	3
919-784	3
919-785	3
919-786	1
919-787	3
919-788	3
919-789	1
919-790	3
919-791	3
919-792	1
919-793	1
919-794	1
919-795	1
919-796	1
919-797	1
919-798	1
919-799	3

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued): ¹

<u>NPA-NXX</u>	<u>Band</u>
919-800	-
919-801	-
919-802	-
919-803	-
919-804	-
919-805	-
919-806	-
919-807	-
919-808	-
919-809	-
919-810	-
919-811	-
919-812	-
919-813	1
919-814	-
919-815	-
919-816	-
919-817	-
919-818	-
919-819	-
919-820	1
919-821	1
919-822	3
919-823	1
919-824	1
919-825	1
919-826	1
919-827	1
919-828	1
919-829	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-830	1
919-831	1
919-832	1
919-833	1
919-834	1
919-835	1
919-836	1
919-837	1
919-838	1
919-839	1
919-840	4
919-841	1
919-842	1
919-843	1
919-844	1
919-845	1
919-846	4
919-847	4
919-848	4
919-849	1
919-850	1
919-851	1
919-852	3
919-853	1
919-854	3
919-855	3
919-856	1
919-857	1
919-858	1
919-859	1

Note 1: Those NXX codes shown without bands are not in service at this time.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-860	1
919-861	1
919-862	1
919-863	1
919-864	3
919-865	1
919-866	1
919-867	3
919-868	3
919-869	3
919-870	4
919-871	1
919-872	3
919-873	1
919-874	1
919-875	1
919-876	3
919-877	1
919-878	3
919-879	1
919-880	1
919-881	3
919-882	1
919-883	1
919-884	1
919-885	1
919-886	1
919-887	1
919-888	1
919-889	-

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-890	1
919-891	1
919-892	1
919-893	1
919-894	1
919-895	3
919-896	1
919-897	1
919-898	1
919-899	1
919-900	-
919-901	-
919-902	-
919-903	-
919-904	-
919-905	-
919-906	-
919-907	3
919-908	-
919-909	-
919-910	-
919-911	-
919-912	-
919-913	-
919-914	1
919-915	1
919-916	1
919-917	-
919-918	-
919-919	-

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued): ¹

<u>NPA-NXX</u>	<u>Band</u>
919-920	-
919-921	1
919-922	1
919-923	1
919-924	1
919-925	1
919-926	1
919-927	1
919-928	1
919-929	1
919-930	-
919-931	1
919-932	1
919-933	1
919-934	1
919-935	1
919-936	1
919-937	3
919-938	1
919-939	1
919-940	-
919-941	3
919-942	1
919-943	1
919-944	1
919-945	1
919-946	1
919-947	1
919-948	1
919-949	1

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued):¹

<u>NPA-NXX</u>	<u>Band</u>
919-950	1
919-951	1
919-952	-
919-953	-
919-954	3
919-955	-
919-956	1
919-957	1
919-958	-
919-959	-
919-960	-
919-961	1
919-962	1
919-963	1
919-964	1
919-965	1
919-966	1
919-967	1
919-968	1
919-969	1
919-970	-
919-971	-
919-972	1
919-973	1
919-974	1
919-975	1
919-976	1
919-977	1
919-978	-
919-979	-

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.7 Interexchange Private Line Service (Continued)

S15.7.1 General (Continued)

b. Series, Types and Rate Elements (Continued)

(2) (Continued): ¹

<u>NPA-NXX</u>	<u>Band</u>
919-980	-
919-981	-
919-982	1
919-983	1
919-984	1
919-985	1
919-986	4
919-987	1
919-988	-
919-989	1
919-990	4
919-991	4
919-992	4
919-993	1
919-994	1
919-995	1
919-996	1
919-997	1
919-998	1
919-999	-

Note 1: Those NXX codes shown without bands are not in service at this time.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.8 Classification and Rates - Interexchange – IntraLATA

S15.8.1 Series 2000 Channels

a. Types and Descriptions

- (1) BASIC - Parameters and Specifications for Series 2000 (voice grade) Private Line Channels used with terminal equipment are described for the end to end operation as follows:

<u>Basic Parameters</u>	<u>For Speech Application</u>	<u>For Data Application</u>
Net Loss	Station Terminals used with terminal equipment: Limit as specified in Station Terminal descriptions. Losses or gains present in CPE have not been included.	
DC Resistance	Station Terminals: Limit as specified in the following Station Terminal descriptions. Does not imply or guarantee end-to-end DC continuity.	
Frequency Error	"plus or minus" 5 Hz	"plus or minus" 5 Hz
Frequency Response	(Referenced to 1000 Hz loss)	
300 - 3000 Hz	-3dB + 12dB	-3dB + 12dB
500 - 2500 Hz	-2dB + 8dB	-2dB + 8dB
Envelope Delay Distortion		
1000 - 2400 Hz	Not Controlled	Less than 1000 Microseconds
800/888 - 2600 Hz	Not Controlled	Less than 1750 Microseconds
C-Notched Noise (with a -13dBm0 1000 Hz Test Signal)	Not Controlled	Noise level 24dB below signal level
Impulse Noise	Not Controlled	15 counts in 15 minutes at a threshold of 6dB below a -13dBm0 rms 1000 Hz signal
Phase Jitter	Not Controlled	10 degrees peak to peak
Nonlinear Distortion		
2nd Order Distortion	Not Controlled	25dB below signal level
3rd Order Distortion	Not Controlled	30dB below signal level

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.9 Data Communicating Equipment

S15.9.1 Dataphone® Select-A-Station (SAS) Equipment

a. Regulations

- (1) Dataphone® Select-A-Station Service requires the use of channels as specified in S15.8, and equipment as outlined below. For service description see S15.8.
- (2) The customer shall provide terminal equipment in accordance with interface specifications as described in Bell System Technical Reference PUB 41014, "Data Communications Using Dataphone® Select-A-Station Service."
- (3) The regulations specified herein are in addition to the regulations contained in other sections of this Product Guide.

b. Rates

- (1) Equipment located in Company Central Office

(a) Primary Data Station Selector

1. Sequential Arrangement

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Basic Termination Charge</u>
a. Common Equipment ¹	\$1,330.75	\$232.85	\$3,987.25

2. Addressable Arrangement

a. Common Equipment ¹	1,596.75	312.70	4,035.75
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Note 1: Basic Termination Charge liability - 60 months.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.9 Data Communicating Equipment (Continued)

S15.9.1 Dataphone® Select-A-Station (SAS) Equipment (Continued)

b. Rates (Continued)

(1) (Continued)

(a) Primary Data Station Selector (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Basic Termination Charge</u>
3. Channel Connections			
a. Per 2-wire channel ²	\$ 19.75	\$ 3.95	\$ -
b. Per 4-wire channel connected ²	66.50	25.30	-
(b) <u>Secondary Data Station Selector</u>			
1. Sequential Arrangement			
a. Common Equipment ¹	1,330.75	232.85	3,987.25
2. Addressable Arrangement			
a. Common Equipment ¹	1,596.75	312.70	4,035.75
3. Channel Connections			
a. Per 2-wire channel connected ³	19.75	3.95	-
b. Per 4-wire channel connected ³	66.50	25.30	-

Note 1: Basic Termination Charge liability - 60 months.

Note 2: Charges are applicable for each local channel or interoffice channel connected to a Data Station Selector.

Note 3: Charges are applicable for each local channel or interoffice channel connected to a Station Selector.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.9 Data Communicating Equipment (Continued)

S15.9.2 Telemetry/Alarm Bridging Service (TABS)

a. Regulations

- (1) This Product Guide Section contains the regulations and rates applicable for Telemetry/Alarm Bridging Service (TABS).
- (2) Except as otherwise specified following, the regulations contained herein are in addition to the regulations found in other sections of this Product Guide.
- (3) TABS requires the use of equipment, as specified in this Product Guide section, and TABS channels found in S15.8 of this Product Guide. Definitions for TABS are found in Section S1.
- (4) Terminal equipment provided by the customer for use with TABS must meet specifications for such customer-provided equipment found in other sections of this Product Guide.
- (5) No more than 128 remote stations may be connected to a master station over a Split Band, Active Bridge.
- (6) In Split Band, Active Bridging arrangements, secondary bridges must be directly connected to the primary bridge via mid-link channels. Secondary bridges cannot be connected through other secondary bridges to allow additional layers of tandeming.
- (7) Secondary bridges, utilized in Split Band, Active Bridging arrangements, reduce the two-wire remote station capacity of the primary bridge. The initial secondary bridge reduces the primary bridge capacity by twelve two-wire remote station connections. Each subsequent secondary bridge reduces the primary bridge capacity by four additional two-wire remote station connections.
- (8) Standard multi-point bridging charges as provided in other sections of this Product Guide are not applicable to TABS.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.9 Data Communicating Equipment (Continued)

S15.9.2 Telemetry/Alarm Bridging Service (TABS) (Continued)

a. Regulations (Continued)

(9) Local Channels and Station Terminals

- (a) Access from a Master Station to a Split Band, Active Bridge is provided through a Type 2041 channel. Primary bridges located outside of the serving wire center where the master station is located will require, additionally, voice grade interoffice or interexchange channels as contained in S15.8 of this Product Guide.
- (b) Remote Station Channels are provided by a Type 2040 channel, and the appropriate channel connection as contained in S15.9.2 of this Product Guide. Access to remote stations located outside of the serving wire center where the bridge to which they are connected is located will also require, additionally, voice grade interoffice or interexchange channels as contained in S15.8. of this Product Guide.
- (c) Access between Split Band, Active Bridges is provided via voice grade interoffice or interexchange channels at charges contained in S15.8. of this Product Guide. Additionally, Mid-link Channel connections are required as contained in S15.9.2. of this Product Guide.

b. Service Description

- (1) Telemetry/Alarm Bridging Service is a multi-station, voice frequency, private line service designed to provide connections between a master station and a number of remote stations simultaneously. Direct transmission between remote stations is not intended. This service is intended for application in multi-point, voice frequency, data or tone signaling arrangements, with transmission at rates up to 400 baud.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.9 Data Communicating Equipment (Continued)

S15.9.2 Telemetry/Alarm Bridging Service (TABS) (Continued)

b. Service Description (Continued)

(2) TABS is provided in the following arrangement:

(a) Split Band, Active Bridging

A bridging arrangement providing for a four-wire (master station or mid-link channel) frequency split common port and multiple two-wire (remote station) ports intended for application in multi-point voice frequency, data or tone signaling arrangements. Two-way (polling) communication between the master station and each remote station is intended.

c. Rates and Charges

(1) Split Band, Active Bridging

(a) Common Equipment

1. Per Central Office

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. First bridging shelf, capacity of 48 two-wire connections	\$655.25	\$110.45
b. Additional bridging shelf, capacity of 56 two-wire connections installed subsequent to the first bridging shelf	532.25	90.50
c. Additional bridging shelf, capacity of 56 two-wire connections installed at the same time as first bridging shelf	-	42.60

(b) Channel Connections, per channel connected

1. Remote station channel connection

a. Each 18.75 2.90

2. Mid-link channel connection, each

a. First channel 66.50 25.95
b. Subsequent channel each 40.00 5.05

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service

S15.10.1 General

- a. MegaLink® service is furnished for Private Line IntraLATA interexchange Communications by the Company.
- b. MegaLink® service is a service for the transmission of digital signals only and uses only digital transmission facilities.
- c. MegaLink® service provides for the simultaneous two-way transmission of isochronous digital signals at speeds of DS1/1.544 Mbps, where facilities are available.
- d. To ensure satisfactory operation, the terminal equipment provided by the customer must be compatible with the DS1/1.544 Mbps channel facility provided by the Company. The technical specifications and standard network interfaces for MegaLink® service contained in BellSouth Services Technical Reference Publication 73525.
- e. Unless specified following, the regulations for MegaLink® service specified herein apply in addition to the regulations set forth in Section S15.7 preceding.
- f. The rates specified for MegaLink® service in S15.10.3 following contemplate the provision of a digital quality facility utilizing existing interoffice carrier equipment and/or exchange cable facilities compatible with this service. If such equipment, new facilities or changes to existing facilities are required for the provision of this service, a special construction charge based on the cost incurred to make the changes will apply in addition to the rates for MegaLink® service.

S15.10.2 Regulations

- a. Description of Service
 - (1) MegaLink® service is furnished for the simultaneous two-way transmission of serial, Bipolar Return-to-Zero (BPRZ) isochronous digital signals, except where intentional bipolar violations are introduced by Bipolar with 8 Zero Substitution (B8ZS) format, at a speed of DS1/1.544 Mbps between two-points located within a LATA.
 - (2) Multipoint service is not available.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.2 Regulations (Continued)

a. Description of Service (Continued)

- (3) MegaLink® service is available on a month-to-month basis or under variable rate periods, with rates based on lengths of 36 months, 60 months, or 84 months, under conditions specified in Section S2 of this Product Guide except as modified in Section S15.10.2.c(4) regarding rate increases. A minimum initial service period of 12 months is required.
- (4) Connection of DS1/1.544 Mbps communications systems provided by others may be made on a permissive basis as provided for in Section S15.7, the Company does not represent its MegaLink® service as adapted for such connections, and shall not be responsible for the through transmission of signals, or the quality of such transmission on such connections.
- (5) A Channel Service Unit (CSU) or appropriate Termination Equipment (TE) provided by the customer is required at a customer's or authorized user's premises to perform such functions as:
 - proper termination of the service
 - amplification
 - signal shaping
 - remote loop-back
- (6) The design, maintenance and operation of MegaLink® service contemplates communications originating and terminating as (1) a customer premises to customer premises channel via the Company's Serving Wire Center, (SWC) - and/or through remote SWCs; (2) a customer premises to the Serving Wire Center - and/or to remove SWCs - partial channel (link); or (3) a central office to central office (interoffice) partial channel (link).
- (7) MegaLink® service may also be furnished on a link (partial channel) basis when connected to Customized Multi-line Telephone Service, Customer Network Control Service, Digital Channel Service, and/or another MegaLink® service.
- (8) All appropriate rates specified in other sections are in addition to the monthly rate per package or single channel for MegaLink® service specified in this Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.2 Regulations (Continued)

b. Definitions

Channel Service Unit - The term "Channel Service Unit" (CSU) denotes equipment provided by the Company to terminate a digital facility on the customer's premises.

DS1 - This denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate, and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format, except where intentional bipolar violations are introduced by Bipolar with 8 Zero Substitution (B8ZS) format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are contained in BellSouth Service Technical Reference Publication 73525.

Digital Local Channel - The term "Digital Local Channel" denotes a path for MegaLink® service furnished from the Serving Wire Center to the demarcation point on the customer's premises.

Interoffice Channel - The term "Interoffice Channel" denotes a path (or paths) for digital transmission between Company Serving Wire Centers within a LATA. An interoffice channel may be furnished in such manner as the Company may elect.

c. Application of Rates

- (1) Digital Local Channels furnished between a Serving Wire Center and the customer's premises will be charged at rates based on the first 1/2 mile and each additional 1/2 mile for the airline distance measured between the customer's premises and their Serving Wire Center.
- (2) Interoffice Channels furnished between Central Offices will be charged at rates based on airline distance between the Central Offices.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.2 Regulations (Continued)

c. Application of Rates (Continued)

- (3) MegaLink® service is available on a month-to-month basis or under variable rate periods, with rates based on lengths of 36 months, 60 months, or 84 months under conditions specified in the Channel Services Payment Plan in Section S2.5.7 of this Product Guide except as modified following. The following language in (4) following replaces any language in S2.5.7 regarding rate changes.
- (4) * If any rates for the services are increased in excess of ten percent (10%) during the term period, exclusive of any increase due to local, state or federal fee, taxes or surcharges, the customer may terminate the service without incurring an early termination charge. At the expiration date of the customer's payment period option, the customer may select a new payment period option at current rates or revert to current rates on a month-to-month basis.
- (5) A Termination Liability Charge is applicable at the date of termination. The applicable charge is dependent on the contract period subscribed to and will be equal to the number of months remaining in the contract times the monthly rate provided under the contract.

d. Connections

- (1) Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provided Communications Systems may be connected to MegaLink® service when such connection is made in accordance with the provision specified in (2), (3), and (4) following.

* For existing customers subscribing to MegaLink Service prior to August 26, 2004: Service rates will not be increased by Company initiative until the term period expires. These terms will apply only until the end of the term period, or until there are any adds, moves or changes made to the service, whichever occurs first.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.2 Regulations (Continued)

d. Connections (Continued)

(2) Responsibility of the Company

- (a) The responsibility of the Company shall be limited to the furnishing and maintenance of MegaLink® service to a network interface on the customer's premises where provision is made for the connection of local service.
- (b) The Company shall not be responsible for installation, operation, or maintenance of any terminal equipment or communications systems provided by a customer. MegaLink® service is not represented as adapted for the use of such equipment or system. Where such equipment or system is connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for MegaLink® service and to the maintenance and operation in a manner proper for such digital service. The Company shall not be responsible for:
 - the through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission or
 - the reception of signals by such equipment or systems, or
 - damage to terminal equipment or communications systems provided by a customer or authorized user due to testing.
- (c) The Company shall not be responsible to the customer if changes in any of the facilities, operations or procedures of the Company utilized in the provision of MegaLink® service render any facilities or equipment provided by a customer obsolete, or require modification or alteration of such equipment or system or otherwise affects its use or performance.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.2 Regulations (Continued)

d. Connections (Continued)

(2) Responsibility of the Company (Continued)

- (d) The Company undertakes to maintain and repair the facilities which it furnishes. The customer may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company without prior written consent of the Company.

(3) Responsibilities of the Customer

- (a) The customer is responsible for installing and testing his premises equipment or facilities to insure that when they are connected to MegaLink® service such equipment or facilities are operating properly.
- (b) The operating characteristics of the customer premises equipment or facilities shall be such as to not interfere with any of the services offered by the Company. Such use is subject to the further provisions that the equipment provided by a customer does not: endanger the safety of Company employees or the public; damage, require change in or alteration of the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services. Upon notice that the equipment provided by a customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.2 Regulations (Continued)

d. Connections (Continued)

(3) Responsibilities of the Customer (Continued)

(c) The customer's responsibility shall include cooperative testing with the Company as may be necessary. Where regeneration and/or equalization adjustments or changes may be required to compensate for rearrangements and/or changes in outside plant facilities, the customer will be responsible for all expenses incurred in changes to his premises equipment.

(4) Connection of Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provided Communications Systems.

(a) The following provisions will apply:

- (1) Customer-Provided Terminal Equipment and/or Customer-Provided Communications Systems may be connected at the premises of the customer to MegaLink® service.
- (2) The customers, by use of their own derivation equipment, may create digital bit streams from a MegaLink® service and such equipment may be connected for transmission of such bit streams when connected through a customer-provided CSU/TE.
- (3) The undertaking of the Company is to furnish MegaLink® service as ordered and specified by the customer as specified in (d) following.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.2 Regulations (Continued)

d. Connections (Continued)

- (4) Connection of Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provided Communications Systems. (Continued)

(b) Connections to Other Services Furnished by the Company to the Same Customer

MegaLink® service furnished by the Company may be connected by the customer to another service or to other services furnished by the Company as specified in (2) preceding. Connected services are subject to all rules and regulations governing the provisioning of those services.

(c) Connections to other services furnished by the Company to different customers.

The customer may connect at the premises of the customer, to another MegaLink® service or other services furnished by the Company to different customers as specified in (2) preceding. Connected services are subject to all rules and regulations governing provisioning of those services.

(d) Connection of Channel Service Units

A Channel Service Unit (CSU) or appropriate Termination Equipment (TE) must be provided by the customer to connect a Company-provided digital facility. In accordance with Part 68 of the FCC's Rules and Regulations, new grandfathered CSU/TEs may be connected, moved, and reconnected until June 30, 1987. After this date only registered and previously connected grandfathered CSU/TEs may be connected to Company-provided digital facilities.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.2 Regulations (Continued)

d. Connections (Continued)

- (4) Connection of Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provided Communications Systems. (Continued)

(d) Connection of Channel Service Units (Continued)

Grandfathered CSU/TE equipment must comply with the requirements outlined in BellSouth Services Technical Reference 73525. Registered technical requirements for CSU/TEs are outlined in Part 68 of the FCC's Rules and Regulations. A copy may be obtained from the Federal Communications Commission, Room BB300, Washington, D.C. 20054.

- (e) The customer shall be responsible for payment of a service charge, as set forth in Section S15.7 of this Product Guide, for visits by the Company to the premises of the customer where the service difficulty or trouble reports results from the use of equipment or facilities provided by the customer.

e. Features

(1) Clear Channel Capability

- (a) Clear Channel Capability (CCC) is an arrangement that alters a DS1/1.544 Mbps signal with unconstrained information bits, to meet pulse density requirements outlined in Technical Reference 73525. This will allow a customer to transport on all zero octet over a MegaLink® service channel providing an available combined maximum 1.536 Mbps data rate. This arrangement requires the customer signal at the channel interface to conform to Bipolar with 8 Zero Substitution (B8ZS) line code as described in Technical Reference 73525.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.2 Regulations (Continued)

e. Features (Continued)

(1) Clear Channel Capability (Continued)

(b) CCC is provided on MegaLink® service channels between two customer designated premises from a customer premises to their serving wire center and/or to a remote serving wire center or node central office, and from a central office to a central office, and is subject to the availability of facilities. This optional feature may be ordered at the same time the MegaLink® service channel is ordered, or it may be ordered as an additional feature of an existing MegaLink® service channel.

(c) When providing CCC via a DS3/44.736 Mbps High Capacity channel, that DS3 channel must be designated, in Company records, as having Clear Channel Capability prior to the provisioning of a DS1/1.544 Mbps High Capacity channel with CCC. Customers must agree to out-of-service periods required to add this feature to an existing MegaLink® service channel to be optioned for B8ZS.

f. Payment Arrangements and Credit Allowance

(1) The minimum period for which month-to-month service is furnished and for which charges are applicable is 12 months.

(2) Suspension of service is not allowed.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.3 Rates and Charges

- a. A Digital Local Channel is furnished between a Serving Wire Center and the customer's premises. Rates are based on the airline distance between the Serving Wire Center and the customer's premises.

(1) Digital Local Channel, each^{1,2}

	<u>Nonrecurring Charge</u>	<u>Month to Month</u>	<u>24 to 48 Months</u>	<u>49 to 72 Months</u>	<u>73 to 96 Months</u>
(a) First 1/2 miles	\$314.50	\$95.50	\$94.85	\$94.85	\$94.85
(b) Each additional 1/2 miles, or fraction thereof	-	\$42.30	\$91.73 (I)	\$40.65	\$39.70

- b. Interoffice Channels furnished between Central Offices. Rates are based on the airline distance between central offices.¹

(1) Interoffice Channel, each channel 0-8 miles²

(a) Fixed monthly rate	\$121.00	\$144.11 (I)	\$64.85	\$64.85	\$64.85
(b) Each airline mile, or fraction thereof	-	\$27.15	\$27.10	\$26.20	\$26.15

(2) Interoffice Channel, each channel 9-25 miles²

(a) Fixed monthly rate	\$121.00	\$65.35	\$67.75	\$67.75	\$67.75
(b) Each airline mile, or fraction thereof	-	\$27.15	\$26.15	\$25.65	\$25.15

Note 1: Contract lengths are now flexible to allow customer choice of payment period per Section S2.5.7.

Note 2: ISDN PRI service, as specified in Section S10.4 of this Product Guide references rates and charges for this rate element.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.3 Rates and Charges (Continued)

b. (Continued)¹

(3) Interoffice Channel, each channel over 25 miles²

	<u>Nonrecurring Charge</u>	<u>Month to Month</u>	<u>24 to 48 Months</u>	<u>49 to 72 Months</u>	<u>73 to 96 Months</u>
(a) Fixed monthly rate	\$121.00	\$65.35	\$82.25	\$82.25	\$82.25
(b) Each airline mile, or fraction thereof	-	\$59.86 (l)	\$25.15	\$24.70	\$24.20

c. Clear Channel Capability is furnished on a per MegaLink® service channel basis.

d. MegaLink® service channel optioned as

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
		<u>Initial</u>	<u>Subsequent</u>
(a) Superframe Format (SF)	\$ -	\$ -	\$615.00
e. Extended Superframe Format (ESF)	-	-	\$615.00

f. Move Charge

A move charge, per MegaLink® service channel, applies for each Digital Local Channel moved to a new location in the same building. This move charge is equal to the sum of the Digital Local Channel Nonrecurring Charge, Service Change Charge – Inside Moves, and Premises Visit Charge.

Note 1: Contract lengths are now flexible to allow customer choice of payment period per Section S2.5.7.

Note 2: ISDN PRI service, as specified in Section S10.4 of this Product Guide references rates and charges for this rate element.

EFFECTIVE: November 18, 2014

S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.3 Rates and Charges (Continued)

e. Service Connection Charges

- (1) Service Establishment Charges are applicable, for each MegaLink® service channel¹ 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, for processing the necessary data on an existing MegaLink® service channel.¹ A Service Change Charge is applicable for each MegaLink® service channel¹ associated with the customer request (in lieu of a Service Establishment Charge).
- (3) Premises Visit Charges are applicable, per Digital Local Channel, for the termination of a channel at a customer's premises or for inside moves. 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) Connection charges are applicable for the connection and testing of Digital Local Channels and/or Interoffice Channels. The charges applied are those nonrecurring charges contained in a. and b. preceding.

Note 1: Refer to S15.10.2.a. of this Product Guide for description of MegaLink® service channels.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.10 MegaLink® Service (Continued)

S15.10.3 Rates and Charges (Continued)

e. Service Connection Charges (Continued)

(5) Charges for MegaLink® Service

(a) Service Establishment Charge

1. Per MegaLink® Service Channel¹

a. Each²

Nonrecurring
Charge

\$556.50

(b) Service Change Charge

1. Per MegaLink® Service Channel¹

a. For Inside Moves, each²

338.75

b. Per Transfers of Responsibility, each

338.75

(c) Premises Visit Charge

1. Per Digital Local Channel or for an Inside Move³

a. Per Visit²

38.75

Note 1: Refer to S15.10.2.a. of this Product Guide for description of MegaLink® service channels.

Note 2: ISDN PRI service, specified in S10.4 of this Product Guide references rates and charges for this rate element.

Note 3: This charge is applicable to additional stations subsequently installed in a building.

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EFFECTIVE: November 18, 2014

S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹

S15.11.1 General

- a. SynchroNet® Service is furnished for IntraLATA interexchange Communications by the Company.
- b. The service is provided for the transmission of digital signals only and is furnished only via digital transmission facilities.
- c. SynchroNet® Service provides for the simultaneous two-way transmission of synchronous digital signals at speeds of 2.4, 4.8, 9.6, 19.2, 56.0 and 64.0 Kbps between customer locations where appropriate digital facilities for this service are available as determined by the Company.
- d. Multipoint Service and/or Secondary Channel capability may not be available in all SynchroNet® Service locations.
- e. To ensure satisfactory operation, the terminal equipment provided by the customer must be compatible with the channel facility provided by the Company.
- f. Unless specified following, the regulations for SynchroNet® Service specified herein apply in addition to the regulations set forth in Section S15.6 preceding.
- g. The rates specified for SynchroNet® service are in S15.11.3 following. The Company will provide a digital facility over existing interoffice carrier equipment and/or transmission facilities compatible with SynchroNet® service.
- h. SynchroNet® service is available on a month-to-month basis or under contract plans as described in S15.11.2.f. following.

Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.2 Regulations

a. Description of Service

- (1) Service is furnished for the simultaneous two-way transmission of digital signals at synchronous rates of 2.4, 4.8, 9.6, 19.2, 56.0 and 64.0 Kbps between two or more points located within a LATA.
- (2) Service is furnished for duplex operation only. This service may also be furnished on a link (partial channel) basis when connected to Digital Channel Service and/or Customer Network Control Service.
- (3) A minimum initial service period of three months is required.
- (4) The design, maintenance and operation of SynchroNet® service contemplates communications originating or terminating at stations of the customer or user. While connections to communications systems provided by others may be made on a permissive basis as provided for in Section S15.6, the Company does not represent this service as adapted for such connections, and shall not be responsible for the through transmission of signals, or the quality of such transmission on such connections.
- (5) A Channel Service Unit provided by the customer is required at a customer's or authorized user's premises to perform such functions as:
 - proper termination of the service
 - amplification
 - signal shaping
 - remote loop-back

b. Definitions

Channel Service Unit - The term "Channel Service Unit" (CSU) denotes equipment provided by the customer to terminate a digital facility on the customer's, user's or Other Common Carrier's premises.

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Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

EFFECTIVE: November 18, 2014

S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.2 Regulations (Continued)

b. Definitions (Continued)

Digital Interoffice Channel - The term "Digital Interoffice Channel" denotes a path (or paths) for digital transmission between Serving Wire Centers and Node Central Offices or between Node Central Offices, within a LATA. An interoffice channel may be furnished in such manner as the Company may elect.

Digital Local Channel - The term "Digital Local Channel" denotes a path for SynchroNet® service furnished from the Serving Wire Center to the demarcation point on the customer's premises.

Multipoint Service - The term "Multipoint Service" denotes a service which provides communications capability between more than two points by means of a bridging or hubbing arrangement. For the provision of SynchroNet® service, the bridging or hubbing arrangement shall be located at the same Node Central Office.

Node Central Office - The term "Node Central Office" denotes that physical location the Company has designated as a test, maintenance and monitoring center to service one or more Serving Wire Centers. There may be more than one Node Central Office within a LATA.

Point - A point is a location on the customer's or user's premises at which a Digital Local Channel is terminated. Each SynchroNet® Service point requires service from a Node Central Office.

Secondary Channel Capability - The term "Secondary Channel Capability" denotes the offering of a companion digital transmission capability over the same physical facility as the primary channel at a lower bit rate. Terminal equipment required to support secondary channel capability must be provided by the customer.

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Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.2 Regulations (Continued)

b. Definitions (Continued)

Serving Wire Center - The term "Serving Wire Center" denotes the local telephone central office assigned to customers in a well defined area. A Serving Wire Center may be further designated by the Company as a Node Central Office.

c. Method of Applying Rates

- (1) A Digital Local Channel is furnished between a Serving Wire Center and the demarcation point on the customer's premises.
- (2) Node Terminations are applied to each termination within the Node Central Office. A charge is applicable for each Local Channel or equivalent.
- (3) A Digital Interoffice Channel will be required when a Digital Local Channel originates from a Serving Wire Center that is not a Node Central office. The rate is based on airline mileage, or fraction thereof, between the Serving Wire Center and the Node Central Office.
- (4) Airline distance between Company central offices shall be developed using methodology and Vertical (V) and Horizontal (H) coordinates contained in the National Exchange Carrier Association (NECA) Tariff FCC No. 4. Fractional miles are to be rounded up to the next full mile.

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Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.2 Regulations (Continued)

d. Connections

- (1) Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provided Communications Systems may be connected to SynchroNet® service when such a connection is made in accordance with the provision specified in (2) and (3) following.
- (2) The responsibility of the Company shall be limited to the furnishing and maintenance of service to a network interface on the customer's or user's premises where provision is made for the connection of local service. If the customer requires a different location in the same building, it can be provided under Section S15.11.5.b.(1) of this Product Guide. Customers or users are responsible for installing and testing their premises equipment or facilities to insure that when they are connected with the SynchroNet® service such equipment or facilities are operating properly.
- (3) The customer responsibility shall include cooperative testing with the Company as may be necessary. Where regeneration and/or equalization adjustments or changes may be required to compensate for rearrangements and/or changes in their plant facilities, customers or users will be responsible for all expenses incurred in changes to their premises equipment.
- (4) The customer shall be responsible for payment of a service charge, for visits by the Company to the premises of the customer or user where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.

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Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.2 Regulations (Continued)

d. Connections (Continued)

(4) (Continued)

(a) The following provisions will apply:

1. Customer-Provided Terminal Equipment, Customer-Provided Communications Systems may be connected at the premises of the customer, or user to SynchroNet® Service.
2. Customers or users, by use of their own derivation equipment, may create digital bit streams from SynchroNet® Service. Such equipment may be connected for transmission of such bit streams when connected through a customer-provided CSU.

(b) Connections to Other Services Furnished by the Company to the Same Customer.

SynchroNet® Service as furnished by the Company may be connected to another service or to other services furnished by the Company as specified following.

1. At the premises of the customer or user to Series 2000 analog data channels furnished under the rates and regulations in this Product Guide.

(c) Connections to other services furnished by the Company to different customers.

SynchroNet® Service as furnished by the Company to a customer may be connected at the premises of the customer or user to other services furnished by the Company to different customers as specified in d.(2) preceding.

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Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.2 Regulations (Continued)

d. Connections (Continued)

(4) (Continued)

(d) Connection of Channel Service Units

A Channel Service Unit (CSU) must be provided by the customer to connect a Company-provided digital facility. In accordance with Part 68 of the FCC's Rules and Regulations, new grandfathered CSUs may be connected, moved, and reconnected until June 30, 1987. After this date only registered and previously connected grandfathered CSUs may be connected to Company-provided digital facilities.

Grandfathered CSU equipment must comply with the requirements outlined in the Bell System Technical Reference Publication 62310, dated September, 1983. This publication is now available from Publishers' Data Center, Inc., P. O. Box C738, Pratt Street Station, Brooklyn, New York 11205. Registered technical requirements for CSUs are outlined in Part 68 of the FCC's Rules and Regulations. A copy may be obtained from the Federal Communications Commission, Room BB300, Washington, D.C. 20054.

(e) Responsibility of the Company

1. The Company shall not be responsible for installation, operation or maintenance of any terminal equipment or communications systems provided by a customer or user. SynchroNet® Service is not represented as adapted to the use of such equipment or system. Where such equipment or system is connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for SynchroNet® Service and to the maintenance and operation in a manner proper for such digital service. The Company shall not be responsible for:

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Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.2 Regulations (Continued)

d. Connections (Continued)

(4) (Continued)

(e) Responsibility of the Company (Continued)

1. (Continued)

- the through transmission of signals generated by such equipment or system, or for the quality of, or defects in such transmission or
- the reception of signals by such equipment or systems, or
- damage to terminal equipment or communications systems provided by a customer or authorized user due to testing.

2. The Company shall not be responsible to the customer or user if changes in any of the facilities, operations or procedures of the Company utilized in the provision of SynchroNet® service render any facilities or equipment provided by a customer or user obsolete, or require modification or alteration of such equipment or system, or otherwise affects its use or performance.

3. The Company undertakes to maintain and repair the facilities which it furnishes. The customer or user may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company without prior written consent of the Company.

4. The Company has set a design objective of 99.5 percent error free seconds of operation at all speeds with SynchroNet® service.

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Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.2 Regulations (Continued)

e. Payment Arrangements and Credit Allowance

- (1) The minimum period for which month-to-month service is furnished and for which charges are applicable is three months.
- (2) Suspension of service is not allowed.
- (3) When service is interrupted due to causes other than the negligence of the customer or user, or the failure of facilities furnished by the customer or user, a credit allowance will be made upon request for the portion of the service which is affected. For the purpose of determining the amount of allowance every month is considered to have thirty days and only those stations on the interrupted portions of a service shall be considered in determining the number of stations affected. All such credit allowances shall begin from the time of notice by the customer or user to the Company that an unsatisfactory performance level has occurred, provided that the customer or user promptly releases the service as requested by the Company to perform testing and maintenance.
 - (a) Interruption of less than three hours - no credit is applied.²
 - (b) Interruptions of three hours or over are credited to the customer at the proportionate monthly charge in half-hour multiples for each half-hour or major fraction thereof of interruption.

Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

Note 2: Two or more interruptions of thirty minutes or more, during any period up to, but not including three hours, shall be considered as one interruption.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.2 Regulations (Continued)

e. Payment Arrangements and Credit Allowance (Continued)

(3) (Continued)

- (c) Interruption for a period of twenty-four hours or more, credit is allowed for the proportionate part of the monthly charge in multiples of one day for each twenty-four hours or major fraction thereof of interruption for the portion of the service affected by the interruption.

f. Contract Plans

- (1) The contract plans are available under conditions specified in the Channel Services Payment Plan in S2.5.7 of this Product Guide except as follows:

(a) SynchroNet® service is offered under contract plan periods described in 1. and 2. following.

1. Twenty-four to forty-two month Contract Plan - payment periods may be selected from twenty-four to forty-two months.
2. Forty-three to seventy-two month Contract Plan - payment periods may be selected from forty-three to seventy-two months.

- (b) * If any rates for the services are increased in excess of ten percent (10%) during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring any early termination charge. At the expiration date of the customer's payment period option, the customer may select a new payment period option at the current rates or revert to current rates on a month-to-month basis.

* For existing customers subscribing to SynchroNet® Service prior to August 26, 2004: Service rates will not be increased by Company initiative until the term period expires. These terms will apply only until the end of the term period, or until there are any adds, moves or changes made to the service, whichever occurs first.

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Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.2 Regulations

f. Contract Plans (Continued)

(1) (Continued)

(c) A Termination Liability Charge is applicable at the date of termination if the customer terminates or Odisconnects the service prior to fulfilling the period of the contract plan. However, customer requests for moves of service under CSPP will be subject to the provisions set forth in (2) following. The Termination Liability Charge is determined by multiplying the contracted monthly rate times the number of months in the contract plan, less the contracted monthly rate times the number of months the service has been installed. An example is provided in 1. following.

1. A customer subscribes to SynchroNet® service using the twenty-four to forty-two month payment plan. The actual duration of the contract plan is for thirty months. The customer terminates the service after twelve months. The total liability charge is thirty months times the monthly rate. The amount is then reduced to reflect the number of months the customer has had the service, which in this example is twelve months. Therefore, the Termination Liability Charge is calculated as follows:

$$\text{Termination Liability Charge} = (30 \text{ months} \times \text{monthly rate}) - (12 \text{ months} \times \text{monthly rate})$$

(2) Termination Liability Charges will not apply to customer requests for moves of SynchroNet® service under CSPP from one location to another. All appropriate nonrecurring charges for establishing SynchroNet® service at the new location will apply. No lapse in billing will occur for moves of such service under CSPP and the minimum service period obligation shall remain the same.

Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

EFFECTIVE: November 18, 2014

S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.3 Rates and Charges

a. Service wholly within the same LATA.

(1) A Digital Local Channel is furnished between a Serving Wire Center and the customer's premises. The Digital Local Channel charges apply per local channel.

	Nonrecurring Charge		Month to Month	24 to 42 Months	43 to 72 Months
	First	Additional			
(a) 2.4 Kbps	\$365.00	\$120.00	\$70.26	\$65.87	\$58.56
(b) 4.8 Kbps	365.00	120.00	70.26	65.87	58.56
(c) 9.6 Kbps	365.00	120.00	70.26	65.87	58.56
(d) 19.2 Kbps	365.00	120.00	70.26	65.87	58.56
(e) 56.0 Kbps	365.00	120.00	93.69	87.84	80.52
(f) 64.0 Kbps	365.00	120.00	93.69	87.84	80.52

(2) A Node Channel Termination is required at the Company's Node Central Office. Node Channel Termination per local channel or equivalent, each.

	Nonrecurring Charge		Month to Month	24 to 42 Months	43 to 72 Months
	First	Additional			
(a) 2.4 Kbps	\$48.00	\$37.00	\$14.64	\$ 13.16	\$ 11.70
(b) 4.8 Kbps	48.00	37.00	14.64	13.16	11.70
(c) 9.6 Kbps	48.00	37.00	14.64	13.16	11.70
(d) 19.2 Kbps	48.00	37.00	14.64	13.16	11.70
(e) 56.0 Kbps	48.00	37.00	29.28	26.34	23.41
(f) 64.0 Kbps	48.00	37.00	29.28	26.34	23.41

Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

EFFECTIVE: May 15, 2024

S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.3 Rates and Charges (Continued)

a. (Continued)

(3) A Digital Interoffice Channel is furnished between a serving wire center and the Node Central Office. A flat rate and a rate per mile apply for each Digital Interoffice Channel provided.²

(a) Interoffice Channel

1. Fixed rates applicable

	<u>Nonrecurring Charge</u>	<u>Month to Month</u>	<u>24 to 42 Months</u>	<u>43 to 72 Months</u>
i. 2.4, 4.8, 9.6 and 19.2 Kbps	\$ 99.00	\$29.28	\$26.34	\$23.41
ii. 56.0 and 64.0 Kbps	99.00	43.92	40.98	36.59

2. Each mile or fraction thereof

	<u>Nonrecurring Charge</u>	<u>Month to Month</u>	<u>24 to 42 Months</u>	<u>43 to 72 Months</u>
i. 2.4, 4.8, 9.6 and 19.2 Kbps	\$ -	\$ 2.11	\$ 1.82	\$ 1.46
ii. 56.0 and 64.0 Kbps	-	9.30 (l)	3.65	2.92

b. Optional Features and Functions

(1) Multipoint Service, per local or interoffice channel bridged^{3,4}

	<u>Nonrecurring Charge</u>	<u>Month to Month</u>	<u>24 to 42 Months</u>	<u>43 to 72 Months</u>
i. 2.4, 4.8, 9.6 and 19.2 Kbps	\$22.00	\$15.00	\$12.00	\$10.00
ii. 56.0 Kbps	22.00	15.00	12.00	10.00

Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

Note 2: Refer to the National Exchange Carrier Association (NECA) Tariff FCC No. 4 for mileage measurement methodology and wire center Vertical (V) and Horizontal (H) coordinates.

Note 3: Not available at all service locations.

Note 4: This option is not available with 64 Kbps.

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EFFECTIVE: November 18, 2014

S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.3 Rates and Charges (Continued)

b. Optional Features and Functions (Continued)

(2) Secondary Channel Capability, per local channel

	<u>Nonrecurring Charge</u>	<u>Month to Month</u>	24 to 42 <u>Months</u>	43 to 72 <u>Months</u>
(a) Each ^{2,3,4}	\$ 160.00	\$10.00	\$ 7.50	\$ 5.00

Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

Note 2: Note available at all service locations.

Note 3: This option is not available with 64.0 Kbps.

Note 4: Nonrecurring charge is applicable only if Secondary Channel service is being added subsequent to the installation of basic service.

EFFECTIVE: November 18, 2014

S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.4 Types of Rates and Charges

a. The two types of rates and charges are monthly rates and nonrecurring charges and are described as follows:

(1) Monthly Rates

Monthly rates are recurring charges that apply each month or fraction thereof that a service is provided. For billing purposes, each month is considered to have thirty days.

(2) Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for a specific work activity. The three types of nonrecurring charges that apply are installation of service, installation of features and functions and service rearrangements.

(a) Installation of Service

Nonrecurring charges apply for each service terminated at the customer's premises. For the installation of local channels when more than one of the same type of service, between the same premises locations, for the same customer is ordered and installed at the same time, one at each location is billed at the First Service installed rate and the others are billed at the Additional Service Installed rate.

The nonrecurring charges for the Installation of Services are set forth in S15.11.3a. preceding.

(b) Nonrecurring charges apply for the installation of features and functions available with the various services. For some features and functions there is a lower charge if installed coincident with the service and a higher charge if installed subsequent to the service. Nonrecurring charges for Optional Features and Functions are set forth in S15.11.3.b. preceding.

Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

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EFFECTIVE: November 18, 2014

S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.4 Types of Rates and Charges (Continued)

a. (Continued)

(2) Nonrecurring Charges (Continued)

(c) Service Rearrangements

1. Service rearrangements are changes to existing (installed) services which do not result in either a change in the minimum period requirements or a change in the physical location of the point of termination at a customer premises. Changes which result in the establishment of new minimum period obligations are treated as disconnects and starts. Changes in the physical location of the point of termination are treated as moves and are described and charged for as set forth in S15.11.5.

The charge to the customer for the service rearrangement is dependent on whether the change is administrative only in nature or involves actual physical change to the service.

Administrative changes will be made without charge(s) to the customer. Such changes require the continued provision and billing of the Private Line Service to the same entity (i.e., customer remains responsible for all outstanding indebtedness for the service). Administrative changes are as follows:

- Change of customer name (i.e., the customer of record does not change but rather the customer of record changes name),
- Change of customer or customer's premises address when the change of address is not a result of a physical relocation of equipment.
- Change in billing data (name, address, or contact name or telephone number).

Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.4 Types of Rates and Charges (Continued)

a. (Continued)

(2) Nonrecurring Charges (Continued)

(c) Service Rearrangements (Continued)

2. All other service rearrangements will be charged as follows:

- If the change involves the addition of other customer designated premises to an existing multipoint service, the nonrecurring charge for the local channel rate element will apply. The charges will apply only for the location(s) that is being added.
- If the change involves the addition of an optional feature or function which has a separate nonrecurring charge, that nonrecurring charge will apply.
- Customer required changes of data transmission rate for a SynchroNet® service, subsequent to initial installation where no premises visit is required, will not be treated as a change of service. One-half of the nonrecurring charges as outlined in S15.11.3.a and b. will be applicable for these data transmission rate changes. If this service has been provided under a contract plan, the minimum service period shall remain the same.
- For all other changes, including a change of the customer of record involving no physical changes to the service provided or the addition of optional features without separate nonrecurring charges, a charge equal to a local channel rate element nonrecurring charge will apply. One such charge will apply per service order, per change.

Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

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S15. PRIVATE LINE SERVICES AND CHANNELS

S15.11 SynchroNet® Service¹ (Continued)

S15.11.5 Moves

- a. A move involves a change in the physical location of one of the following:
 - (1) A point of interface at the customer premises.
 - (2) The customer's premises.
- b. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

- (1) Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one-half the nonrecurring (i.e., installation) charge for the affected service termination at the customer's premises. There will be no change in the minimum period requirements. If a move is made at the same time a service rearrangement is made, the total charge will never exceed a full nonrecurring charge for the basic service.

- (2) To a Different Building

Moves to a different building will be treated as a discontinuance and all associated nonrecurring charges will apply. New minimum period requirements will be established at the new location except as provided for in S15.11.2.f. for service under CSPP. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

Note 1: Certain material which previously appeared in this section has been vintaged for existing customers (with service in place prior to August 4, 1993) and may be found in Section S104.5 of this Product Guide.

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S16. ENHANCED SERVICE PROVIDER SERVICES

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S16. ENHANCED SERVICE PROVIDER SERVICES

S16.1 General

- a. This Product Guide section contains regulations, rates and charges applicable to the provision of certain functional network capabilities. These capabilities expand the ability of Enhanced Services Providers (ESPs) to provide services to their clients through the use of the public switched and dedicated channel networks. These network capabilities are provided by FRONTIER South Incorporated, hereinafter referred to as the Telephone Company.
- b. Services in this Product Guide are furnished only in central office areas where facilities, as determined by the Telephone Company, permit.
- c. Services in this section of the Product Guide, designed primarily for ESPs, are also available to others.
- d. Feature Packages, for this service, are offered only in central offices where technical capabilities for all features in the package exist.

S16.2 ESP Customer Services

The services listed below are offered to customers for the provisioning of enhanced services to their clients.

- a. Message Waiting Indication - Audible

This service provides the ability for a customer's client line to receive an alerting signal in the form of an audible stutter dial tone. This alerting signal will be used by the customer to inform its clients that information is waiting for them.

Message Waiting Indication - Audible Ring Burst

This service provides a periodic distinctive ring bursts on the subscriber's line whenever a message is stored in the customers integrated voice mail service. This reminder will be repeated at a specific interval programmed by FRONTIER.

- b. Message Waiting Indication-Visual

This service provides the ability to send an alerting signal in the form of a light to its end user's line. This alerting signal can then be used by the Enhanced Service Provider (or customer) to inform its end user that a message(s) is waiting.

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S16. ENHANCED SERVICE PROVIDER SERVICES

S16.2 ESP Customer Services (Continued)

c. Forwarded Call Information - Intraoffice

This service provides the called number (the customer's client number which was busy or did not answer and is equipped with Call Forward), the forwarded number (the customer's enhanced service number to which redirected calls are forwarded), and the reason calls were forwarded or placed to the customer. The reasons for forwarding information may include when a client's line is:

- busy;
- not answered;
- either busy or not answered; or
- used to call the customer directly

This service also provides the calling number of a client when calls are made from the client's line to the customer's enhanced service number. All other calling numbers will be blocked.

Forwarded call information shall be used solely for the purposes of message storage and retrieval as required to provide ESP services.

d. Data Link Termination

This service, in conjunction with a data private line channel, which must be established between the customer's location and the Telephone Company's central office, provides the Forwarded Call Information capability described in S16.2.b above. Local and interexchange data private line channel facilities are as set forth in Section S15.1.2 and Section S15.5.1 of this Product Guide respectively.

(1) Inter-Switch Voice Messaging (ISVM)

- (a) Inter-Switch Voice Messaging (ISVM). This service is available to both Customized Multi-line Telephone Service and business main telephone exchange service customers as an optional enhancement to Data Link service. Whereas Data Link service operates on an intra-switch basis only, the combination of Data Link and ISVM enables voice mail and call answering capabilities to be extended to customers via intra- and inter-switch connectivity, thereby allowing the Company to serve any customer within a Local Access Transport Area (LATA).

e. Enhanced Call Transfer

This feature allows the user of a 2-way trunk with DID to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call. Customers who subscribe to Enhanced Call Transfer must also subscribe to DID Service with E&M Signaling and associated PBX Trunks or Digital Channel Service as specified in Section S10.2 of this Product Guide.

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S16. ENHANCED SERVICE PROVIDER SERVICES

S16.2 ESP Customer Services (Continued)

f. Queuing

This service provides customers subscribing to Automatic Access Lines (AAL), Customized Multi-line Telephone Service or Enhanced Digital Switched Services (EDSS) lines arranged in a multiline hunt group the capability to equip that group with a queuing feature. Calls made to a multiline hunt group equipped with the queuing feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the call is placed on queue and waits its turn to be served.

g. User Transfer

This service provides the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred, the original line/trunk is cleared to place or receive another call.

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S16. ENHANCED SERVICE PROVIDER SERVICES

S16.3 ESP Client Services

ESP Client Services are services offered by the Telephone Company. Customers may order and utilize these client services in conjunction with their clients' exchange access lines to provide enhanced services to their clients. An access arrangement as stated below includes a preselected Automatic Access line number, Customized Multi-line Telephone Service line number, or other line number. These client services are as follows:

a. Call Forward Busy Line - Fixed

When the called access arrangement is busy, this feature automatically routes all calls to a preselected access arrangement in a different building or to a different subscriber within the same building.

b. Call Forward No Answer - Fixed

When the called access arrangement encounters a no answer condition after a specified number of rings, this feature automatically routes all calls to a preselected access arrangement in a different building or to a different subscriber within the same building.

c. Call Forward Busy Line/No Answer - Fixed

When the called access arrangement is busy or encounters a no answer condition, this feature automatically routes all calls to a preselected access arrangement in a different building or to a different subscriber within the same building.

d. Customer Controllable Ringing

This service provides the subscriber with the ability to select the number of rings before a call is forwarded to the integrated voice mail server. To select the number of rings desired (1-9), the client will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.

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S16. ENHANCED SERVICE PROVIDER SERVICES

S16.4 Definitions

a. Client

The term "client" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing; those services provided under this section of the Product Guide (including answering services and other messaging services).

- (1) For ISVM, the client is a Residential or Business end-user of local Exchange Access Line service or Customized Multi-line Telephone Service.

b. Customer

The term "Customer(s)" denotes any ESP, individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this Product Guide.

- (1) For ISVM, the customer is a business entity providing services such as call coverage and messaging to telephone subscribers who elect to become clients of the customer.

c. Enhanced Service Provider

The term "Enhanced Service Provider" denotes a customer that provides enhanced services over the Company's transmission facilities. A customer shall be classified as an enhanced service provider only with respect to use of those exchange services which are utilized for the provision of enhanced service.

d. Enhanced Services

These services are offered over common carrier transmission facilities, which employ computer processing applications that act on format, content, code, protocol, or similar aspects of the customer's transmitted information; provide the customer additional, different or restructured information; or involve customer interaction with stored information.

e. ESP Bill Option

This is an ordering and billing option that allows a customer to order and pay for the provisioning and monthly recurring charges for ESP client services. An agency agreement is necessary before the customer may exercise this option. The agency agreement will be a blanket agreement between the ESP and the Company or an individual agreement between the customer and the customer's client. Customers will be held liable for orders involving clients for whom no agency agreement exists. Customers ordering services from this Product Guide on their own behalf are billed directly and agency agreements do not apply. Customers ordering on their own behalf are bound by client obligations as stated in Section S16.5.c.

f. Switching Unit

The central office switch.

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S16. ENHANCED SERVICE PROVIDER SERVICES

S16.5 Regulations and Conditions

a. Undertaking of the Telephone Company

- (1) The limitation of the Telephone Company's liability is set forth in Section S2.6 of this Product Guide.
- (2) The Telephone Company may disconnect the customer's service for failure to comply with any provision(s) of this Product Guide or any tariff of the Telephone Company.
- (3) ESP Client Services billed to ESP orders can only be accepted if the client line is specified and available for provisioning.
- (4) If the Telephone Company finds the provision of ESP Services and ESP Client Services, as outlined herein, is adversely affecting or would adversely affect the Telephone Company's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, the Telephone Company may refuse to provide or may discontinue providing such services.
- (5) Late payment charges as defined in Section S2.5.3.g. of this Product Guide, will apply to all services contained in this Product Guide.
- (6) ESP and ESP Client Services will not be provided in connection with Public Coin Telephone Service or Semipublic Coin Telephone Service.

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S16. ENHANCED SERVICE PROVIDER SERVICES

S16.5 Regulations and Conditions (Continued)

- a. Undertaking of the Telephone Company (Continued)
 - (7) Charges for calls between the originating location and the call forwarded equipped line are applicable in accordance with regularly filed Product Guide sections for local calls, dial station, operator station or person toll calls.

- b. Enhanced Service Provider's Obligations
 - (1) Customer services as outlined herein and the promotion and provision thereof must comply with all applicable Federal, State and Local laws, rules and regulations.
 - (2) The customer shall indemnify, defend, protect and save harmless the Telephone Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim or infringement of any patents, trademarks, or copyright, or resulting from any claim of libel or slander.
 - (3) The customer is responsible for all nonrecurring charges and monthly recurring charges for billed-to-ESP services including those situations in which the customer's client and/or the Telephone Company has temporarily suspended or disconnected that client's service.
 - (4) The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Telephone Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.

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S16. ENHANCED SERVICE PROVIDER SERVICES

S16.5 Regulations and Conditions (Continued)

b. Enhanced Service Provider's Obligations (Continued)

- (5) The customer shall not publish or use any advertising, sales promotion material, or other publicity relating to the subject matter of ESP and ESP Client Services wherein the Telephone Company's name or language, signs, markings or symbols are used, from which the connection of the Telephone Company's name therewith may be, in the Telephone Company's judgment, reasonably inferred or implied without the prior written approval of the Telephone Company.
- (6) The customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the customer's premises equipment, program development, advertising, and promotional expenses. The customer is financially responsible for all facilities required to connect the customer's equipment to the Telephone Company's serving wire center, in accordance with all applicable rates and charges under the Telephone Company's Tariffs and/or Product Guide.
- (7) The customer's premises equipment shall be inter-connected in accordance with the General Conditions and applicable rates as set forth in Section S13, Connection of Customer-Provided Equipment. If the customer violates this requirement, the Telephone Company may disconnect the customer's services.
- (8) The customer is responsible for disconnecting ESP Client Services ordered for its client(s). In those situations where the customer's client(s) request the Telephone Company to disconnect main service the Company will also disconnect ESP Service on the same date.
- (9) The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service.

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S16. ENHANCED SERVICE PROVIDER SERVICES

S16.5 Regulations and Conditions (Continued)

c. Client Obligations

The client whose line is equipped with Call Forward -Busy Line and/or No Answer - Fixed is responsible for the payment of applicable charges for each completed call between their Call Forward equipped line and the customer's number to which the call is forwarded.

d. Billing-and Remittance

- (1) Adjustments requested due to poor transmission quality caused by the customer's equipment may be made at the discretion of the Telephone Company.
- (2) The customer's services may be discontinued pursuant to the procedures set forth in Section S2.5.3 of this Product Guide, for failure to make full payment for the Telephone Company's services provided under this Product Guide.

e. Inter-Switch Voice Message(ISVM) Regulations

- (1) ISVM is offered subject to the availability of both Data Link and ISVM facilities.
- (2) ISVM is offered as an optional enhancement to Data Link service and, as such, all of the applicable regulations pertaining to Data Link service apply. With regard to the delivery of calling number, this service also provides the calling number of a client when calls are made from the client's line to the customer's enhanced service number. All other calling numbers will be blocked. Please refer to Sections S16.2c. and d. for further clarification.
- (3) The Company will determine which central office and transmission facilities are used to provide service.
- (4) Customers are entirely responsible for the compatibility of their terminating equipment to handle calls and call-related data.
- (5) Customers must agree to purchase adequate facilities as determined by the Company.
- (6) Signaling, control and data communication protocols are defined by the Company and the Company retains the right to change these protocols.
- (7) Customers subscribing to ISVM must also subscribe to Data Link service.
- (8) ISVM is available to compatible and suitably-equipped Customized Multi-line Telephone Service customers.
- (9) The Company assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.
- (10) The integrity of the customer's database information is solely the responsibility of the customer. The Company assumes no liability for any errors, misdirected calls or misdirected message waiting indications resulting from problems with the customer's database.
- (11) Customers are not authorized to sell, offer for telemarketing purposes or other unauthorized purposes a list of telephone numbers acquired or compiled by using this service.

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S16. ENHANCED SERVICE PROVIDER SERVICES

S16.6 Rate and Charge Regulations

The ESP Bill Option as described in Section S16.4.e. of this Product Guide may only be exercised by a customer who is planning to utilize the service found in this Product Guide to offer enhanced service (including answering services and other messaging services).

S16.7 Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Call Forward Busy-Fixed, Per Line Arranged	Note 1	-
b. Call Forward No Answer-Fixed, Per Line Arranged	Note 1	-
c. Call Forward, Busy/ No Answer-Fixed, Per Line Arranged	Note 1	-
d. Message Waiting Indication-Audible, Per Line Arranged	.50	-

Note 1: Refer to Section S12.18.3 for Business and Residential rates.

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S16. ENHANCED SERVICE PROVIDER SERVICES

S16.7 Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
e. Forwarded Call Information-Intraoffice, Per Line Arranged	\$ 1.00	\$ -
f. Data Link Termination, Per Data Link Arranged	350.00	2,500.00
g. Queuing, Per Line or Trunk Arranged	1.50	-
h. User Transfer Per Line Arranged	1.50	-
i. Message Waiting Indication- Audible Ring Burst	1.50	-
j. Customer Controllable Ring	1.00	-
k. Three Feature Package, per line - Call Forward (busy/no answer-fixed) Forwarded Call Information-Intraoffice, Message Waiting Indication-Audible	2.00	-
h. Five Feature Package, per line – Call Forward (busy/no answer-fixed) Customer Controllable Ring Forwarded Call Information-Intraoffice Message Waiting Indication-Audible Message Waiting Indication-Audible Ring Burst	2.75	-

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S16. ENHANCED SERVICE PROVIDER SERVICES

S16.7 Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
m. Enhanced Call Transfer, per system	\$ 20.00	\$ 25.00
n. Automatic Access Line (Note 1) (Note 2)		
o. Enhanced Digital Switched Services (EDSS) or Customized Multi-line Telephone Service Line	(Note 3)	(Note 4)
p. Message Waiting Indication - Visual Per Line	.50	-
q. Inter-Switch Voice Messaging (ISVM) Service ISVM Service Interface, each	3000.00	2000.00
r. The Subsequent Service Ordering charge as shown in Section S4.3 will apply when ESP or ESP Client Services are added or rearranged on an existing line. (Note: Central Office Line Connection Work charge does not apply when these services are added or rearranged).		

- Notes:
- (1) Monthly line rates are as found in Sections S3.2.2 or S3.3 of this Product Guide as applicable.
 - (2) Nonrecurring charges are as found in Section S4 of this Product Guide.
 - (3) Monthly rates and charges for EDSS and Customized Multi-line Telephone Services are as found in Section S102.1 and S102.2. of this Product Guide respectively.
 - (4) Nonrecurring charges for EDSS or Customized Multi-line Telephone Services are as found in Sections S4, S102.1. and S102.2. of this Product Guide, as applicable.

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S17. ADVANCED DATA SERVICES

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¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

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S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered ¹

(C)

S17.1.1 General

- a. This section contains definitions, regulations and charges applicable to the provision of Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) furnished by the Company within the State of North Carolina, where conditions and facilities permit.

S17.1.2 Regulations

a. Explanation of Terms

In addition to the definitions found in Section 1 of this Product Guide, the following definitions apply:

Hub - A Company designated serving wire center that is equipped to provide service.

Maximum Burst Size - The term "Maximum Burst Size" (MBS) denotes the consecutive number of ATM cells that can enter the ATM Cell Relay Service network above the Sustained Cell Rate level and below the Peak Cell Rate level.

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
(N)

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S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered¹ (Continued) (C)

S17.1.2 Regulations (Continued)

In addition to the Regulations set forth in Section 2 of this Product Guide, the following Regulations apply:

b. Description of Service

Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) is a telecommunications transport and switching service that provides for high-speed connectivity between Customer-designated locations. ATM CRS consists of a User Network Interface (UNI) interface. This interface is available in various configurations including Port with Access Line Connection and Port Only Connection, with either incremental or full bandwidth.

The UNI Port with Access Line Connection is a dedicated digital line that provides a link from the Customer's premises to one of Company's ATM CRS hubs. UNIs are also provisioned as an Inverse Multiplexing ATM (IMA) Port with Access Line Connection as defined in c.2. and as a UNI Port Only Connection as defined in c.3. following.

ATM CRS is a fast-packet, cell-based technology that can support user applications requiring high-bandwidth, high-performance transport and switching. This connectivity is provided via Permanent Virtual Circuits (PVCs) and/or Switched Virtual Circuits (SVCs) that are implemented over access facilities and switches that are dedicated to high-speed telecommunications services.

UNI Port with Access Line Connections, UNI IMA Port with Access Line Connections, UNI Port Only Connections, PVCs and SVCs are further described in c. following.

c. Service Components

The major components of ATM CRS are:

- UNI Port with Access Line Connection
- UNI IMA Port with Access Line Connection
- UNI Port Only Connection
- Permanent Virtual Circuit (PVC)
- Switched Virtual Circuit (SVC)
- Effective Bandwidth

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

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S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered¹ (Continued) (C)

S17.1.2 Regulations (Continued)

c. Service Components (Continued)

1. UNI Port with Access Line Connection

UNI Port with Access Line Connections, which are available at the DS1, DS3, OC3c, and OC12c levels, provide dedicated transport between Customer-designated premises and an ATM CRS hub. There are two types of UNIs: Full and Incremental. The Full UNI includes all available bandwidth in one rate, and the Incremental UNI is sold and provisioned with PVC and/or SVC bandwidth increments. The DS1 UNI is not offered in increments.

In order for Customer traffic to be carried on the network, each Incremental UNI requires at least one 5 Mbps increment of either PVC or SVC bandwidth. The Customer may elect to subscribe to multiple PVCs. This feature is established over the UNI via connection identifiers, which enables the Customer to have virtual connections to various locations.

UNIs are provided at nominal data rates of 1.536 Mbps (DS1), 44.21 Mbps (DS3), 149.76 Mbps (OC3c), or 599.04 Mbps (OC12c). OC3c and OC12c are provided as a concatenated signal in STS-3c and STS-12c (Synchronous Transport Signal) formats, respectively. The actual throughput into CRS is less than the line rate for the UNI provided.

The rates and charges for a UNI are differentiated by the capacity of the UNI, the location where the UNI originates (i.e., Customer-designated premises) and mileage ranges (expressed as tiers) associated with extending the UNI to the wire center designated as the ATM CRS hub.

The OC3c and OC12c UNI Port with Access Line Connections are provisioned on Protected or Protected Diverse Synchronous Optical Network (SONET) facilities. SONET is a standards-based fiber optic communication network that transports both asynchronous and synchronous digital signals using the Synchronous Transport Signal (STS) format. ATM OC3c and OC12c Protected SONET UNI Port with Access Line Connections are provisioned over SONET as a survivable service with an alternate (not diverse) facility between the central office and the Customer premises. ATM OC3c and OC12c Protected Diverse SONET UNI Port with Access Line Connections are provisioned over SONET as a survivable service with an alternate and diverse path between the ATM CRS hub and the Customer premises. DS3, OC3c, OC12c and other interfaces, both electrical and optical, are supported and defined to the technical specifications set forth in d. following.

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered¹ (Continued) (C)

S17.1.2 Regulations (Continued)

c. Service Components (Continued)

2. UNI Inverse Multiplexing ATM (IMA) Port with Access Line Connection

UNI IMA Port with Access Line Connection permits the provisioning of bandwidth greater than DS1 and less than DS3 by binding together multiple DS1 facilities. The inverse multiplexer at each end of the connection aggregates and de-aggregates multiple parallel DS1 leased lines into a single higher speed link. IMA will be offered as Full bandwidth only. Two to six DS1 facilities will be permitted in an IMA group providing nominal aggregated bandwidth from three to nine megabits per second. IMA allows for all class of service parameters up to the combined nominal line rate of the aggregated DS1s and all PVCs and/or SVCs that will fit within the bandwidth. Ordering of DS1s within an IMA group must be done in ascending order. Disconnecting DS1s within an IMA group must be done in descending order. Customer must purchase a minimum of two IMA DS1s.

Requests to change existing UNI Port with Access Line Connections to UNI IMA Port with Access Line Connections will be treated as a disconnect and new install. Termination liability charges, as set forth in Section 2.4.16 of this Product Guide, may apply.

3. UNI Port Only Connection

Port Only Connections can be established as a User Network Interface (UNI) arrangement. The UNI Port Only connection provides an ATM Cell Relay Network connection based on the port connection speeds of DS1, DS3, OC3c and OC12c. The ATM port speed will be consistent with the channel speed of the access channel. The actual throughput of Customer traffic cannot exceed the bandwidth of the access channel and port speed.

UNI Port Only Connections are available as either Incremental or Full. This refers to the bandwidth that is required to provision PVCs on the port. Incremental ports come with no bandwidth and bandwidth is purchased in increments based on Customer bandwidth requirements. Full ports come with all bandwidth included up to the maximum rate of the port. Each port can accommodate multiple PVCs or SVCs depending on the bandwidth purchased. UNI Port Only is available on a one-year, two-year, three-year and five-year term.

Customers may access Port Only Connections via Company-provided digital access facilities or via facilities provided by another carrier. When access facilities are provided by the Company, the associated regulations, rates and charges under the appropriate Company Tariff and/or Product Guide shall apply in addition to the regulations, rates and charges associated with ATM CRS. Company-provided access facilities may also be provisioned on an Individual Case Basis (ICB) where access facilities are not generally available under the applicable tariff and/or Product Guide. Interconnection charges to connect access line services provided by the Company or another carrier may apply and will be billed separately. Any special construction or nonstandard charges assessed by the carrier supplying the access facilities will be the responsibility of the Customer.

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S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered¹ (Continued) (C)

S17.1.2 Regulations (Continued)

c. Service Components (Continued)

4. Permanent Virtual Circuit (PVC)

The PVC defines a virtual connection across a UNI between the Customer premises and Company's ATM CRS hub. Each UNI requires at least one PVC in order for Customer traffic to traverse the network. Each ATM cell carries a unique tag which identifies that ATM CRS cell as belonging to a particular PVC. A PVC is a logical channel connecting two or more Customer-designated premises with virtual connections through a Company provided ATM CRS switch (es). The PVCs may be provided on a point-to-point or point-to-multipoint basis. When a PVC is provided as a point-to-point virtual connection, transmission is bi-directional allowing for ATM CRS cells to be transmitted or received over the same PVC. For point-to-multipoint virtual connections, transmission is provided as transmit only. The virtual connection is set up by Company based on information contained on a service order rather than by dial-up signaling.

PVCs consist of two types: Virtual Channel Connections (VCCs) and Virtual Path Connections (VPCs). A VCC is a type of PVC with independent identity and defined service parameters that are provisioned via service order and cannot be altered by the Customer without additional service order activity. A VPC is a type of PVC with defined service parameters that is provisioned via service order. Customers may provision their own virtual channels within the VPC, provided that the sum of the service parameters of all of the virtual channels does not exceed the aggregate service parameters of the VPC.

5. Switched Virtual Circuit (SVC)

SVCs are similar in structure to PVCs, but SVCs are provisioned on demand by Customer premises equipment that signals the ATM cell relay network to set up and tear down logical connections. The network will respond to these requests by provisioning a virtual connection across the network based on the class of service parameters requested, provided that sufficient network resources are available to establish the connection. Each UNI that is SVC signal enabled will be provided with a SVC International Code Designator (ICD) prefix that will uniquely identify the UNI. Customers must use this Company assigned prefix when requesting SVC virtual connections across the Company Cell Relay Network. Each Constant Bit Rate (CBR) and Variable Bit Rate (VBR) SVC will be limited to a maximum Peak Cell Rate of 20 Mbps and a maximum Sustained Cell Rate of 20 Mbps.

Closed User Group (CUG) capability is a feature associated with SVCs. A CUG provides the ability to contain SVC calls between certain UNIs. A CUG functionally groups UNIs into logical associations and allows calling privileges to be specified network wide. A CUG provides a network-wide mechanism for access control. CUGs provide a logical grouping of UNIs, creating a SVC community of interest.

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S17. ADVANCED DATA SERVICES

S17.1 **Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) - Grandfathered**¹ (Continued) (C)

S17.1.2 **Regulations (Continued)**

c. **Service Components (Continued)**

6. **Effective Bandwidth**

Effective bandwidth is the bandwidth reserved for each logical connection (PVC or SVC) that is set up across a UNI. It is based on the Peak Cell Rate (PCR), Sustained Cell Rate (SCR), Maximum Burst Size, and the class of service parameters selected, i.e., CBR, VBRrt (Variable Bit Rate real time), VBRnrt (Variable Bit Rate non-real time), or UBR (Unspecified Bit Rate). The total effective bandwidth of all the logical connections on a UNI cannot exceed the total bandwidth available on the UNI. Effective bandwidth prices do not vary by class of service level selected. However, effective bandwidth is consumed in varying degrees based on the class of service parameters selected. The higher the class of service, the more bandwidth will be reserved. A CBR PVC with the same PCR as a VBR PVC will reserve more effective bandwidth.

d. **Technical Specifications**

The technical specifications for ATM CRS are delineated in Technical References TR-NWT-001112, GR-1110-CORE, GR-1248-CORE, and SR-3330.

The technical specifications for DS1 and DS3 signals are delineated in TR-INS-000342.

The technical specifications for OC3c and OC12c signals are delineated in GR-253-CORE, Issue 2.

The technical specifications for UNIs are delineated in ATM Forum ATM User Network Interface Specifications V3.0, af-uni-0010.001, and V3.1, af-uni-0010.002. Interface specifications for Customer-provided ATM CRS compatible premises equipment or devices must also be in accordance with the specifications defined in these documents.

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S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered¹ (Continued) (C)

S17.1.2 Regulations (Continued)

e. Provision of Service

ATM CRS includes:

1. At least one UNI Port with Access Line or UNI Port Only or two UNI IMA Port With Access Lines, which has a maximum nominal capacity for either DS1 (1.536 Mbps), DS3 (44.21 Mbps), OC3c (149.76 Mbps), or OC12c (599.04 Mbps). The OC3c and OC12c UNIs are provisioned over Protected or Protected Diverse SONET. The Protected and Protected Diverse SONET facilities provide a backup facility that automatically switches in the event of a failure on the primary facility.
2. Unlimited usage on purchased bandwidth.
3. Incremental UNIs must have at least one increment of effective bandwidth (either PVC or SVC) in order for traffic to traverse the network. The DS1, DS3, OC3c, and OC12c Full UNIs are equipped with the full effective bandwidth.
4. Either one or more PVCs. When PVC bandwidth is purchased, one or more PVCs must be selected for Customer traffic to traverse the network.
5. Two types of PVCs, (i) Virtual Channel Connections (VCCs) and (ii) Virtual Path Connections (VPCs), which support the following Classes of Service:
 - (a) Constant Bit Rate (CBR)
 - (b) Variable Bit Rate real time (VBRrt)
 - (c) Variable Bit Rate non-real time (VBRnrt)
 - (d) Unspecified Bit Rate (UBR)

f. Tier Structure for Local Serving Offices

Locations (wire centers) that provide ATM CRS have been designated as ATM hubs. Each local serving office has been placed in a Tier 1, 2 or 3, based on its location relative to the closest ATM hub.

g. Service Functionality

The ATM CRS functionality consists of transporting 53-byte cells of information from the Customer location to a Company ATM hub over a UNI. The traffic is routed in the switch to another UNI, or other suitable network connection.

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(N)

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S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered¹ (Continued) (C)

S17.1.2 Regulations (Continued)

h. Class of Service Parameters

1. Constant Bit Rate (CBR)

(a) Peak/Sustained Cell Rate:

Customer specified in increments of 64 Kbps up to the maximum speed of the UNI.

(b) Non-conforming cells:

Discarded.

(c) Cell Delay Variation Tolerance (CDVT):

DS1 = 600 microseconds
DS3 = 600 microseconds
OC3c = 600 microseconds
OC12c = 600 microseconds

2. Variable Bit Rate (VBR) Real Time/Non-Real Time

(a) Sustained Cell Rate (SCR):

Customer specified in increments of 64 Kbps up to the maximum speed of the UNI.

(b) Peak Cell Rate (PCR):

Customer selectable in increments of 64 Kbps up to line rate. Default is 200% of SCR for PVCs. (The ratio of PCR to SCR will be signaled by CPE for SVCs. Therefore, there is no default value.)

(c) Non-conforming cells:

Discarded

(d) Cell Delay Variation Tolerance (CDVT):

DS1 = 600 microseconds
DS3 = 600 microseconds
OC3c = 600 microseconds
OC12c = 600 microseconds

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(N)

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S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered¹ (Continued) (C)

S17.1.3 Special Conditions

1. ATM CRS is available where facilities and conditions permit. For locations where the Customer requests ATM CRS and digital or SONET facilities are not available, special construction charges may apply.
2. Maintenance Window

To meet the Customers' requirements, occasional network upgrades must be performed. These network upgrades are needed to provide improved performance and new features. Generally these upgrades will be performed between the hours of 11 PM and 8 AM. Network upgrades are planned to provide Customers reasonable and timely notification in order to minimize any impact on the Customers' service.

S17.1.4 Obligation of the Customer

The Customer must provide the necessary compatible premise equipment or ATM CRS device capable of interfacing with the Company's ATM CRS.

S17.1.5 Obligation of the Company

Company is responsible for service up to and including the network interface. Company's responsibility is limited to the furnishing of communications facilities and switches suitable for ATM CRS.

ATM CRS is supported by the Company's Single Point of Contact (SPOC) center, which provides continuous support for ATM CRS 24 hours per day, seven days per week (24x7) with the ability to manage all of the Customer's ATM CRS as a single network. The SPOC performs maintenance, trouble resolution and network management functions on a 24x7 basis. Service order processing and network installation functions are performed only during normal business hours.

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(N)

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S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered ¹(Continued) (C)

S17.1.6 Application of Rates and Charges

a. Rate Elements

The following rate elements are applicable to ATM CRS:

- UNI Port with Access Line Connection
- UNI Inverse Multiplexing ATM (IMA) Port with Access Line Connection
- UNI Port Only Connection
- Permanent Virtual Circuits (PVCs)
- Effective Bandwidth for Incremental UNIs
- Closed User Groups (CUG)
- Administrative Charge

1. UNI Port with Access Line Connection

A monthly rate apply on a per Port With Access Line basis, based on the speed (i.e., DS1, DS3, OC3c or OC12c) and/or type (i.e., Full or Incremental, SONET - Protected or Protected Diverse) of the access connection. UNI Port and Access is offered as a one-year, two-year, three-year or five-year Extended Service Plan (ESP). No nonrecurring charges apply.

2. UNI Inverse Multiplexing ATM (IMA) Port with Access Line Connection

A monthly rate applies on a per DS1 basis for each sequential DS1 ordered up to the desired bandwidth (i.e., 3 Mbps, 4.5 Mbps, 6 Mbps, 7.5 Mbps or 9 Mbps). IMA is offered as a one-year, two-year, three-year or five-year ESP. DS1s within an IMA group added subsequent to the initial installation of the first two DS1s will have their own term period. No nonrecurring charges apply.

3. UNI Port Only Connection

A monthly rate applies on a per Port Only basis, based on the speed (i.e., DS1, DS3, OC3c or OC12c) and/or type (i.e., Full or Incremental) of the port only connection. UNI Port Only is offered as a one-year, two-year, three-year or five-year Extended Service Plan (ESP). No nonrecurring charges apply.

4. Permanent Virtual Circuits (PVCs)

A nonrecurring charge applies per order for Virtual Channel Connection (VCC) or Virtual Path Connection (VPC). PVCs are ordered per UNI. If multiple UNIs are involved, a nonrecurring charge will apply to each UNI Port on which the virtual connections will reside. The nonrecurring charge does not apply when PVCs are installed at the same time as the respective UNIs.

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(N)

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S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered¹ (Continued) (C)

S17.1.6 Application of Rates and Charges (Continued)

a. Rate Elements (Continued)

5. Effective Bandwidth for Incremental UNIs

A monthly rate applies for incremental UNIs for CBR or VBR PVC and SVC bandwidth at 5 Mbps for DS3 or OC3c and at 15 Mbps for OC12c. A monthly rate also applies for incremental UNIs for UBR PVC and SVC bandwidth for DS3, OC3c and OC12c. No nonrecurring charges apply.

The monthly rate for PVC and/or SVC UBR bandwidth will be waived when the combined VBR and CBR effective bandwidth purchased (either SVC or PVC or any combination) is equal to at least 50% of the effective bandwidth capacity of the UNI. When UBR bandwidth is made available, it is available for both PVCs and SVCs. No nonrecurring charges apply.

6. Closed User Groups (CUG)

A nonrecurring charge applies per order and per UNI for each CUG established and for each subsequent CUG member added to a CUG. The nonrecurring charge does not apply when a CUG is installed at the same time as the respective UNI.

7. Administrative Charge

A nonrecurring charge applies (per order, per UNI) when Customer initiates a change to one or more of the following: UNI bandwidth, PVCs, class of service parameters, and/or other service parameters that do not require changes in physical facilities and that can be provisioned by Company without the dispatch of a technician to Customer location. For each service order issued, the charge will be one Administrative Charge regardless of the number of changes made. The Administrative Charge does not apply for those items ordered on the same service order with the installation of a UNI.

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S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered¹ (Continued) (C)

S17.1.6 Application of Rates and Charges (Continued)

b. Minimum Period

The minimum period for ATM CRS is one month.

c. Extended Service Plan

The ATM CRS UNI Port with Access Line Connection, UNI IMA Port With Access Line Connection and UNI Port Only Connection rate elements are available under an ESP.

Term commitments of one-, two-, three- and five-years are available to ATM CRS UNI Port With Access Line Connection and UNI Port Only Customers and term commitments of one-, two-, three-, and five-years are available to UNI IMP Port With Access Line Connections at the applicable rates set forth in S17.1.7 following, regardless of when they subscribe to an ESP arrangement.

1. Termination Liability

In the event ATM CRS is terminated by the Customer prior to completion of the initial term commitment period, Termination Liability charges, as set forth in General Regulations, Section 2.4.16 of this Product Guide, will apply.

d. Moves

When the Customer requests a move or relocation of the UNI, the move or relocation will be treated as a termination of the existing service and the establishment of a new service.

e. Special Facilities Routing

The Customer may request that the facilities used to provide ATM CRS be specially routed. Additional charges will apply based on cost.

f. Acceptance Testing

At no additional charge, the Company will, at the Customer's request, cooperatively test, at the time of installation. Acceptance tests will include tests for the parameters applicable to the service as specified in the order for service.

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(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered¹ (Continued)

(C)

S17.1.7 Rates and Charges

1. UNI Port with Access Line Connection

	<u>One-Year Rate</u>	<u>Two-Year Rate</u>	<u>Three-Year Rate</u>	<u>Five-Year Rate</u>
(a) DS1, each				
Full				
Tier 1 (0 to 5 Miles)	\$ 805.00	\$ 765.00	\$ 684.00	\$ 644.00
Tier 2 (Over 5 to 25 Miles)	805.00	765.00	684.00	644.00
Tier 3 (Over 25 to 50 Miles)	805.00	765.00	684.00	644.00
(b) DS3, each				
Full				
Tier 1 (0 to 5 Miles)	4,060.00	3,857.00	3,451.00	3,247.00
Tier 2 (Over 5 to 25 Miles)	4,776.00	4,538.00	4,060.00	3,821.00
Tier 3 (Over 25 to 50 Miles)	5,731.00	5,444.00	4,872.00	4,585.00
Incremental				
Tier 1 (0 to 5 Miles)	3,407.00	3,235.00	2,895.00	2,725.00
Tier 2 (Over 5 to 25 Miles)	4,007.00	3,807.00	3,407.00	3,205.00
Tier 3 (Over 25 to 50 Miles)	4,808.00	4,568.00	4,088.00	3,847.00

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EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered¹ (Continued)

(C)

S17.1.7 Rates and Charges (Continued)

1. UNI Port with Access Line Connection (Continued)

	One-Year <u>Rate</u>	Two-Year <u>Rate</u>	Three-Year <u>Rate</u>	Five-Year <u>Rate</u>
(c) OC3c, each				
SONET				
Full, Protected				
Tier 1 (0 to 5 Miles)	\$ 7,659.00	\$ 7,277.00	\$ 6,511.00	\$ 6,127.00
Tier 2 (Over 5 to 25 Miles)	9,011.00	8,561.00	7,659.00	7,209.00
Tier 3 (Over 25 to 50 Miles)	10,813.00	10,272.00	9,192.00	8,650.00
Full, Protected Diverse				
Tier 1 (0 to 5 Miles)	9,353.00	8,886.00	7,951.00	7,482.00
Tier 2 (Over 5 to 25 Miles)	11,003.00	10,453.00	9,353.00	8,803.00
Tier 3 (Over 25 to 50 Miles)	13,204.00	12,544.00	11,244.00	10,563.00
Incremental, Protected				
Tier 1 (0 to 5 Miles)	5,336.00	5,070.00	4,536.00	4,269.00
Tier 2 (Over 5 to 25 Miles)	6,278.00	5,964.00	5,336.00	5,023.00
Tier 3 (Over 25 to 50 Miles)	7,534.00	7,158.00	6,403.00	6,027.00
Incremental, Protected Diverse				
Tier 1 (0 to 5 Miles)	7,030.00	6,679.00	5,976.00	5,624.00
Tier 2 (Over 5 to 25 Miles)	8,271.00	7,856.00	7,030.00	6,617.00
Tier 3 (Over 25 to 50 Miles)	9,924.00	9,428.00	8,436.00	7,940.00

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EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered ¹ (Continued)

(C)

S17.1.7 Rates and Charges (Continued)

1. UNI Port with Access Line Connection (Continued)

	One-Year Rate	Two-Year Rate	Three-Year Rate	Five-Year Rate
(d) OC12c, each				
SONET				
Full, Protected				
Tier 1 (0 to 5 Miles)	23,668.00	22,484.00	20,118.00	18,934.00
Tier 2 (Over 5 to 25 Miles)	27,844.00	26,452.00	23,668.00	22,275.00
Tier 3 (Over 25 to 50 Miles)	33,413.00	31,742.00	28,401.00	26,730.00
Full, Protected Diverse				
Tier 1 (0 to 5 Miles)	25,604.00	24,323.00	21,764.00	20,483.00
Tier 2 (Over 5 to 25 Miles)	30,121.00	28,615.00	25,604.00	24,098.00
Tier 3 (Over 25 to 50 Miles)	36,146.00	34,339.00	30,724.00	28,917.00
Incremental, Protected				
Tier 1 (0 to 5 Miles)	15,730.00	14,944.00	13,371.00	12,584.00
Tier 2 (Over 5 to 25 Miles)	18,505.00	17,580.00	15,730.00	14,805.00
Tier 3 (Over 25 to 50 Miles)	22,207.00	21,097.00	18,876.00	17,765.00
Incremental, Protected Diverse				
Tier 1 (0 to 5 Miles)	17,666.00	16,783.00	15,016.00	14,133.00
Tier 2 (Over 5 to 25 Miles)	20,783.00	19,744.00	17,666.00	16,627.00
Tier 3 (Over 25 to 50 Miles)	24,940.00	23,693.00	21,199.00	19,952.00

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EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered ¹ (Continued)

(C)

S17.1.7 Rates and Charges

2. UNI Inverse Multiplexing ATM (IMA)

		One-Year Monthly <u>Rate</u>	Two-Year Monthly <u>Rate</u>	Three-Year Monthly <u>Rate</u>	Five-Year Monthly <u>Rate</u>
(a)	First DS1, each (1.5 Mbps total bandwidth)				
	Full				
	Tier 1 (0 to 5 Miles)	\$ 828.00	\$ 788.00	\$ 704.00	\$ 663.00
	Tier 2 (Over 5 to 25 Miles)	828.00	788.00	704.00	663.00
	Tier 3 (Over 25 to 50 Miles)	828.00	788.00	704.00	663.00
(b)	Second DS1, each (3 Mbps total bandwidth)				
	Full				
	Tier 1 (0 to 5 Miles)	\$ 787.00	\$ 747.00	\$ 684.00	\$ 644.00
	Tier 2 (Over 5 to 25 Miles)	787.00	747.00	684.00	644.00
	Tier 3 (Over 25 to 50 Miles)	787.00	747.00	684.00	644.00
(c)	Third DS1, each (4.5 Mbps total bandwidth)				
	Full				
	Tier 1 (0 to 5 Miles)	\$ 757.00	\$ 718.00	\$ 642.00	\$ 605.00
	Tier 2 (Over 5 to 25 Miles)	757.00	718.00	642.00	605.00
	Tier 3 (Over 25 to 50 Miles)	757.00	718.00	642.00	605.00
(d)	Fourth DS1, each (6 Mbps total bandwidth)				
	Full				
	Tier 1 (0 to 5 Miles)	\$ 757.00	\$ 718.00	\$ 642.00	\$ 605.00
	Tier 2 (Over 5 to 25 Miles)	757.00	718.00	642.00	605.00
	Tier 3 (Over 25 to 50 Miles)	757.00	718.00	642.00	605.00
(e)	Fifth DS1, each (7.5 Mbps total bandwidth)				
	Full				
	Tier 1 (0 to 5 Miles)	\$ 757.00	\$ 718.00	\$ 642.00	\$ 605.00
	Tier 2 (Over 5 to 25 Miles)	757.00	718.00	642.00	605.00
	Tier 3 (Over 25 to 50 Miles)	757.00	718.00	642.00	605.00
(f)	Sixth DS1, each (9 Mbps total bandwidth)				
	Full				
	Tier 1 (0 to 5 Miles)	\$ 757.00	\$ 718.00	\$ 642.00	\$ 605.00
	Tier 2 (Over 5 to 25 Miles)	757.00	718.00	642.00	605.00
	Tier 3 (Over 25 to 50 Miles)	757.00	718.00	642.00	605.00

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EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered¹ (Continued) (C)

S17.1.7 Rates and Charges (Continued)

3. UNI Port Only Connection

		One-Year Monthly <u>Rate</u>	Two-Year Monthly <u>Rate</u>	Three-Year Monthly <u>Rate</u>	Five-Year Monthly <u>Rate</u>
(a)	DS1, each				
	Full	\$ 420.00	\$ 399.00	\$ 358.00	\$ 337.00
(b)	DS3, each				
	Full	1,481.00	1,407.00	1,258.00	1,185.00
	Incremental	712.00	677.00	605.00	570.00
(c)	OC3c, each				
	Full	3,872.00	3,678.00	3,291.00	3,098.00
	Incremental	1,139.00	1,081.00	968.00	911.00
(d)	OC12c, each				
	Full	13,609.00	12,929.00	11,568.00	10,888.00
	Incremental	4,270.00	4,057.00	3,630.00	3,417.00

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered² (Continued) (C)

S17.1.7 Rates and Charges (Continued)

4. Permanent Virtual Circuits (PVCs) per order

	Nonrecurring Charge ¹
(a) Virtual Channel Connections (VCCs)	
Constant Bit Rate (CBR)	\$ 75.00
Variable Bit Rate real time (VBRrt)	75.00
Variable Bit Rate non-real time (VBRnrt)	75.00
Unspecified Bit Rate (UBR)	75.00
(b) Virtual Path Connections (VPCs)	
Constant Bit Rate (CBR)	75.00
Variable Bit Rate real time (VBRrt)	75.00
Variable Bit Rate non-real time (VBRnrt)	75.00
Unspecified Bit Rate (UBR)	75.00

¹ Applies per order and in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs. If multiple UNIs are involved, a nonrecurring charge will apply to each UNI Port on which the virtual connections will reside. The nonrecurring charge does not apply when PVCs are installed at the same time as the respective UNIs.

² Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.1 Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) – Grandfathered³ (Continued) (C)

S17.1.7 Rates and Charges (Continued)

5. Effective Bandwidth for Incremental UNIs

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(a) CBR or VBR PVC Bandwidth		
DS3, OC3c – 5 Mbps	\$ 97.00	N/A
OC12c – 15 Mbps	242.00	N/A
(b) CBR or VBR SVC Bandwidth		
DS3, OC3c – 5 Mbps	97.00	N/A
OC12c – 15 Mbps	242.00	N/A
(c) UBR PVC and SVC Bandwidth, Bandwidth up to the UNI line rate		
DS3	484.00	N/A
OC3c	1,452.00	N/A
OC12c	4,840.00	N/A
6. Closed User Groups (CUG) ¹ , per order, per UNI		
(a) Each CUG	N/A	\$75.00
(b) Each subsequent CUG member added to a CUG	N/A	75.00
7. Administrative Charge ² , per order	N/A	75.00

¹ Applies per order, per UNI, and in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs. The nonrecurring charge does not apply when a CUG is installed at the same time as the respective UNI.

² Applies per order, per UNI, and in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs. The nonrecurring charge does not apply for those items ordered on the same service order with the installation of a UNI.

³ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹

(C)

S17.2.1 General

- a. Frame Relay Service (FRS) is a data communications service that provides for data connectivity between/among widely distributed locations. This connectivity is provided via Permanent Virtual Circuit (PVC) connections implemented over access facilities utilizing a switch dedicated to high-speed data services.
- b. FRS is a transport service that facilitates the exchange of variable length information units (frames) between end user connections by way of PVCs. Each frame is passed to the Frame Relay network with an address that specifies the permanent virtual circuit.
- c. Variable frame length capability is useful in communications between asynchronous Local Area Networks (LAN) and for transport of synchronous data traffic. FRS is capable of handling the requirements of bursty data sources because of the ability of the service to allocate additional bandwidth when not in use by other sources.
- d. In operation of FRS, Customer Premises Equipment (CPE), such as routers, encapsulate arriving data into variable length frames. These frames contain information identifying which PVC in the network should be used to forward the frame to the proper destination. The CPE then sends the frame into the Frame Relay network. The Frame Relay switch reads identifying information and routes the frame to the proper destination based on a pre-established PVC path.
- e. The statistical multiplexing Frame Relay switches are able to provide shared network resources to end users of this service.
- f. The Committed Information Rate (CIR) and Excess Burst Size B(e) are traffic management parameters that allow the customer to fine tune implementation of FRS.
- g. FRS, as provided for in this Product Guide, is offered for intrastate use only.

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
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EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹ (Continued) (C)

S17.2.1 Regulations

a. Explanation of Terms

In addition to the definitions found in Section 17 of this Product Guide, the following definitions apply:

Committed Information Rate (CIR) - The maximum information rate at which customer traffic will be admitted to the network without being designated eligible for discard.

Customer Designated Location (CDL) - The geographic location designated by the customer at which an access component of the customer's service is first considered to enter the Utility's network.

Data Link Connection Identifier (DLCI) - The Frame Relay virtual circuit number corresponding to a particular destination which is part of the frame relay header and is usually ten bits long.

Excess Burst Size B(e) - The data rate above the Committed Information Rate (CIR), but less than the port size, at which customer data will be admitted to the Frame Relay network. All Excess Burst data B(e) admitted to the network will be designated as eligible for discard.

Frame - A group of data bits, in a specific format, with a flag at either end to indicate the beginning and end of the frame. The defined format enables network equipment to recognize the meaning and purpose of specific bits.

Frame Relay Service - A connection oriented fast packet network service that permits the transmission of data at speeds of 56 Kbps to 44.736 Mbps using Permanent Virtual Connections (PVCs).

Local Area Network (LAN) - A network permitting the interconnection of multiple computers, typically within a single building or campus.

Logical Channel - A communications channel that allows two-way simultaneous transmission of data packets through the network. Capacity is made available as the data is transmitted. Each permanent virtual circuit is one logical channel.

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹ (Continued)

(C)

S17.2.1 Regulations

a. Explanation of Terms (Continued)

Maximum Burst Rate (MBR) - The maximum information rate at which customer traffic will be admitted to the network. Traffic rates in excess of MBR will automatically be discarded on ingress to the network. The Maximum Burst Rate is equal to the sum of the Committed Information Rate (CIR) and Excess Burst Size B(e).

Network-to-Network Interface (NNI) – A standard interface used to connect two frame relay services and includes elements such as bi-directional polling to assist the network services providers in gaining information on the status of the networks being connected.

Permanent Virtual Circuit (PVC) - A logical channel, defined in software, that establishes a path from one customer port to another.

Port - The entry point on the switch to which the customer is connected. Ports are available which allow connection to the Frame Relay network at speeds of 56 Kbps to 44.736 Mbps.

Statistical Multiplexing - A multiplexing technique in which time slots are dynamically allocated on the basis of need rather than being predetermined. The data is typically transmitted on a first come, first served basis.

User-to-Network Interface (UNI) - A standard interface used to connect the end user to the Frame Relay Service network. It receives the data frame from the customer's Local Area Network (LAN) or other customer-provided equipment (CPE) devices and verifies that the Data Link Connection Identifier (DLCI) is valid before relaying the frame to the destination end point. The DLCI is a Frame Relay term defining a 10-bit field of the address field, and it identifies data links and their service parameters.

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹ (Continued)

(C)

S17.2.2 Regulations

b. Service Components

The major components of FRS are:

User-to-Network Interface (UNI) Port and Access Line
Port Only

- UNI Port Only
- Private Network-to-Network (NNI) Port Only

Permanent Virtual Circuit (PVC) Committed Information Rate (CIR)

Backup UNI

1. User-to-Network Interface (UNI) Port and Access Line - The UNI Port and Access Line forms the component which provides the customer access to the customer's serving wire center and interoffice transport from the customer's serving wire center to the Frame Relay switch. The UNI Port and Access Line is provided for use only with FRS and where facilities and conditions permit.
2. Port Only - Customers may access Port Only connections via Company-provided digital access facilities or via facilities provided by another carrier. The channel speed of the access channel must be sufficient to accommodate the Frame Relay port speed. When access facilities are provided by the Company, the associated regulations, rates and charges under the appropriate Company tariff and/or Product Guide shall apply in addition to the regulations, rates and charges associated with FRS. Company-provided access facilities may also be provisioned on an Individual Case Basis (ICB) where access facilities are not generally available under the applicable tariff and/or Product Guide. Interconnection charges to connect access line services provided by the Company or another carrier may apply and will be billed separately. Any special construction or nonstandard charges assessed by the carrier supplying the access facilities will be the responsibility of the customer.
 - (a) UNI Port Only - The UNI Port Only provides for a user to carrier connection (i.e., end user customer to the Company).
 - (b) Private Network-to-Network (NNI) Port Only - The Private NNI port configuration is used for connecting two networks together for bi-directional messaging and is available on a private basis only. A Private NNI is a NNI port sold for the exclusive use of the customer.

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered¹ (Continued) (C)

S17.2.2 Regulations (Continued)

b. Service Components (Continued)

3. Permanent Virtual Circuit (PVC) Committed Information Rate (CIR)

(a) Permanent Virtual Circuits (PVCs) are logical circuits that define a specific path for data sent by the customer to another location. These circuits are virtual because they are established in software tables and do not tie up capacity when not in use. This also allows multiple paths (PVCs) to be defined on any given port, thereby providing a single access line the capability to transmit data to multiple destinations.

(b) Since multiple PVCs may be defined on one physical port, it is possible for the cumulative Committed Information Rates (CIRs) to exceed the physical bandwidth of that port. This is referred to as over-subscription and when this occurs, the aggregate CIR defined for that port and PVC will not be available at any point in time.

(c) The following types of PVC CIR are available:

(1) Intrazone - An Intrazone PVC is a logical channel path between two customer Frame Relay ports within the same zone. Frame Relay zones are found in S17.2.7 a. following.

(2) Multi-jurisdictional - A Multi-jurisdictional PVC is a logical channel path between two customer Frame Relay ports, one being an interstate port and the other an intrastate port both located within the same Frame Relay zone. A Multi-jurisdictional PVC falls under federal jurisdiction and the PVC CIR rates, rules and regulations from the Company's FCC Frame Relay tariff are applicable.

(3) Public NNI – A Public NNI PVC is a logical channel path between a customer Frame Relay port and a Public NNI port, both located within the same Frame Relay zone. A Public NNI Port is a Frame Relay Port provided to serve multiple users and is owned and controlled by the Company.

4. PVC Optional Features

(a) Frame Relay to ATM Service Interworking – Frame Relay to ATM Service Interworking provides for the conversion of Frame Relay packets to ATM cells and the conversion of ATM cells to Frame Relay Packets. Frame Relay to ATM Service interworking is available with Intrazone and Multi-jurisdictional PVC CIR at no additional charge.

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered¹ (Continued) (C)

S17.2.2 Regulations

b. Service Components (Continued)

5. Backup UNI

Backup UNI service is a disaster avoidance and disaster recovery feature that consists of a Primary UNI and a Backup UNI and incorporates PVC remapping capabilities of the Frame Relay network. The Primary UNI is terminated at the primary customer host location and in normal operation serves PVCs between the primary host location and various customer remote locations. A second UNI, which is designated by the customer as a Backup UNI, is installed and terminated at the customer's backup host location. During normal operations no PVCs are mapped to the Backup UNI. The customer will be required to purchase both UNIs. In the event of a Primary UNI, primary digital access line or, customer primary host location failure, the predefined PVC configuration can be remapped to the Backup UNI at the customer's request. Upon restoral of the Primary UNI service the customer must contact the Company to initiate remapping of PVCs from the Backup UNI back to the Primary UNI. A Backup UNI, which may serve as a backup to one or more Primary UNIs, can only backup one Primary UNI at a time. A Backup UNI must be the same port speed or greater than the Primary UNI(s).

c. Technical Specifications

FRS conforms to the transmission specification standards in the following references:

ANSI T1.602	Integrated Services Digital Network (ISDN) – Data Link Layer Signaling Specification for Application at the User-Network Interface – Issued 1989
ANSI T1.606	Frame Relay Bearer Service, Architectural Framework and Service Description – Issued 1990
ANSI T1.617	Integrated Services Digital Network (ISDN) – Digital Subscriber Signaling Specification for Frame Relay Bearer Service – Issued 1991
ANSI T1.618	Integrated Services Digital Network (ISDN) – Core Aspects of Frame Relay Bearer Service – Issued 1991

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(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹ (Continued)

(C)

S17.2.2 Regulations

d. Service Provisioning

1. FRS is available where facilities and conditions permit.
2. FRS is provided to the customer in the form of the UNI Port and Access Line, UNI Port Only, Private NNI Port Only and CIR based PVCs. The UNI Port and Access Line forms the local access component to the customer's serving central office. The UNI Port Only and Private NNI Port Only include the electronic equipment necessary to interface the access line to the Frame Relay switch.
3. PVCs are provisioned on a specified speed and CIR basis, depending upon the customer's request. The actual throughput of aggregated PVC bandwidths in use at the same time on the same port cannot exceed the port speed.
4. The maximum CIR allowed is determined by the lower of the two port speeds connected by the PVC. The maximum CIR allowed for port speeds at 1.536 Mbps and below is 75% of the lower of the two port speeds. For port speeds above 1.536 Mbps to 44.7136 Mbps, the maximum CIR allowed is 50% of the lower of the two port speeds.
5. The PVC must be associated with at least one Frame Relay port. A Frame Relay port can be associated with multiple PVCs.
6. The customer subscribing to a Port Only or Port and Access Line will be referred to as the controller of the Frame Relay port. A separate entity may, with written authorization from the controller, subscribe to a PVC that allows communication between entities. A disconnect of a PVC does not result in the disconnect of the underlying access line and port. Only the controller may order the disconnect of the FRS.
7. The Frame Relay port with PVC CIR capacity may be ordered and billed separately from an associated Frame Relay port and PVC and can have different customers as controllers.
8. 4 Mbps, 6 Mbps, 10 Mbps and 22 Mbps speeds are provisioned utilizing 44.736 Mbps of transport bandwidth; no other service(s) may utilize the remaining bandwidth

e. Special Conditions

Maintenance Window - Occasionally, in order to perform software updates and other maintenance, it may be necessary to take the Frame Relay switch out of service, during the predetermined maintenance window of 11:00p.m. to 8:00 a.m. In these cases, all attempts will be made to notify the customer in advance as to the time and duration of these outages. The Company reserves the right to temporarily interrupt the FRS at other times in emergency situations.

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EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹ (Continued)

(C)

S17.2.3 Obligations of the Customer

- a. Where FRS is available for use in connection with communications systems or equipment provided by a customer or user, the operating characteristics of such systems or equipment shall be such as not to interfere with any services offered by the Company. Such use is subject to the further provisions that the equipment provided by the customer or user does not endanger the safety of the Company's employees or the public; damage, harm, require change in or alteration of the equipment or other services of the Company; interfere with the proper operation of the Company's equipment or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the equipment provided by the customer or user is causing, or is likely to cause, such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.
- b. The customer, upon request, shall furnish such information as may be required to permit the Company to design and maintain the FRS it offers and to assure that the service arrangement is in compliance with the regulations contained herein.
- c. It shall be the responsibility of the customer to ensure the continuing compatibility of the customer-provided equipment that is used in conjunction with the FRS. The CPE shall be in compliance with the rules and regulations specified in this Product Guide.
- d. The customer shall be responsible for obtaining permission for the Company's agents or employees to enter the premises of the customer at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of the service, removing the service components of the Company.
- e. At service subscription, the customer must specify the CIR and is expected to provide the DLCI and the B(e) for each PVC ordered.
- f. Error correction is the responsibility of the customer's terminal equipment and/or applications. If the FRS network experiences congestion or failures, customer data may be discarded. In addition, frames that are received in excess of the Maximum Burst Rate (MBR), with bad addresses, or other errors will be discarded on ingress to the network. The customer's Frame Relay terminal equipment has the responsibility for retransmitting frames that are discarded due to errors or network congestion.
- g. The customer is responsible for provisioning the inside wire from the network interface to the Frame Relay compatible equipment.
- h. A customer ordering Backup UNI service is responsible for the following:
 - Determining network configuration before and after the activation of Backup UNI service.
 - Providing the Company with the appropriate information required for joint development of the Backup UNI database.
 - Maintaining its own port configurations and router tables (for seamless changes from the Primary UNI to the Backup UNI, the customer must use the same addressing scheme on routers connected to the primary and backup sites).
 - Contacting the Company to request all activations and deactivations of Backup UNI service.

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EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹ (Continued)

(C)

S17.2.4 Obligations of the Company

- a. The responsibility of the Company shall be limited to furnishing network equipment suitable for FRS and to the maintenance and operation of such equipment in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by the customer-provided equipment or system, or for the quality of, or defects in, such transmission or the reception of signals by such equipment or systems.
- b. The Company shall not be responsible for installation, operation or maintenance of any terminal equipment, data unit or communications system provided by a customer or user. The Company is not responsible for adapting FRS to the technological requirements of any specific customer equipment.
- c. When a customer orders FRS which is relayed to Frame Relay networks of other carriers, the Company will provide advisory assistance as a part of the establishment of this service.
- d. The Company shall not be responsible to the customer or user if changes in any of the equipment, operations or procedures of the Company used in the provision of FRS render any facilities provided by the customer or user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements otherwise required by law.
- e. The Company undertakes the responsibility to maintain and repair the service that it furnishes. Network equipment installed by the Company on the customer's premises shall be and remain the property of the Company. The customer or user may not rearrange, disconnect, remove, attempt to repair, remote test, or interface with any network equipment installed by the Company without prior written consent by the Company.
- f. The Company, by written notice to the customer, may immediately discontinue the furnishing of FRS without incurring liability upon nonpayment of any sum due to the Company or a violation of any condition governing the furnishing of service.
- g. The Company has the service responsibility up to and including the network interface.

S17.2.5 Special Facilities Routing - The customer may request that the facilities used to provide FRS be specially routed. Additional charges will apply based on cost.

S17.2.6 Acceptance Testing - At the customer's request, the Company will cooperatively test at the time of installation at no additional charge. Acceptance tests will include tests for the parameters applicable to the service as specified in the order for service.

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EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered¹ (Continued) (C)

S17.2.7 Application of Rates and Charges

a. Rate Elements

The following rate elements are applicable to FRS:

- UNI Port and Access Line
- Port Only
 - UNI Port Only
 - Private NNI Port Only
- PVC CIR
- Subsequent PVC CIR Charge
- Backup UNI
- Software Change Charge

1. UNI Port and Access Line

A monthly recurring charge based on the speed of the port connection (i.e., 56 Kbps, 128 Kbps, 256 Kbps, 384 Kbps, 1.536 Mbps, 4 Mbps, 6 Mbps, 10 Mbps, 22 Mbps, or 44.736 Mbps) applies per port for each physical connection to the network supporting FRS. In addition, a nonrecurring charge applies to the month-to-month plan. Nonrecurring charges do not apply to UNI Port and Access Line offered on a Term Payment Plan (TPP). UNI Port and Access Line is offered on a month-to-month basis or as a TPP of one year, three years, or five years.

2. Port Only – UNI Port Only and Private NNI Port Only

A monthly recurring charge based on the speed of the port connection applies per port for each Port Only interface. In addition, a nonrecurring charge applies to the month-to-month plan. Nonrecurring charges do not apply to Port Only offered on a TPP. Port Only is offered on a month-to-month basis or as a TPP of one year, three years, or five years.

Refer to S17.2.2 b. 2. for the rules and regulations associated with Port Only digital access facilities.

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹ (Continued) (C)

S17.2.7 Application of Rates and Charges (Continued)

a. Rate Elements (Continued)

3. Permanent Virtual Circuit (PVC) Committed Information Rate (CIR)

- (a) Intrazone - A monthly recurring charge, based on CIR capacity, applies for each PVC requested by the customer. Frame Relay zones are found in (5.) following.
- (b) Multi-jurisdictional - A Multi-jurisdictional PVC falls under federal jurisdiction and the PVC CIR rates, rules and regulations from the Company's FCC Frame Relay tariff are applicable.
- (c) Public NNI – A monthly recurring charge, based on CIR capacity, applies for each PVC requested by the customer.

4. PVC CIR optional Features

- (a) Frame Relay to ATM Service Interworking – Frame Relay to ATM Service Interworking is available with Intrazone and Multi-jurisdictional PVC CIR at no additional charge.

5. Subsequent PVC CIR Charge – A nonrecurring charge applies when a customer orders additional PVC CIR subsequent to the initial port installation.

6. Frame Relay Zones

<u>Zone</u>	<u>Office</u>
Durham	Durham
Monroe	Monroe
Sylva	Sylva
Marion	
Weaverville	

7. Backup UNI

A nonrecurring charge applies when a customer requests an activation of the Backup UNI service. No additional charges are applied upon deactivation of Backup UNI service.

8. Software Change Charge

A nonrecurring charge applies per order, per UNI or Private NNI, when a customer requests a PVC parameter change (i.e., CIR, burst, DLCI re-map to a different host or remote). For each service order issued, the charge will be one Software Change Charge regardless of the number of changes made.

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(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹ (Continued) (C)

S17.2.7 Application of Rates and Charges (Continued)

b. Service Charges

Unless otherwise stated in this Product Guide, nonrecurring charges applicable to FRS are in lieu of service charges found elsewhere in this Product Guide or other Company tariffs. However, miscellaneous order modification charges may be applicable.

c. Minimum Period

The minimum period for FRS is one month except when the customer subscribes to a TPP. When PVCs are added to existing FRS, the minimum period for the PVC is one month.

d. Term Payment Plan (TPP)

1. The UNI Port and Access Line, UNI Port Only and Private NNI Port Only rate elements are available under a TPP. PVC CIRs are not offered under a TPP.
2. Payment periods of one year, three years and five years are available to all customers at the applicable rates set forth in S17.2.8 following, regardless of when they subscribe to a TPP arrangement.

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered¹ (Continued) (C)

S17.2.7 Application of Rates and Charges (Continued)

d. Term Payment Plan (TPP) (Continued)

3. Changes to a TPP period

Prior to the completion of the selected TPP period, the customer may elect to convert to a new TPP period of the same or different length, subject to the following conditions:

- No credit toward the new payment period will be given for payments made under the original TPP arrangement.
- Nonrecurring charges will not be reapplied for existing service(s).
- If the value of the new TPP is less than the remaining value of current TPP, the change to the new TPP period constitutes a disconnect of the existing TPP service termination liability charges as set forth in General Regulations, Section 2.4.16 of this Product Guide will apply.

Conversion to a different TPP or to a month-to-month option will require the customer to submit an order. If no other changes are requested, no nonrecurring charges will apply.

4. Termination Liability

In the event FRS is terminated by the customer prior to completion of the initial term commitment period, Termination Liability Charges, as set forth in General Regulations, Section 2.4.16 of this Product Guide, will apply.

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered¹ (Continued) (C)

S17.2.7 Application of Rates and Charges (Continued)

e. Service Rearrangements

1. Additions to Service

- (a) With the exception of PVCs, when service elements are added to an existing service, the added elements must meet the minimum period requirements associated with the service to which they are added. When PVCs are added to an existing FRS, the minimum period for the added PVCs is one month.
- (b) Nonrecurring charges will apply for all additions to existing services or optional features for which nonrecurring charges normally apply at installation.
- (c) Related monthly rates and nonrecurring charges for addition(s) to service are the rate and charges in effect at the time of the addition(s).

2. Administrative Changes

Administrative changes to existing service will be made without charge(s) to the customer. Administrative changes may include but are not limited to the following:

- Change of customer name, i.e., the customer or record does not change but rather the customer of record changes its name, e.g., XYZ Company to XYZ Communications;
- Change of customer premises address when the change of address is not a result of a physical relocation of facilities;
- Change in billing data (name, address, or contact name or telephone number); and,
- Change of customer contact name or telephone number.

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹ (Continued)

(C)

S17.2.7 Application of Rates and Charges (Continued)

e. Service Rearrangements (Continued)

1. Conversion of service to another jurisdiction will be treated as a disconnect of service and establishment of new service. However, if no other changes are ordered, no installation charges will apply.
2. Moves

When the customer requests a move or relocation of the UNI Port and Access Line, UNI Port Only or Private NNI Port Only, the move or relocation will be treated as a termination of the existing service and the establishment of a new service.

3. Upgrade to Higher Speed Service

The customer may elect to upgrade service(s) to a higher speed during a TPP period, subject to the following conditions:

- Both the existing and the new service are provided solely by the Company.
- The order to discontinue service at an existing speed or capacity and the order for the upgraded service are received by the Company at the same time.
- The new service will be provided at the same customer location as the discontinued service.

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
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S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ² (Continued)

(C)

S17.2.8 Rates

	Nonrecurring Charge ¹	Monthly Rate
1. UNI Port and Access Line, each		
56 Kbps		
Month-to-Month	\$495.00	\$206.00
One Year	0.00	200.00
Three Years	0.00	188.00
Five Years	0.00	169.00
128 Kbps		
Month-to-Month	495.00	303.00
One Year	0.00	290.00
Three Years	0.00	266.00
Five Years	0.00	237.00
256 Kbps		
Month-to-Month	595.00	472.00
One Year	0.00	460.00
Three Years	0.00	442.00
Five Years	0.00	406.00
384 Kbps		
Month-to-Month	595.00	503.00
One Year	0.00	484.00
Three Years	0.00	454.00
Five Years	0.00	411.00
DS1 (1.536 Mbps)		
Month-to-Month	595.00	714.00
One Year	0.00	678.00
Three Years	0.00	636.00
Five Years	0.00	581.00

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

² Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
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EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ² (Continued) (C)

S17.2.8 Rates (Continued)

	Nonrecurring Charge ¹	Monthly Rate
1. UNI Port and Access Line, each (Continued)		
4 Mbps		
Month-to-Month	\$795.00	\$ 3,509.00
One Year	0.00	3,358.00
Three Years	0.00	3,056.00
Five Years	0.00	2,783.00
6 Mbps		
Month-to-Month	795.00	3,993.00
One Year	0.00	3,812.00
Three Years	0.00	3,449.00
Five Years	0.00	3,146.00
10 Mbps		
Month-to-Month	795.00	4,417.00
One Year	0.00	4,235.00
Three Years	0.00	3,933.00
Five Years	0.00	3,509.00
22 Mbps		
Month-to-Month	795.00	4,659.00
One Year	0.00	4,477.00
Three Years	0.00	4,114.00
Five Years	0.00	3,630.00
44.736 Mbps		
Month-to-Month	795.00	5,082.00
One Year	0.00	4,780.00
Three Years	0.00	4,356.00
Five Years	0.00	3,872.00

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

² Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ³ (Continued) (C)

S17.2.8 Rates (Continued)

2. Port Only	Nonrecurring Charge ¹	Monthly Rate
(a) UNI Port Only ² , each		
56 Kbps		
Month-to-Month	\$ 95.00	\$ 61.00
One Year	0.00	58.00
Three Years	0.00	51.00
Five Years	0.00	45.00
128 Kbps		
Month-to-Month	150.00	107.00
One Year	0.00	101.00
Three Years	0.00	94.00
Five Years	0.00	83.00
256 Kbps		
Month-to-Month	150.00	167.00
One Year	0.00	160.00
Three Years	0.00	152.00
Five Years	0.00	140.00
384 Kbps		
Month-to-Month	150.00	212.00
One Year	0.00	204.00
Three Years	0.00	189.00
Five Years	0.00	172.00
DS1 (1.536 Mbps)		
Month-to-Month	295.00	327.00
One Year	0.00	315.00
Three Years	0.00	297.00
Five Years	0.00	276.00

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs

² Refer to S17.2.2 b. 2. for the regulations associated with Port Only digital access facilities.

³ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ³ (Continued) (C)

S17.2.8 Rates (Continued)

	Nonrecurring Charge ¹	Monthly Rate
2. Port Only (Continued)		
(a) UNI Port Only ² , each (Continued)		
4 Mbps		
Month-to-Month	\$ 395.00	\$ 787.00
One Year	0.00	726.00
Three Years	0.00	653.00
Five Years	0.00	581.00
6 Mbps		
Month-to-Month	395.00	847.00
One Year	0.00	787.00
Three Years	0.00	714.00
Five Years	0.00	641.00
10 Mbps		
Month-to-Month	395.00	908.00
One Year	0.00	847.00
Three Years	0.00	762.00
Five Years	0.00	666.00
22 Mbps		
Month-to-Month	395.00	1,029.00
One Year	0.00	968.00
Three Years	0.00	835.00
Five Years	0.00	774.00
DS3 (44.736 Mbps)		
Month-to-Month	395.00	1,210.00
One Year	0.00	1,150.00
Three Years	0.00	999.00
Five Years	0.00	847.00

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs

² Refer to S17.2.2 b. 2. for the regulations associated with Port Only digital access facilities.

³ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ³ (Continued) (C)

S17.2.8 Rates (Continued)

	Nonrecurring Charge ¹	Monthly Rate
2. Port Only (Continued)		
(b) Private NNI Port Only ² , each		
384 Kbps		
Month-to-Month	\$ 150.00	\$ 212.00
One Year	0.00	204.00
Three Years	0.00	189.00
Five Years	0.00	172.00
DS1 (1.536 Mbps)		
Month-to-Month	295.00	327.00
One Year	0.00	315.00
Three Years	0.00	297.00
Five Years	0.00	276.00
DS3 (44.736Mbps)		
Month-to-Month	395.00	1,210.00
One Year	0.00	1,150.00
Three Years	0.00	999.00
Five Years	0.00	847.00

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs

² Refer to S17.2.2 b. 2. for the regulations associated with Port Only digital access facilities.

³ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

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S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹ (Continued) (C)

S17.2.8 Rates (Continued)

3. PVC CIR, per PVC

(a)	<u>Intrazone</u>	<u>Monthly Rate</u>
	4 Kbps	\$ 5.00
	8 Kbps	7.00
	16 Kbps	8.00
	28 Kbps	9.00
	32 Kbps	10.00
	42 Kbps	13.00
	48 Kbps	15.00
	64 Kbps	19.00
	96 Kbps	26.00
	128 Kbps	33.00
	192 Kbps	44.00
	256 Kbps	51.00
	288 Kbps	58.00
	384 Kbps	65.00
	512 Kbps	73.00
	576 Kbps	79.00
	768 Kbps	85.00
	1152 Kbps	97.00
	1536 Kbps	109.00

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
 (N)

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S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ² (Continued) (C)

S17.2.8 Rates (Continued)

3. PVC CIR, per PVC (Continued)

(a) <u>Intrazone</u> (Continued)	<u>Monthly Rate</u>
2 Mbps	116.00
3 Mbps	121.00
4 Mbps	145.00
5 Mbps	172.00
6 Mbps	198.00
7 Mbps	226.00
8 Mbps	251.00
9 Mbps	277.00
10 Mbps	303.00
11 Mbps	322.00
12 Mbps	341.00
13 Mbps	361.00
14 Mbps	380.00
15 Mbps	399.00
16 Mbps	419.00
17 Mbps	438.00
18 Mbps	458.00
19 Mbps	476.00
20 Mbps	496.00
21 Mbps	516.00
22 Mbps	535.00

(b) Multi-jurisdictional ¹

¹ A Multi-jurisdictional PVC falls under federal jurisdiction and the PVC CIR rates, rules and regulations from the Company's FCC Frame Relay tariff are applicable.

² Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
 (N)

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EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹ (Continued)

(C)

S17.2.8 Rates (Continued)

3. PVC CIR, per PVC (Continued)

(c)	<u>Public NNI</u>	<u>Monthly Rate</u>
	4 Kbps	\$ 17.00
	8 Kbps	19.00
	16 Kbps	20.00
	28 Kbps	21.00
	32 Kbps	22.00
	42 Kbps	25.00
	48 Kbps	28.00
	64 Kbps	31.00
	96 Kbps	36.00
	128 Kbps	43.00
	192 Kbps	48.00
	256 Kbps	61.00
	288 Kbps	67.00
	384 Kbps	73.00
	512 Kbps	85.00
	576 Kbps	91.00
	768 Kbps	97.00
	1152 Kbps	109.00
	1.536 Mbps	128.00
	2 Mbps	140.00
	3 Mbps	152.00
	4 Mbps	164.00
	5 Mbps	194.00
	6 Mbps	224.00
	7 Mbps	254.00
	8 Mbps	285.00
	9 Mbps	315.00
	10 Mbps	345.00
	11 Mbps	375.00
	12 Mbps	406.00
	13 Mbps	436.00
	14 Mbps	466.00
	15 Mbps	496.00
	16 Mbps	520.00
	17 Mbps	545.00
	18 Mbps	569.00
	19 Mbps	593.00
	20 Mbps	617.00
	21 Mbps	641.00
	22 Mbps	666.00

¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
(N)

EFFECTIVE: June 12, 2022

S17. ADVANCED DATA SERVICES

S17.2 Frame Relay Service – Grandfathered ¹ (Continued) (C)

S17.2.8 Rates (Continued)

4. PVC CIR Optional Features, per PVC

(a) Frame Relay to ATM Service Interworking No Charge

Nonrecurring Charge ¹

5. Subsequent PVC CIR Charge, per PVC CIR \$ 20.00

6. Backup UNI, Per Activation 200.00

7. Software Change Charge,
Per Order, Per UNI or Private NNI 30.00

¹ Applies in lieu of service charges found elsewhere in the Product Guide or other Company Tariffs.

² Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

EFFECTIVE: November 18, 2014

S17. ADVANCED DATA SERVICES

S17.3 Transport LAN Connect

S17.3.1 General

Transport LAN Connect (TLC) is an intraexchange and interexchange network transport service provisioned via private fiber-optic facilities. TLC does not provide for direct inter-connection with public networks (e.g. Public ATM, Public Frame-Relay, etc.). TLC offers inter-site transport of the following Customer premises facilities:

DS1 (1.544 Mbps)

10 Base T Ethernet (10 Mbps)

100 Base TX Fast Ethernet (100 Mbps)

ATM OC3c (155 Mbps)

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S17. ADVANCED DATA SERVICES

S17.3 Transport LAN Connect (Continued)

S17.3.2 Conditions

a. Service Description

TLC's recommended configurations conform to protocol standard publications 802.3 for 10 Base-T and 802.3u for 100 Base-TX created by the Institute of Electrical and Electronic Engineering and/or American National Standards Institute (ANSI), publications T1.511, T1.627, and T1.630.

TLC is available where facilities and conditions permit.

b. Service Provisioning

TLC Service can be provisioned for inter-site transport between DS1, Ethernet, Fast Ethernet, and OC3c ATM Customer premises facilities.

Upon customer request, the Company will provision fiber from the OC3c Base Node to the serving wire center on an Individual Case Basis (ICB).

EFFECTIVE: November 18, 2014

S17. ADVANCED DATA SERVICES

S17.3 Transport LAN Connect (Continued)

S17.3.2 Conditions (Continued)

c. Termination Liability

In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section S2.4.16 of this Product Guide will apply.

EFFECTIVE: November 18, 2014

S17. ADVANCED DATA SERVICES

S17.3 Transport LAN Connect (Continued)

S17.3.2 Conditions (Continued)

d. Obligations of Company

Company is responsible for service up to and including the TLC interface port.

Company shall provision service over facilities suitable for TLC transmission, where available, for the effective maximum line rate of a DS1 (1.544 Mbps), Ethernet (10 Mbps), Fast Ethernet (100 Mbps), or OC3c (155 Mbps concatenated).

Occasionally, in order to perform software updates and other maintenance, it may be necessary to take the TLC node out of service, during the predetermined maintenance window of 12:01 a.m. to 6:00 a.m. In these cases, all attempts will be made to notify Customer in advance as to the time and duration of these outages. Company reserves the right to temporarily interrupt TLC Service at other times in emergency situations.

EFFECTIVE: November 18, 2014

S17. ADVANCED DATA SERVICES

S17.3 Transport LAN Connect (Continued)

S17.3.2 Conditions (Continued)

e. Obligations of Customer

Customer is responsible for maintaining the facilities from Customer's provided equipment to the OC3c Base Node. If fiber does not already exist between the OC3c Base Node and the serving wire center, Customer will be responsible for the cost of any special construction required to provision such fiber.

Customer must provide compatible equipment in accordance with interface specifications defined in applicable IEEE and/or ANSI Standards.

Customer is responsible for installation, operation and maintenance of any Customer provided equipment (CPE).

Customers who choose Ethernet (10 or 100 Mbps) must specify if they intend to utilize full or half duplex. Customers who choose OC3c (155 Mbps) must provide the virtual circuit requirements. All Customers must specify the originating and terminating locations.

Customer shall be responsible for obtaining permission for Company's agents or employees to enter Customer's designated location(s) at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of the service, removing the service components of Company.

Customer must provide to Company a point of contact with information to include the contact name, telephone number, mailing address, and electronic mail (e-mail) address for notification purposes.

In order for the facilities to work properly, it is recommended that Customer not exceed facility capacity by over-booking or over-subscribing the bandwidth of the Inter-Node Transport Ports.

EFFECTIVE: November 18, 2014

S17. ADVANCED DATA SERVICES

S17.3 Transport LAN Connect (Continued)

S17.3.2 Conditions (Continued)

f. Configurations

1. Recommended Configurations

The recommended TLC inter-node configurations include star (i.e., hub and spoke) and/or standard non-split fiber ring facility of up to eight nodes that are allocated (booked) at up to 100% of Inter-Node Transport Port bandwidth. These configurations require either DS-1, Ethernet (10 Base-T), Fast Ethernet (100 Base-TX), and/or OC3c ATM Interface Ports at each node as required by Customer's specific applications.

2. Configurations that are not Recommended

(a) Over-Booked Configurations

Over-booking of Inter-Node Transport Ports is not recommended due to their inherent degradation potential for quality and performance. In an over-booked configuration, the Inter-Node Transport Ports are allocated (booked) at over 100%. For example, two Fast Ethernet 100 Base-TX (100 Mbps each) Interface Ports competing for the bandwidth of a single OC3c (155 Mbps) Inter-Node Transport Port. In this example, the booking ratio is 200/155 Mbps or approximately 130% booking.

EFFECTIVE: November 18, 2014

S17. ADVANCED DATA SERVICES

S17.3 Transport LAN Connect (Continued)

S17.3.2 Conditions (Continued)

f. Configurations (Continued)

2. Configurations that are not Recommended (Continued)

(b) Split Fiber Ring Configurations

Split fiber ring configurations are not recommended due to their inherent degradations potential for quality and performance. In a split fiber ring configuration, the Inter-Node Transport Port's transmit and receive fibers of a TLC node are "split" with the transmit fiber going to one TLC node and the receive fiber going to another.

(c) Non-Split Fiber Ring Configurations of More Than 8 Nodes

Standard non-split fiber ring configurations of more than eight nodes are not recommended due to their inherent degradation potential for quality and performance. In a standard non-split fiber ring configuration, both the transmit and receive fibers of a TLC node's Initial Inter-Node Transport Port are interconnected to one TLC node, and both the transmit and receive fibers of the Additional Inter-Node Transport Port are interconnected to another TLC node.

EFFECTIVE: November 18, 2014

S17. ADVANCED DATA SERVICES

S17.3 Transport LAN Connect (Continued)

S17.3.3 Definitions

OC3c Base Node (Base TLC platform) – Provides the node's TLC hardware/software as well as the Initial OC3c Inter-Node Transport Port. The OC3c Base Node is located on the customer's premises.

Additional OC3c Inter-Node Transport Port – Provides additional OC3c Inter-Node Transport Port to an existing OC3c Base Node to support bandwidth requirement of inter-site transport.

Interface Ports – Interface Ports provide the interface between the provisions facility from the customer's provided equipment and the OC3c Base Node for point-to-point multi-point transport. Interface Ports represent the customer demarcation point for TLC.

- (a) **DS1 Circuit Interface Port (Per port)** – Provides Interface Port required to support point-to-point transport for a DS-1 circuit.
- (b) **Ethernet 10 Base-T Interface Port (Per port)** – Provides Interface Port required to support point-to-point or multi-point transport of Fast Ethernet 100 Base-TX.
- (c) **Fast Ethernet 100 Base-TX Interface Port (Per port)** – Provides Interface Port required to support point-to-point or multi-point transport of Fast Ethernet 100 Base-TX.
- (d) **Oc3c ATM Interface Port (Per port)** – Provides ATM UNI Interface Port required to support point-to-point or multi-point transport of private ATM virtual circuits. Virtual circuits must be ATM adaptation layer 5 (AAL-5) Unspecified Bit Rate (UBR) only.

OC3c Inter-Node Transport IOF Termination (Per inter-office termination basis) – Provides termination of inter-office facility (IOF) transport required to support TLC inter-site configurations involving more than one serving wire center.

OC3c Inter-Node Transport IOF Mileage (Per airline mile basis) – Provides applicable mileage charges for inter-office facility (IOF) transport required to support TLC inter-site configurations involving more than one serving wire center.

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S17. ADVANCED DATA SERVICES

S17.3 Transport LAN Connect (Continued)

S17.3.3 Rate Regulations

TLC service consists of the OC3 Base Node (which includes the Initial OC3c Inter-Node Transport Port), Additional Inter-Node Transport Port(s), Interface Ports, IOF Termination and IOF Mileage.

OC3c Base Nodes are charged on a per site basis, thus a minimum of two nodes must be ordered for any point-to-point inter-site transport. For example, inter-site transport between locations A and B requires an OC3c Base Node at Site A and another OC3c Base Node at Site B. (Each OC3c Base Node includes the Initial Inter-Node Transport Port. Additional Inter-Node Transport Ports may be added to the OC3c Base Node to support bandwidth requirements of inter-site transport.)

Additional OC3c Inter-Node Transport Ports are charged on a per site basis, thus a minimum of two ports must be ordered for any additional point-to-point transport. For example, additional OC3c transport between locations A and B requires an Additional OC3c Inter-Node Transport Port at Site A and another Additional OC3c Inter-Node Transport Port at Site B.

EFFECTIVE: November 18, 2014

S17. ADVANCED DATA SERVICES

S17.3 Transport LAN Connect (Continued)

S17.3.3 Rate Regulations (Continued)

DS1, Ethernet 10 Base-T, Fast Ethernet 100 Base-TX, and OC3c ATM Interface Ports are charged on a per site basis, thus a minimum of two ports must be ordered for any point-to-point transport. For example, a DS1 circuit between locations A and B requires a DS1 Circuit Interface Port at Site A and another DS1 Circuit Interface Port at Site B.

OC3c Inter-Node Transport IOF Termination is charged on a per termination basis for inter-office facility (IOF) transport required to support TLC inter-site configurations which involve more than one serving wire center, thus a minimum of two terminations must be ordered for this type of point-to-point transport. For example, an inter-site configuration involving one serving wire center for location A and a different serving wire center for location B requires an OC3c IOF Termination at the serving wire center for Site A and another OC3c IOF Termination at the serving wire center for Site B.

OC3c Inter-Node Transport IOF Mileage is charged on a per airline mile basis for inter-office facility (IOF) transport required to support the TLC inter-site configurations which involve more than one serving wire center.

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S17. ADVANCED DATA SERVICES

S17.3 Transport LAN Connect (Continued)

This service is no longer available to new Customers.

S17.3.4 Rates

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. OC3c Base Node ¹		
One Year	\$ 1,500.00	\$ 1,400.00
Two Years	1,500.00	1,150.00
Three Years	1,500.00	1,100.00
Five Years	1,500.00	1,000.00
b. Additional OC3c Inter-Node Transport Port ²		
One Year	\$ 500.00	\$ 600.00
Two Years	500.00	550.00
Three Years	500.00	500.00
Five Years	500.00	450.00
c. 10 Base-T Interface Port Ethernet		
One Year	\$ 200.00	\$ 225.00
Two Years	200.00	200.00
Three Years	200.00	175.00
Five Years	200.00	150.00
d. 100 Base-TX Interface Port Fast Ethernet		
One Year	\$ 200.00	\$ 500.00
Two Years	200.00	475.00
Three Years	200.00	450.00
Five Years	200.00	400.00

¹ Includes first Inter-Node Transport Port.

² May be added to OC3c Base Node to support bandwidth requirements.

Note: All term commitments are subject to conditions for Termination Liability as stated in Section S2.4.16 of this Product Guide.

EFFECTIVE: November 18, 2014

S17. ADVANCED DATA SERVICES

S17.3 Transport LAN Connect (Continued)

S17.3.4 Rates (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
e. DS1 Circuit Interface Port		
One Year	\$ 200.00	\$ 175.00
Two Years	200.00	150.00
Three Years	200.00	125.00
Five Years	200.00	100.00
f. OC3c ATM Interface Port		
One Year	\$ 500.00	\$ 800.00
Two Years	500.00	750.00
Three Years	500.00	700.00
Five Years	500.00	600.00
g. OC3c IOF Termination ¹		
	\$ 0.00	\$ 160.00
h. OC3c Inter-Node Transport IOF, per airline mile ¹		
	\$ 0.00	\$ 40.00

¹ IOF termination and mileage charges are applicable for inter-site transport which involves more than one serving wire center.

EFFECTIVE: November 18, 2014

S17. ADVANCED DATA SERVICES**S17.4 Transparent LAN Service****S17.4.1 Definitions**

In addition to the General Definitions set forth in the Frontier Product Guide, Section 17, the following definitions apply:

Domain: A Virtual Local Area Network (VLAN) or a collection of circuits that belong to one closed user group.

Megabit Per Second (Mbps): The speed where data is being transferred in the network, where one Megabit Per Second equals to the transfer rate of 1 million bits of data in 1 second.

Gigabits per Second (Gbps): Data transfer rate for 1000 Mbps. The speed at which data is transferred through the network, where one Gigabit Per Second equals the transfer rate of one (1) billion bits of data in one (1) second.

Nanometers (nm): Wavelength frequency equivalent to 1 billionth of a meter.

S17.4.2 Service Description

Transparent LAN Services (TLS) are high speed fiber-based data services which use a shared optical transport network to allow for the interconnection of Local Area Networks (LANs) across selected metropolitan areas. TLS delivers an interface of 10 Mbps, 100 Mbps and 1000 Mbps or 10 Gbps from the Customer's LANs to the shared network.

TLS creates a network with the ability to function as a shared public network. TLS protects data privacy by using specialized screening software that permits subscribers to access only their data.

TLS is available as two service types: Ethernet Multipoint Service (EMS) or Ethernet Relay Service (ERS). The customer must select either EMS or ERS as the service type for each domain:

Ethernet Multipoint Service (EMS) is a connection-less Ethernet TLS service that allows connectivity among multiple customer designated locations within a LATA.

With the EMS service type, Ethernet TLS protects data privacy by using closed user groups (CUGs), also known as virtual LANs. CUGs or virtual LANs are used to provide traffic separation, privacy and security between customers on the shared switch and backbone. An EMS domain is comprised of any number of access lines designated by the customer to be included in a closed user group (CUG) or virtual LAN. EMS provides multipoint-to-multipoint connectivity among all of the customer's access lines within a given domain. Subscribers in a CUG can only access their own data.

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S17.4 Transparent LAN Service

S17.4.2 Service Description (Continued)

Ethernet Relay Service (ERS) is a connection-oriented Ethernet TLS service that allows for point-to-point connectivity between customer designated locations within a LATA.

With the ERS service type, each Ethernet Virtual Circuit (EVC) establishes a virtual LAN or CUG. An ERS domain is comprised of any number of virtual LANs designated by the customer to be included in the ERS domain. ERS provides point-to-point connectivity between pairs of customer's User Network Interface (UNI) port with access lines, and shared network services within a given domain.

A customer may have more than one domain within a LATA, but connections between domains are not permitted. TLS may be used to access shared networks. In such cases, subscribers in a CUG can only access their own data.

Four EVC service classes are available for use with the ERS service type:

ERS Standard (ERS-Std) and ERS Basic (ERS-B) are designed for customer applications that do not require a Committed Information Rate (CIR) or low delay, where CIR = 0 and Excess Information Rate (EIR) = # of Mbps of the selected ERS-Std/ERS-B EVC service class.

ERS-Priority Data (ERS-PD) is designed for customer applications which do not require low delay, but require a CIR, where CIR = # of Mbps of the selected ERS-PD EVC service class and EIR = # of Mbps of the selected ERS-PD EVC service class.

ERS Real Time (ERS-RT) is designed for customer applications which require a CIR and low delay for some portion of their traffic, where CIR = # of Mbps of the selected ERS-RT EVC service class and EIR = 0.

An ERS EVC can include up to three service classes (ERS-B, ERS-PD and ERS-RT) as described above within each EVC. The customer will be required to identify the B, PD and RT Class of Service Ethernet frames by one of the following choices, as appropriate:

setting the VLAN Class of Service (CoS) ID (for 802.1q tagged Ethernet Frames); or
setting the DiffServ Code Point (DSCP) (for tagged or untagged Ethernet frames); or
setting the VLAN ID (for tagged or untagged Ethernet frames).

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S17.4 Transparent LAN Service (Continued)

S17.4.3 Conditions

- a. TLS network will be limited to central offices in a specific geographic location. Customers gain access to the shared TLS network via a switch, node or other utility equipment delivering service through a shared fiber path or network infrastructure deployed in the customer's serving central office (TLS equipped central office), deployed in leased space near the Customer's location, or deployed at the Customer's location. At subscription, the Customer has an option of selecting access lines at speeds of 10 Mbps, 100 Mbps or 1000 Mbps or 10 Gbps. The 10 Gbps UNI speed is only available through the Ethernet Relay Service (ERS) Premier access line service type.
- b. TLS is available to customers whose serving central office is a TLS equipped central office and is located within the maximum allowable fiber range of the serving central office. The maximum allowable range is determined by the dB loss rate where the actual distance between the TLS equipped serving wire center and the customer's location will vary based on the specifics of the transport facility used in each serving arrangement.
- c. If the Customer's serving central office is not equipped with TLS equipment, the Customer may obtain service from a TLS equipped central office, by paying the Interoffice Mileage charge in addition to TLS charges. The fiber dB loss cannot exceed the maximum allowable range, as specified in (S17.4.3) (B.).
- d. Provision of Service

The TLS service will consist of:

- Network Interface Device (NID) at the Customer's premises to terminate the fiber pair, or other optical transport.
- Optical transport from the customer's premises to the serving central office.
- Network Management including fault monitoring and diagnostics, performance and network configuration applications and manual monitoring when necessary.
- User Network Interface (UNI) Port With Access Line Connection.

UNI Port with Access Line Connections provide connectivity between the customer premises and the serving wire center. UNI Port with Access Line connections can be purchased as either Standard, Protected, or Premier.

For EMS service type, the customer may select Standard Access or Protected Access Line Connection. The available UNI Port with Access Line connections are 10 Mbps, 100Mbps, and 1000Mbps.

For ERS service type, the customer must select a Standard Access or Premier Access Line Connection. The Standard Access Line Connection only supports ERS Standard EVCs. Premier Access Line Connections support ERS Basic, Priority Data and Real-Time EVCs.

- Ethernet Virtual Circuit (EVC), where applicable

An Ethernet TLS EVC provides point-to-point Ethernet connectivity between two UNIs or between a UNI and a shared network EVC. Ethernet TLS EVCs are only available with ERS. The ERS Ethernet TLS EVCs are designed for customer applications that require bandwidth or delay guarantees. ERS Standard provides no performance guarantees.

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S17.4 Transparent LAN Service (Continued)S17.4.3 Conditions (Continued)d. Provision of Service (Continued)

- Interoffice Mileage, where applicable.
- Optional Features
 - Customer Service Management (CSM)

e. Availability of Service

TLS will be provided seven days a week, 24 hours a day, from central offices equipped to provide this service.

ERS Service, including Premier Access Lines and ERS-Std, ERS-B, ERS-PD, and ERS-RT EVCs, as defined in S17.4.2, will only be available from Central Offices equipped to support ERS service.

f. Connections

The network interface device (NID) is the LAN interface on the TLS equipment at the Customer's premises.

The Customer is also responsible for any inside wire required in connecting the LAN to the TLS equipment.

The Customer is also responsible for installation, operation and maintenance of any Customer-provided equipment.

The Company has the service responsibility up to and including the network interface device (NID).

The standard Customer connectivity model for UNI Port with Access includes direct fiber or existing fiber or existing transport facilities between the Customer's location and the TLS equipped central office. Customers requesting Protected Access Line service will have two standby fibers provisioned in addition to the primary direct fiber. Customer may select to have their UNI Port and Access provisioned over an optical transport system. If so, the Customer must choose one of the following UNI Port with Access arrangements:

- Protected Non-Diverse: Customer connectivity is provisioned over an optical transport system as a survivable service with an alternate (non diverse) facility between the Customer's location and the TLS equipped central office. The optical protected interoffice mileage charge is only applicable to the 1000 Mbps speed when interoffice facilities are required.
- Protected Diverse: Customer connectivity is provisioned over an optical transport system as a survival service with an alternate and diverse fiber path between the Customer's location and the TLS equipped central office. The optical protected interoffice mileage charge is only applicable to the 1000 Mbps speed when interoffice facilities are required. Dual entrance at the Customer premises and Company wire centers are not considered a standard feature of this option, but may be provided through special construction charges, where facilities are available.
- Protected Private: Customer connectivity is provisioned over a dedicated private ring which the customer has already obtained from the Telephone Company. At least one node of the private ring must be located in a TLS equipped central office.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.3 Conditions (Continued)

g. Limitations

The Customer's location must be within the maximum allowable range of the TLS equipped central office, as defined in (S17.4.3) (b.).

h. Maintenance Window

To meet the Customers' requirements, occasional network upgrades must be performed. These network upgrades are needed to provide improved performance and new features. Generally these upgrades will be performed between the hours of 11 PM and 6 AM. Network upgrades are planned to provide Customers reasonable and timely notification in order to minimize any impact on the Customers' service.

ii. Technical Specifications

The technical specifications for TLS are delineated in IEEE802.3-2000.

j. Transmission Mode

The transmission mode supported is dependent on the access rate. The supported transmission mode for 10 Mbps, 100 Mbps and 1000 Mbps or 10 Gbps access is full duplex.

k. TLS is available where facilities and conditions permit. Special construction charges may apply.

l. Service Level Agreements (SLA)

Service Level Agreements (SLA) provide TLS Customers with Service Response Credits (SRC) applied to their Frontier South Inc. telephone bill if the Company fails to meet certain operational and network thresholds. SLAs are available at no additional charge or fee to the Customer.

A Customer is eligible for the SLA SRC given the Customer adheres to the conditions stated within this section. The SLA specifies performance criteria against which actual performance for TLS will be compared on a monthly basis.

The TLS SLA includes the following measurements:

- Operational SLAs
 - Mean Time to Repair (MTTR)
 - Network Availability

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.3 Conditions (Continued)

I. Service Level Agreements (SLA) (Continued)

The TLS SLA includes the following measurements: (Continued)

- Network Performance SLAs
- Ethernet Virtual Circuit (EVC) Class of Service (CoS) Performance
 - Data Delivery Ratio (DDR)
 - Round Trip Delay (RTD)
 - Jitter

The SLA SRC will apply to the following TLS elements:

- UNI Port with Access Line Connection
- Ethernet Virtual Circuit (EVC) Bandwidth

To receive SRCs on eligible rate elements, the Customer must have the eligible rate elements listed in its initial subscription based on the established customer of record, or have ordered the eligible rate elements subsequent to its initial subscription. The Telephone Company reserves the right to change, alter or discontinue the optional SRC plan at its discretion.

All service performance and provisioning measurements are conducted using the Telephone Company monitoring systems and procedures. The Telephone Company may change these systems and procedures at its sole discretion. In performing measurements of overall Mean Time To Repair (MTTR) and Network Availability, the Telephone Company shall include data measured throughout the territories covered by this Product Guide.

To receive credit, the Telephone Company must receive from the Customer a written request for credit within thirty (30) calendar days of the end of the monitoring period that the SRC is referencing. The Customer's request for credit must be submitted to the appropriate Company entity (office or interface) in a manner prescribed by Company. The request must include a list of all impacted circuit/connection identification numbers and the type of SRC requested for each circuit/connection. The SRC monitoring period is based on a calendar month.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.3 Conditions (Continued)

I. Service Level Agreements (SLA) (Continued)

1. Operational Service Level Agreements (SLAs)(a) Mean Time to Repair (MTTR)

MTTR is the average mean time for the Telephone Company to repair Customer reported interruptions for service that is within the Telephone Company's network. A TLS service is interrupted when it becomes unusable to the Customer because of a failure of a facility component within the Telephone Company's network that is used to furnish service under this Product Guide.

MTTR Measurement

Under the MTTR SLA, the Telephone Company will measure the average Time to Repair (TTR) for Customer-reported interruptions in the services with respect to TLS Access Lines. To be measured under this SLA, the Customer must report any interruption to a Telephone Company-designated entity for the opening of a trouble ticket. The TTR is measured from the date and time a trouble ticket is opened by the Telephone Company and the date and time when such ticket is closed by the Telephone Company. In measuring the TTR, any stop clock time or adjusted duration time associated with the trouble shall be subtracted from such measurement. For purposes of this measurement, stop clock time refers to

- (1) periods when the Customer testing is occurring;
- (2) periods when the Telephone Company is awaiting the Customers authorization to commence work on a TLS Access Line;
- (3) periods when the Telephone Company is denied access to the Customers premises or facilities as necessary to diagnose, repair or test
- (4) periods following a repair of a TLS Access line when the ticket is held open by the Customer to ensure the trouble is resolved and
- (5) any time period during which any of the listed occurrences existed, as set forth in I. 4. SLA Exclusions following.

The SLA shall not apply to cases of trouble where no trouble was found or repeated cases of trouble for the same interruption. The MTTR SLA shall be measured on a calendar month basis and shall be calculated by adding the TTR for all interruptions and dividing that sum by the total number of trouble tickets opened for interruptions for the Customer during that month.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.3 Conditions (Continued)

I. Service Level Agreements (SLA) (Continued)

1. Operational Service Level Agreements (SLAs) (Continued)

(a) Mean Time to Repair (MTTR) (Continued)

MTTR SRCs

If the MTTR is greater than four (4) hours over the calendar month, then 50% of the one month TLS Access Line monthly charge shall be given as a MTTR SRC for those Access Lines which have been out of service for longer than four (4) hours and have been reported by the Customer via a trouble ticket to the Telephone Company. The MTTR SRC credit excludes and is not applicable to scheduled maintenance, scheduled downtimes or delays resulting from an event of force majeure.

(b) Network Availability

Network Availability refers to the percentage of time during a calendar month that the TLS is available for use by the Customer.

Network Availability Measurement

The Telephone Company threshold for Network Availability is 99.90%. Network Availability is calculated on a per TLS Port Connection basis as follows:

$$\frac{[(24 \times \text{Number of Days in Month} \times \text{Number of TLS Port Connections}) - (\text{Number of Hours Out of Service during Month})]}{(24 \times \text{Number of Days in Month} \times \text{Number of TLS Port Connections})} \times 100\%$$

The Telephone Company will not round up the calculation to reach the 99.90% threshold. This SLA is only available for outages reported by the Customer via a trouble ticket to the Telephone Company.

Network Availability SRCs

If the overall Network Availability measurement is less than the threshold of 99.90% for a calendar month, the Telephone Company will provide a credit equal to ten percent (10%) of the associated monthly charge for any individual TLS port connection that did not meet such threshold during such calendar month.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.3 Conditions (Continued)

I. Service Level Agreements (SLA) (Continued)

2. Network Performance SLAs

Network Performance SLA applies to all Customers subscribing to an EVC Class of Service (CoS) within a local network consisting of the following types:

- Real Time EVC bandwidth CoS, and
- Priority Data EVC bandwidth CoS.
- All other EVCs do not qualify for Network Performance SLAs.

The performance SLA is hierarchical in nature and statistically-based, conformance is determined on a Met or Missed basis, first on a per-hour basis and then on a per-month conformance basis.

Per-Hour Conformance - For each hour in the month, a determination is made as to whether the performance objectives are 'Met' for the CoS attributes related to the CoS instance on a given EVC. For a given Hour (e.g., H1), the overall performance objective is 'Met' if the performance objectives for each of the Data Delivery Ratio (DDR), Round Trip Delay (RTD), and Jitter, attributes are 'Met'. If any of the attribute objectives are 'Missed', then the overall performance objective for Hour (H1) is determined to be 'Missed'.

Per-Month Conformance - For the month, a determination is made as to the percentage of hours that the overall performance objective is 'Met'. So, for a given Month (e.g., M1), the monthly performance guarantee is 'Met' if the % of hours 'Met' for the month meet or exceed the monthly objective.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.3 Conditions (Continued)

I. Service Level Agreements (SLA) (Continued)

2. Network Performance SLAs (Continued)

EVC Class of Service Network Performance SLA shall be based on the following Ethernet frame traffic criteria:

(a) Data Delivery Ratio (DDR)

DDR is defined as the ratio of service frames successfully received from the network relative to the number of service frames offered to the network. The DDR definition is restricted to service frames that are compliant to the subscribed Committed Information Rate (CIR) profile. Interruptions caused by MTTR activity shall be excluded from the measurement of DDR.

Real Time EVC Bandwidth - Data Delivery Ratio

The Telephone Company threshold for Data Delivery Ratio is 99.5% in a calendar month.

Real Time EVC Bandwidth - Data Delivery SRCs

If the overall Data Delivery measurement does not meet the per month conformance then the Telephone Company shall provide an SRC equal to ten percent (10%) of the monthly charge for any individual EVC that did not meet such threshold during such calendar month.

Priority Data EVC Bandwidth - Data Delivery Ratio

The Telephone Company threshold for Data Delivery Ratio is 99% in a calendar month.

Priority Data EVC Bandwidth - Data Delivery SRCs

If the overall Data Delivery measurement does not meet the per month conformance then the Telephone Company shall provide an SRC equal to ten percent (10%) of the monthly charge for any individual EVC that did not meet such threshold during such calendar month.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.3 Conditions (Continued)

I. Service Level Agreements (SLA) (Continued)

2. Network Performance SLAs (Continued)

(b) Round Trip Delay (RTD)

RTD is defined as the time (in milliseconds) it takes for a service frame to be sent from one UNI to another UNI and back again (includes link insertion delays, propagation delays and queuing delays in the network). The RTD calculation includes only the time the packet is in the network, i.e., the processing time spent in devices attached to the UNI are factored out of the definition. The RTD definition is restricted to service frames that are compliant to the subscribed CIR profile.

Real Time EVC Bandwidth - Delay Measurement

The Telephone Company threshold for Delay is 20 milliseconds.

Real Time EVC Bandwidth - Delay SRCs

If the overall delay measurement does not meet the per month conformance then the Telephone Company shall provide an SRC equal to ten percent (10%) of the monthly charge for any individual EVC that did not meet such threshold during such calendar month.

Priority Data EVC Bandwidth - Delay Measurement

The Telephone Company threshold for Delay is 50 milliseconds.

Priority Data EVC Bandwidth - Delay SRCs

If the overall delay measurement does not meet the per month conformance then the Telephone Company shall provide an SRC equal to ten percent (10%) of the monthly charge for any individual EVC that did not meet such threshold during such calendar month.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.3 Conditions (Continued)

I. Service Level Agreements (SLA) (Continued)

2. Network Performance SLAs (Continued)

(c) Jitter

Jitter is defined as the variance in frame delay (in milliseconds) between two service frames as measured at the ingress and egress UNIs. The jitter definition is restricted service frames that are compliant to the subscribed CIR profile.

Real Time EVC Bandwidth - Jitter Measurement

The Telephone Company threshold for Delay is 5 milliseconds.

Real Time EVC Bandwidth - Jitter SRC

If the overall jitter measurement does not meet the per month conformance then the Telephone Company shall provide an SRC equal to ten percent (10%) of the monthly charge for any individual EVC that did not meet such threshold during such calendar month.

3. Validation for Operational and Network Performance SLAs

(a) Customer Validation

Operational SLAs:

The Customer must submit in writing a list of all rate elements, impacted circuit/connection identification numbers and the type of SRC requested for each circuit/connection. The written request for credit must be submitted to the appropriate Telephone Company entity in the manner prescribed by the Telephone Company.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.3 Conditions (Continued)

I. Service Level Agreements (SLA) (Continued)

3. Validation for Operational and Network Performance SLAs (Continued)(a) Customer Validation (Continued)

Network Performance SLAs:

The Customer must request SRCs for Network Performance SLAs and may submit in support of such request its own measurements made by industry-standard network performance measuring equipment. Such equipment shall be subject to prior approval by the Telephone Company and be capable of the following:

For the DDR SLA, the equipment must be capable of determining the number of actual packets sent and successfully received between two (2) Customer locations.

For the RTD SLA, the equipment must be capable of measuring the transmission of a series of 128-byte time-stamped packets to a measurement system from one Customer location to another Customer location. The measurement systems must be time-synchronized by using a network based timing source that uses Greenwich Mean Time (GMT).

For the Jitter SLA, the equipment must be capable of measuring the transmission of a series of at least fifty (50), 128-byte time stamped packets at a fixed interval between each packet from one Customer location to a measurement system at another Customer location. The measurement systems must be time-synchronized by using a network based timing source that uses Greenwich Mean Time (GMT).

All equipment must be capable of measuring from edge to edge (Customer Premises Equipment (CPE) to CPE) and to make the measurement every five (5) minutes per hour for four (4) hours total per day, for a total of two-hundred and forty (240) measures per day. In order to be considered, such measurements must include at least seven consecutive days' worth of measurements for four (4) hours per day.

(b) Telephone Company Validation

The Telephone Company will research and validate the Customer-submitted SRC in accordance with its own procedures and systems. The Telephone Company may, at its discretion, use either the Customer-provided data or its own measurement data (or above mentioned formulas) to evaluate and assess whether SRCs are warranted.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.3 Conditions (Continued)

I. Service Level Agreements (SLA) (Continued)

4. SLA Exclusions

SLAs do not apply to the extent that any of the following reasons prevented the Telephone Company from meeting such SLAs:

- (a) The acts of the Customer or other party authorized by the Customer to use the TLS circuit/connection, including but not limited to Customer's negligence, Customer's refusal to grant the Telephone Company reasonable access to its premises for testing/repair, Customer's refusal to release the TLS circuit/connection for testing and/or repair, Customer's maintenance activities or its rearrangement of the TLS circuit/connection or where the Customer has exceeded the purchased EVC bandwidth;
- (b) Subsequent reports (i.e., additional Customer inquiries) while the trouble is pending;
- (c) Service troubles closed due to the Customer's action;
- (d) Service troubles repaired by the Telephone Company prior to its receipt of a trouble report;
- (e) Service trouble caused by the Customer's CPE or facilities on its side of the demarcation point or any power, equipment, service or systems not provided by the Telephone Company;
- (f) An Interruption related to the provisioning of a new TLS Access Line or Access Lines in service for less than a month;
- (g) Scheduled maintenance and downtimes;
- (h) Unavailability of network monitoring or management equipment or reporting;
- (i) Any other reason outside the control of the Telephone Company.

5. Limitation on SRCs

The combined total of any SRCs applied to the Customer's TLS service for a calendar month must meet the following conditions:

- (a) For any calendar year, the total SRCs shall not exceed ten percent (10%) of the total annual revenue of the prior calendar year billed to the Customer for qualifying service elements, or \$200,000 per Customer, whichever is less. For any calendar year in which the Customer had less than twelve (12) full months of revenue for qualifying service elements in the prior calendar year, the SRCs may not exceed \$20,000 per Customer for TLS Network.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.3 Conditions (Continued)

I. Service Level Agreements (SLA) (Continued)

5. Limitation on SRCs (Continued)

- (b) To receive an SRC, the Customer must request such SRC in writing within thirty (30) calendar days of the end of the monitoring period of the referenced SRC. The request must include a list of all impacted EVC identification numbers and the type of SRC requested for each EVC.

S17.4.4 Application of Rates and Charges

a. The following rate elements are applicable to TLS:

- UNI Port with Access Line Connection
- Ethernet Virtual Circuit (EVC)
- Interoffice Mileage
- Domain/LAN Extension Equipment Changes
- Optional Features
 - Customer Service Management (CSM)

1. UNI Port with Access Line Connection

(a) Standard Access Line (available for EMS or ERS Service Type)

A monthly rate applies on a per line basis based on the speed of the access connection (i.e., 10 Mbps, 100 Mbps, or 1000 Mbps). The Standard Access Line is offered as a Month-to-Month Option, or as a 3- or 5- Year Term Commitment Plan. A nonrecurring charge will apply for the installation of the Standard Access Line when a customer subscribes to the Month-to-Month Option. Besides the standard connectivity model, Standard Access Line is offered with three other types of UNI Port with Access Line Connections, where facilities exist.

- (1) Protected Non-Diverse
- (2) Protected Diverse
- (3) Protected Private

(b) Protected Access Line (available for EMS Service Type only)

Protected Access Lines are provisioned as a survivable service with an alternate fiber pair between the central office and the customer premises. Protected Access Line allows the Company, in most situations, to detect and recover a failure and move the customer's data to an alternate fiber pair in approximately one second in most instances. Both fiber pairs must be served by the same central office and must have the same access speed. The second fiber pair will be routed over a diverse fiber path when possible.

A monthly rate applies on a per line basis, based on the speed of the access connection (i.e., 100 Mbps, 1000 Mbps). The Protected Access Line is offered as a Month-to-Month Option, or as a 3- or 5- Year Term Commitment Plan. A nonrecurring charge will apply to the installation of a Protected Access Line provided on a Month-to-Month basis. Protected Access Line is only offered with a direct fiber UNI Port with Access Line Connection, where facilities exist.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.4 Application of Rates and Charges (Continued)

a. (Continued)

1. UNI Port with Access Line Connection (Continued)

(c) Premier Access Line (available for ERS Service Type only)

A monthly rate applies on a per -line basis, based on the speed of the access line (i.e., 10 Mbps, 100 Mbps, 1000 Mbps or 10 Gbps). A Premier Access Line must be purchased in conjunction with some combination of ERS-B, ERS-PD, and/or ERS-RT EVC service classes, which are described in S17.4.2. preceding. The Premier Access Line is offered on a month-to-month basis or as a 3- or 5-Year Term Commitment Plan. A nonrecurring charge applies to the installation of the Premier Access Line provided on a month-to-month basis. A customer cannot mix Premier Access Lines with any other access line type.

The percentage of each Premier Access Line UNIs allowed for EVC bandwidth is limited, where connections must comply with each of the following threshold requirements:

- ERS-B less than or = to 500% of UNI speed
- ERS-PD less than or = to 85% of UNI speed
- ERS-RT less than or = to 50% of UNI speed
- ERS-PD + ERS-RT less than or = to 85% of UNI speed
- ERS-B + ERS-PD + ERS-RT less than or = to 500% of UNI speed

Besides the standard connectivity model, Premier Access Line is offered with three other types of UNI Port with Access Line Connections, where facilities exist.

- (1) Protected Non-Diverse
- (2) Protected Diverse
- (3) Protected Private

(d) EMS Real Time (EMS-RT) Access Line (available for EMS Service Type only)

A monthly rate applies on a per-line basis, based on the speed of the access connection (i.e., 100 Mbps, 1000 Mbps). This enhanced service class configures a fixed portion of the UNI for Real Time Traffic, where each 100 Mbps UNI has CIR = 5 Mbps with EIR = 0, or each 1000 Mbps UNI has CIR = 20 Mbps with EIR = 0. The remainder of the UNI can be used for CIR = 0 and EIR = 0 traffic. The EMS-RT Access Line is offered on a month-to-month basis or as a 3- or 5- Year Term Commitment Plan. A nonrecurring charge applies to the installation of the EMS-RT provided on a month-to-month basis. A customer cannot mix an EMS-RT Access Line with the ERS Service type, but may mix EMS-RT Access Line with EMS Access Lines.

Besides the standard connectivity model, EMS Real Time Access Line is offered with three other types of UNI Port with Access Line Connections, where facilities exist.

- (1) Protected Non-Diverse
- (2) Protected Diverse
- (3) Protected Private

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.4 Application of Rates and Charges (Continued)

a. (Continued)

2. Ethernet Virtual Circuit (EVC)

For customers who order the ERS Service Type with a Standard Access Line, a monthly rate will apply on a per EVC bandwidth basis. ERS-Std is the only EVC class available with the ERS Standard Access Line. The EVC bandwidth must be equal to the bandwidth of the lowest speed of the end points it is connecting. ERS-Std EVCs are purchased on a month-to-month basis. A non-recurring setup charge will apply per ERS-Std EVC.

For customers who order the Premier Access Line, a monthly rate will apply on a service class and EVC bandwidth basis. Premier Access Line customers have the choice of combining ERS-B, ERS -PD, and/or ERS-RT bandwidth on an EVC. A non-recurring setup charge will apply per ERS EVC. EVCs are purchased on a month-to-month basis. A customer may have more than one service class on the EVC, but will only pay one EVC non-recurring setup charge.

The number of EVCs permitted on each Standard Access Line and/or Premier Access Line are limited as follows:

- 10 Mbps less than or = to 2 EVCs
- 100 Mbps less than or = to 16 EVCs
- 1000 Mbps less than or = to 75 EVCs
- 10 Gbps less than or = to 250 EVCs

ERS-Basic, ERS-Priority Data and ERS-Real Time EVC bandwidth is limited to a maximum Mbps per Service Class per EVC, and must comply with each of the following maximum limits:

<u>EVC Service Class</u>	<u>100 Mbps UNI Max/EVC</u>	<u>1000 Mbps UNI Max/EVC</u>	<u>10Gbps UNI Max/EVC</u>
ERS-B	100 Mbps	1000 Mbps	1000 Mbps
ERS-PD	50 Mbps	500 Mbps	500 Mbps
ERS-RT	50 Mbps	100 Mbps	100 Mbps

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.4 Application of Rates and Charges (Continued)

a. (Continued)

3. Interoffice Mileage

The Interoffice Mileage charge is based on the Per Mile charge multiplied by the distance between the customers' serving central office and the nearest TLS equipped central office (a central office equipped with a switch, node, or other Company equipment capable of delivering service, via a shared fiber path or network infra-structure). This interoffice distance is measured in airline miles, based upon latitude and longitude of each central office. The mileage measurement is calculated as specified by NECA Tariff FCC No. 4. The mileage rate applies on a per mile basis. This charge applies in addition to the applicable rates and charges for all UNI Port with Access Line connections. Optical Protected interoffice is available for the 1000M UNI Speed. The protected transport option for 10/100MBPS, Protected Non-Diverse and Protected Diverse, UNI speeds includes optical protected interoffice transport when needed.

4. Domain/LAN Extension Equipment Changes

Customer requests for changes in EMS Domains and replacement of LAN extension equipment will be charged a nonrecurring charge per location per change.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.4 Application of Rates and Charges (Continued)

a. (Continued)

5. Optional Features

(a) Customer Service Management (CSM)

Customer Service Management (CSM) is an optional feature that provides customers with web-based reports. These reports give the customer the ability to extract "read-only" network traffic information regarding their networks thereby allowing customers to monitor and manage their network performance. CSM is provided per customer Domain/VLAN.

CSM will be provided where conditions and facilities permit.

The Company reserves the right to temporarily interrupt CSM for maintenance, software upgrades, and in emergency situations.

A monthly rate and a nonrecurring charge apply for each CSM arrangement. The customer will be charged on a per Domain/VLAN basis. The nonrecurring charge applies in addition to all other applicable service charges.

b. Minimum Period

The minimum subscription period for TLS under the Month-to-Month option is nine months. For example, if the customer discontinues the service in the seventh month, the customer will be billed the full monthly rate for the remaining two months. The regulations applicable to TLS provided under a Term Commitment Plan are specified in S17.4.4 e..

c. Term Commitment Plans

The Standard Access Line, Protected Access Line, Premier Access Line and/or EMS Real Time Access Line are offered under a 3 or 5 Year Term Commitment Plan.

c. Moves, Changes and Upgrades

When the customer requests a move or relocation of the Standard Access Line, Protected Access Line, Premier Access Line or EMS Real Time Access Line to a different address and/or different building, the move or relocation will be treated as a termination of the existing service and the establishment of a new service with the application of all installation charges.

When the customer requests an upgrade in service speed, or change in service type, at an existing address, the upgrade in service speed/change in service type will be treated as a termination of the existing service and the establishment of a new service with the application of all charges.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.4 Application of Rates and Charges (Continued)

e. Termination Liability

In the event the service is terminated by the Customer prior to completion of the current term commitment period, the Customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$25\% \times \text{MRC} \times \# \text{ of Lines/Channels/Paths} \times \text{Remainder of Term} = \text{Termination Charge}$$

Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the Customer may terminate the service without incurring an early termination charge.

End of Term Options

Prior to the end of the term commitment period, the Customer may select one of the following options, to be effective at the end of the term:

- Renew their term commitment,
- Commit to a new term period,
- Arrange for a change of service, or
- Arrange for termination of the service.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.4 Application of Rates and Charges (Continued)

e. Termination Liability (Continued)

In the event the Customer does not select one of the above options, the Customer will be converted to the shortest-term period available (i.e., month-to-month, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the Customer terminates the service within sixty (60) days of the conversion date.

Early termination charges will not be assessed under the following circumstances:

Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;

Customer attempts to move the existing service to a new location within the Company's service area, but the service is unavailable;

Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or

Customer changes to another service, service type, or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:

The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,

The Company provides the new service via Product guide or on an individual case basis (ICB), and

The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

Early termination charges will be assessed under the following circumstance:

Customer chooses to change existing term commitment plan to month-to-month.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.5 Rates and Charges

a. UNI Port With Access Line Connection

	<u>Nonrecurring Charge¹</u>	<u>Monthly Rate</u>
1. Standard Access Line, per line		
<u>Month to Month Option²</u>		
10 Mbps	\$1,300.00	\$1,200.00
100 Mbps	1,300.00	2,400.00
1000 Mbps	1,300.00	4,000.00
<u>Term Commitment Plans</u>		
Three Year Term		
10 Mbps	N/A	1,000.00
100 Mbps	N/A	2,000.00
1000 Mbps	N/A	3,500.00
Five Year Term		
10 Mbps	N/A	900.00
100 Mbps	N/A	1,800.00
1000 Mbps	N/A	3,200.00

Standard Access Line - Protected Non-Diverse, per Line

<u>Month to Month Option²</u>		
10 Mbps Full duplex	1,300.00	1,600.00
100 Mbps Full duplex	1,300.00	2,600.00
1000 Mbps Full duplex	1,300.00	9,000.00
<u>Term Commitment Plans</u>		
Three Year Term		
10 Mbps Full duplex	N/A	1,400.00
100 Mbps Full duplex	N/A	2,400.00
1000 Mbps Full duplex	N/A	8,000.00
Five Year Term		
10 Mbps Full duplex	N/A	1,300.00
100 Mbps Full duplex	N/A	2,100.00
1000 Mbps Full duplex	N/A	7,000.00

Note 1 Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

Note 2 The minimum subscription period for the Month-to-Month Option is nine months.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.5 Rates and Charges

a. UNI Port With Access Line Connection (Continued)

	<u>Nonrecurring Charge¹</u>	<u>Monthly Rate</u>
1. Standard Access Line, per line (Continued)		
Standard Access Line - Protected Diverse, per Line		
<u>Month to Month Option²</u>		
10 Mbps Full duplex	1,300.00	1,900.00
100 Mbps Full duplex	1,300.00	3,000.00
1000 Mbps Full duplex	1,300.00	9,500.00
<u>Term Commitment Plans</u>		
Three Year Term		
10 Mbps Full duplex	N/A	1,800.00
100 Mbps Full duplex	N/A	2,800.00
1000 Mbps Full duplex	N/A	8,500.00
Five Year Term		
10 Mbps Full duplex	N/A	1,700.00
100 Mbps Full duplex	N/A	2,500.00
1000 Mbps Full duplex	N/A	7,500.00
Standard Access Line - Protected Private, per Line		
<u>Month to Month Option²</u>		
10 Mbps Full duplex	1,300.00	700.00
100 Mbps Full duplex	1,300.00	900.00
1000 Mbps Full duplex	1,300.00	2,600.00
<u>Term Commitment Plans</u>		
Three Year Term		
10 Mbps Full duplex	N/A	600.00
100 Mbps Full duplex	N/A	800.00
1000 Mbps Full duplex	N/A	2,400.00
Five Year Term		
10 Mbps Full duplex	N/A	500.00
100 Mbps Full duplex	N/A	700.00
1000 Mbps Full duplex	N/A	2,000.00

Note 1 Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

Note 2 The minimum subscription period for the Month-to-Month Option is nine months.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.5 Rates and Charges

a. UNI Port With Access Line Connection (Continued)

	<u>Nonrecurring Charge¹</u>	<u>Monthly Rate</u>
2. Protected Access Line, per line		
<u>Month to Month Option²</u>		
100 Mbps.	\$1,300.00	3,600.00
1000 Mbps.	1,300.00	6,000.00
<u>Term Commitment Plans</u>		
Three Year Term		
100 Mbps.	N/A	3,000.00
1000 Mbps.	N/A	5,200.00
Five Year Term		
100 Mbps.	N/A	2,700.00
1000 Mbps.	N/A	4,800.00

Note 1 Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

Note 2 The minimum subscription period for the Month-to-Month Option is nine months.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.5 Rates and Charges

a. UNI Port With Access Line Connection (Continued)

	<u>Nonrecurring Charge¹</u>	<u>Monthly Rate</u>
3. Premier Access Line, per line		
<u>Month-to-Month Option²</u>		
10 Mbps	\$ 1,300.00	\$ 1,075.00
100 Mbps	1,300.00	1,200.00
1000 Mbps	1,300.00	2,400.00
10 Gbps	1,300.00	10,500.00
<u>Term Commitment Plans</u>		
Three Year Term		
10 Mbps	-	875.00
100 Mbps	N/A	1,000.00
1000 Mbps	N/A	2,000.00
10 Gbps	N/A	9,000.00
Five Year Term		
10 Mbps	-	775.00
100 Mbps	N/A	900.00
1000 Mbps	N/A	1,800.00
10 Gbps	N/A	8,000.00
Premier Access Line - Protected Non-Diverse, per Line		
<u>Month to Month Option²</u>		
10 Mbps Full duplex	1,300.00	1,200.00
100 Mbps Full duplex	1,300.00	2,150.00
1000 Mbps Full duplex	1,300.00	9,000.00
<u>Term Commitment Plans</u>		
Three Year Term		
10 Mbps Full duplex	N/A	1,000.00
100 Mbps Full duplex	N/A	1,800.00
1000 Mbps Full duplex	N/A	8,500.00
Five Year Term		
10 Mbps Full duplex	N/A	850.00
100 Mbps Full duplex	N/A	1,600.00
1000 Mbps Full duplex	N/A	8,000.00

Note 1 Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

Note 2 The minimum subscription period for the Month-to-Month Option is nine months.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.5 Rates and Charges

a. UNI Port With Access Line Connection (Continued)

	<u>Nonrecurring Charge¹</u>	<u>Monthly Rate</u>
3. Premier Access Line, per line (Continued)		
Premier Access Line - Protected Diverse, per Line		
<u>Month to Month Option²</u>		
10 Mbps Full duplex	1,300.00	1,200.00
100 Mbps Full duplex	1,300.00	2,150.00
1000 Mbps Full duplex	1,300.00	9,000.00
<u>Term Commitment Plans</u>		
Three Year Term		
10 Mbps Full duplex	N/A	1,000.00
100 Mbps Full duplex	N/A	1,800.00
1000 Mbps Full duplex	N/A	8,500.00
Five Year Term		
10 Mbps Full duplex	N/A	850.00
100 Mbps Full duplex	N/A	1,600.00
1000 Mbps Full duplex	N/A	8,000.00
Premier Access Line - Protected Private, per Line		
<u>Month to Month Option²</u>		
10 Mbps Full duplex	1,300.00	600.00
100 Mbps Full duplex	1,300.00	700.00
1000 Mbps Full duplex	1,300.00	1,700.00
<u>Term Commitment Plans</u>		
Three Year Term		
10 Mbps Full duplex	N/A	500.00
100 Mbps Full duplex	N/A	600.00
1000 Mbps Full duplex	N/A	1,550.00
Five Year Term		
10 Mbps Full duplex	N/A	400.00
100 Mbps Full duplex	N/A	500.00
1000 Mbps Full duplex	N/A	1,400.00

Note 1 Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

Note 2 The minimum subscription period for the Month-to-Month Option is nine months.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.5 Rates and Charges

a. UNI Port With Access Line Connection (Continued)

	<u>Nonrecurring Charge¹</u>	<u>Monthly Rate</u>
4. EMS - Real Time Access Line, per line		
<u>Month-to-Month Option²</u>		
100 Mbps	1,300.00	2,500.00
1000 Mbps	1,300.00	4,500.00
<u>Term Commitment Plans</u>		
Three Year Term		
100 Mbps	N/A	2,100.00
1000 Mbps	N/A	4,000.00
Five Year Term		
100 Mbps	N/A	1,900.00
1000 Mbps	N/A	3,700.00
EMS – Real Time Access Line - Protected Non-Diverse, per Line		
<u>Month to Month Option²</u>		
100 Mbps Full duplex	1,300.00	2,700.00
1000 Mbps Full duplex	1,300.00	11,000.00
<u>Term Commitment Plans</u>		
Three Year Term		
100 Mbps Full duplex	N/A	2,500.00
1000 Mbps Full duplex	N/A	10,000.00
Five Year Term		
100 Mbps Full duplex	N/A	2,300.00
1000 Mbps Full duplex	N/A	9,000.00

Note 1 Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

Note 2 The minimum subscription period for the Month-to-Month Option is nine months.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.5 Rates and Charges

a. UNI Port With Access Line Connection (Continued)

	<u>Nonrecurring Charge¹</u>	<u>Monthly Rate</u>
4. EMS - Real Time Access Line, per line (Continued)		
EMS Real Time Access Line - Protected Diverse, per Line		
<u>Month to Month Option²</u>		
100 Mbps Full duplex	1,300.00	3,250.00
1000 Mbps Full duplex	1,300.00	10,000.00
<u>Term Commitment Plans</u>		
Three Year Term		
100 Mbps Full duplex	N/A	3,000.00
1000 Mbps Full duplex	N/A	9,000.00
Five Year Term		
100 Mbps Full duplex	N/A	2,750.00
1000 Mbps Full duplex	N/A	8,500.00
EMS Real Time Access Line - Protected Private, per Line		
<u>Month to Month Option²</u>		
100 Mbps Full duplex	1,300.00	950.00
1000 Mbps Full duplex	1,300.00	2,700.00
<u>Term Commitment Plans</u>		
Three Year Term		
100 Mbps Full duplex	N/A	850.00
1000 Mbps Full duplex	N/A	2,500.00
Five Year Term		
100 Mbps Full duplex	N/A	750.00
1000 Mbps Full duplex	N/A	2,100.00

Note 1 Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

Note 2 The minimum subscription period for the Month-to-Month Option is nine months.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.5 Rates and Charges

b. ERS Standard Ethernet Virtual Circuit, per EVC

	<u>Nonrecurring Charge¹</u>	<u>Monthly Rate</u>
1. ERS EVC Setup, per EVC	\$ 200.00	--
2. ERS EVC Standard (ERS-Std), per EVC		
10 Mbps	--	\$ 50.00
100 Mbps	--	100.00
1000 Mbps	--	200.00
3. ERS EVC Basic (ERS-B) Bandwidth, per Class		
1 Mbps	N/A	15.00
2 Mbps	N/A	30.00
3 Mbps	N/A	45.00
4 Mbps	N/A	60.00
5 Mbps	N/A	75.00
6 Mbps	N/A	90.00
7 Mbps	N/A	105.00
8 Mbps	N/A	120.00
9 Mbps	N/A	135.00
10 Mbps	N/A	150.00
20 Mbps	N/A	300.00
30 Mbps	N/A	450.00
40 Mbps	N/A	600.00
50 Mbps	N/A	750.00
60 Mbps	N/A	850.00
70 Mbps	N/A	950.00
80 Mbps	N/A	1,050.00
90 Mbps	N/A	1,150.00
100 Mbps	N/A	1,250.00
200 Mbps	N/A	1,350.00
300 Mbps	N/A	1,450.00
400 Mbps	N/A	1,550.00
500 Mbps	N/A	1,650.00
600 Mbps	N/A	1,740.00
700 Mbps	N/A	1,830.00
800 Mbps	N/A	1,920.00
900 Mbps	N/A	2,010.00
1000 Mbps	N/A	2,100.00

Note 1 Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.5 Rates and Charges

b. ERS Standard Ethernet Virtual Circuit, per EVC (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
4. ERS EVC Priority Data (ERS-PD) Bandwidth, per Class		
1 Mbps	N/A	40.00
2 Mbps	N/A	80.00
3 Mbps	N/A	120.00
4 Mbps	N/A	160.00
5 Mbps	N/A	200.00
6 Mbps	N/A	220.00
7 Mbps	N/A	240.00
8 Mbps	N/A	260.00
9 Mbps	N/A	280.00
10 Mbps	N/A	300.00
20 Mbps	N/A	600.00
30 Mbps	N/A	900.00
40 Mbps	N/A	1,200.00
50 Mbps	N/A	1,500.00
60 Mbps	N/A	1,720.00
70 Mbps	N/A	1,940.00
80 Mbps	N/A	2,100.00
90 Mbps	N/A	2,300.00
100 Mbps	N/A	2,500.00
200 Mbps	N/A	2,700.00
300 Mbps	N/A	2,900.00
400 Mbps	N/A	3,100.00
500 Mbps	N/A	3,300.00

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.5 Rates and Charges

b. ERS Standard Ethernet Virtual Circuit, per EVC (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
5. ERS EVC Real Time (ERS-RT) Bandwidth, per Class		
1 Mbps	N/A	120.00
2 Mbps	N/A	240.00
3 Mbps	N/A	360.00
4 Mbps	N/A	480.00
5 Mbps	N/A	600.00
6 Mbps	N/A	660.00
7 Mbps	N/A	720.00
8 Mbps	N/A	780.00
9 Mbps	N/A	840.00
10 Mbps	N/A	900.00
20 Mbps	N/A	1,175.00
30 Mbps	N/A	1,450.00
40 Mbps	N/A	1,725.00
50 Mbps	N/A	2,000.00
60 Mbps	N/A	2,200.00
70 Mbps	N/A	2,400.00
80 Mbps	N/A	2,600.00
90 Mbps	N/A	2,800.00
100 Mbps	N/A	3,000.00

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S17. ADVANCED DATA SERVICES

S17.4 Transparent LAN Service (Continued)

S17.4.5 Rates and Charges

		<u>Nonrecurring Charge¹</u>	<u>Monthly Rate</u>
c.	Interoffice Mileage, per line²		
	Per Mile	N/A	100.00
	Per Optical Protected Mile (1000M Only)	N/A	750.00
	Protected Non-Diverse and Protected Diverse only		
d.	TLS Domain/LAN Extension Equipment Changes		
	Per Change 400.00	N/A	
e.	Optional Features		
1.	Customer Service Management (CSM),		
	Per Domain/VLAN	350.00	150.00

Note 1 Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

Note 2 Applies in addition to applicable rates and charges for all UNI Port with Access Line connections.

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S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service

S18.1.1 General

- a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- b. Enhanced Universal Emergency Number Service also referred to as Enhanced 911 Service or E911 is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dial 911. Enhanced 911 provides Automatic Location Identification (ALI) and Automatic Number Identification (ANI). These features forward the customer's name, primary service address (street name and number), and telephone number associated with the calling party's telephone line to the Enhanced 911 display unit on a per call basis.
- c. The 911 customer may be a municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire and other emergency services within the telephone central office areas arranged for 911 calling.

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S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.2 Definitions

Alternate Routing

A feature, associated with Selective Routing Services that will route a 911 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Telephones associated with a calling party's telephone number but which are physically located elsewhere (off-premises extensions, secondary locations, etc.) can also be identified with the same address associated with the calling party's telephone number at the primary location if the customer enters this same information into the remarks section of the ALI record. No ALI data is provided when a call is sent to Default Routing (DR).

ALI Database

A database of ALI records containing access line customers' names, addresses, telephone numbers, and ESNs to be used for 911 purposes. This database may include additional information about that location. Customer names may be omitted as a local option.

Automatic Number Identification (ANI)

A feature by which the calling party's ANI telephone number is forwarded to the PSAP.

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S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.2 Definitions (Continued)

Caller Identification Information

This is a generic term for the wireless subscribers calling number delivered to the E9-1-1 Network by the Wireless Service Provider. It may be, but is not limited to the: Wireless Calling Number, Mobile Identification Number or surrogate number associated with a wireless device.

Called Party Hold

Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.

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S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.2 Definitions (Continued)

Centralized Automatic Location Identification (CALI) Storage and Processing

A "network based" ALI database platform consisting of two identical systems, one being the primary system responding to the PSAP, the other providing redundant capabilities.

Centralized Automatic Location Identification System (CALI) Port

CALI System Port provides a termination to the CALI System for a dedicated facility that interconnects the PSAP to CALI Storage and Processing System.

Caller

An individual who places a 911 call in order to obtain emergency assistance. May also be referred to as an end user.

Default Routing (DR)

A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits, or other causes. Such incoming calls are routed from the 911 Selective Router(s) to a default PSAP. Each incoming 911 facility group to the Selective Router(s) is assigned to a designated default PSAP. This is a standard feature of Selective Routing Services. All party line services will be default routed. No ANI/ALI data is provided to the PSAP when a call is sent to Default Routing.

Dual Selective Routing

A service that routes calls to the correct PSAP based on the caller's telephone number and ESN. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary. Dual Selective Routing provides network redundancy by using two Selective Routers that mirror E9-1-1 call delivery routing. This service arrangement provides a higher level of network reliability and enables greater diverse routing of network facilities.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.2 Definitions (Continued)

Emergency Response Agency

For the purpose of this Product Guide, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 911 call received at, or transferred from, a PSAP.

Emergency Ringback

Allows the PSAP attendant to ring back the caller's line. This feature may only be available if the call is routed to the PSAP via dedicated facilities. This feature may not be available with arrangements using tandem switching. Where the caller's line is other than one party service, operating this feature may also ring any additional parties on that line.

Emergency Service Number (ESN)

An Emergency Service Number (ESN) is assigned by the customer to all end users served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that end user's location). Thus, the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 911 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

End Office

The Central Office(s) in the 911 System from which 911 calls are originated.

Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 911 calls to secondary PSAP.

Forced Disconnect

Enables the PSAP attendant to release a connection on a 911 call, even if the calling party remains off-hook.

Host Provider

The telephone company that serves exchanges within the customer's serving area and provides 911 service to the customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the customer's serving area.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.2 Definitions (Continued)

Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming call by accessing a dial tone line and dialing either a seven-digit or ten-digit telephone number. Manual transfer is associated with the 911 trunk unit and is a standard feature of 911 Service.

Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 911 service, such as by an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Number (ESNs).

Network Control Modem (NCM)

The NCM allows the Customer to reroute 9-1-1 calls from a PSAP to an alternate location in the event of an emergency or for any other reason. With the Dial-up NCM, the Customer will dial into the NCM, pass multiple security checks and then activate the transfer of 9-1-1 incoming calls. The dial-up NCM eliminates the need to have a dedicated facility (e.g. Make Busy switch).

P.01 GRADE OF SERVICE

The probability (P), expressed as a decimal fraction, of a telephone call being blocked. P.01 is the grade of service reflecting the probability that one call out of one hundred during the average busy hour will be blocked. P.01 is the minimum recommended Grade of Service for E9-1-1 trunk groups.

PSEUDO ANI (pANI)

A series of digits containing wireless subscriber's Caller Identification Information and Routing Information. pANI is assigned by the Wireless Service Provider when a 9-1-1 wireless call is made and sent along with the voice connection, to the Company Selective Router. The pANI is used by the Selective Router to determine PSAP routing and by the Centralized ALI & Storage Retrieval System to deliver location information. Depending on the type of Wireless ALI Arrangement, these digits may be used to identify the wireless 9-1-1 Caller Identification Information, cell site/sector and latitude/longitude coordinates. pseudo ANI is used with Wireless to Wireline Interconnect Arrangements.

PSAP to Centralized Automatic Location Identification (CALI) Circuit

Provides the interconnections from the PSAP to CALI Systems.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.2 Definitions (Continued)

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. The PSAP responds first; the Emergency Response Agencies (ERAs) receive calls on a transfer basis only. PSAPs are administered by public service agencies such as police, fire, or emergency medical or a common bureau serving a group of such entities.

Secondary Provider

A regulated telephone company that participates in offering 911 service under an agreement with the host provider.

Selective Routing

A service that routes calls to the correct PSAP based on the caller's telephone number and ESN. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary.

Selective Transfer

A Selective Routing feature providing persons at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labeled with the type of agency, e.g., "Fire", on the Display and Transfer Unit. For a given 911 caller, the unique combination of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 Service area is defined by an "Emergency Service Number" (ESN).

Serving Central Office

The Central Office from which a PSAP, either primary or secondary, is served.

Subscriber Record Information

Subscriber record information is provided from the Company's ordinary service, billing, and directory records. This information consists of a telephone number with the associated name, service address, and community name as provided by the end user. These records were not created for, or intended for use with the determination of complete, accurate, or timely information for emergency purposes. Subscriber Record Information is available via a download from the Telephone Company database. Updates of this information are made available daily from the Telephone Company database via a dial up arrangement.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.2 Definitions (Continued)

Universal Emergency Number Service

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer.

Universal Emergency Number Service Customer

A municipality or other state or local government unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls at the minimum for police and fire service.

Wireless to Wireline 9-1-1 Call Routing Arrangement

Wireless Service Providers may interconnect facilities to the Company Selective Router(s) and CALI Storage/Retrieval System(s) for the sole purpose of routing 9-1-1 calls to PSAPs. The company provides the following arrangements:

pANI, along with the voice connection is sent by the Wireless Service Provider to the Company Selective Router. The Selective Router uses the pANI to determine routing and sends both the pANI and voice call to the appropriate PSAP. The PSAP uses the pANI to identify the wireless subscriber's Caller Identification Information and to query the Company ALI Storage/Processing Database to retrieve cell site/sector information stored in the ALI database.

pANI, along with the voice connection, is sent by the Wireless Service Provider to the Company Selective Router. The Selective Router uses the pANI to determine routing and sends both the pANI and voice call to the appropriate PSAP. The PSAP will query the Company CALI database using the pANI which will direct a query to a third party ALI database to obtain the wireless caller's location information. Upon receipt of the location information, the Company CALI database will delivery it back to the PSAP.

911 Service Area

The geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.3 Rules and Regulations

- a. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "911" for use with Public Safety Answering Points (PSAP's) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.
- b. 911 Service is provided by the Company where facilities and operating conditions permit, subject to rules and regulations in other applicable areas of this Product Guide.
- c. 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP with the potential for extending 911 calls to the appropriate Emergency Response Agency.
- d. This offering is limited to the use of central office number 911 as the universal emergency number and only one 911 service will be provided within any central office, although there may be a means to selectively route certain users in order to comply with county boundaries and/or emergency districts. The Company will not provide 911 Service to less than an entire central office (switching entity). Selective routing is described in S18.1.4.e.
- e. The 911 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.
- f. The service is furnished to municipalities and other government agencies only for the purpose of voice reporting emergencies by the public.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.3 Rules and Regulations (Continued)

- g. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited by the terms set forth in the following conditions, the General Regulations section of this product guide, and in all applicable sections of any other tariff or product guide in which an element of 911 Service may reside.

The Company shall not be liable to any person who dials the digits "911" or for whom such digits are dialed, or to the family of such person, for any loss or damages arising out of errors, mistakes, omissions, interruptions, defects, failures, or malfunctions of 911 Service, including any and all equipment, including but not limited to transmission equipment and data processing equipment, associated therewith, unless the Company has been notified and has had reasonable time to repair the defects, failures, or malfunctions that caused the loss or damage. In no event shall the Company's liability to any person on account of 911 Service exceed an amount equivalent to the charges made for the service affected for the period following such notice until service is restored.

The customer agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operations, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Company in connection with 911 Service, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service hereunder.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.3 Rules and Regulations (Continued)

g. (Continued)

Where a 911 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 911 service.

The Company accepts no responsibility for obtaining end user record information from private telecommunications systems, such as PBXs, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 911 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company accepts no responsibility, makes no representation or warranty regarding the accuracy of pANI and/or associated Location Information. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company shall not be liable or responsible for any indirect incidental, or consequential damages associated with the provision of 911 service when there is a failure of or interruption in 911 service due to the attachment of any equipment by a customer to Company facilities. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 911 system ordered by the customer, Company facilities, or otherwise affect its telephone operations.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.3 Rules and Regulations (Continued)

g. (Continued)

The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted end user information to emergency service providers responding to calls placed to a 911 service or host providers using such information to provide a 911 service.

h. Temporary suspension of service is not provided for any part of the 911 Service.

i. The rates charged for 911 Service do not contemplate the constant monitoring or inspection to discover errors, defects and malfunctions in the service; nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.

j. If a central office serves telephones located both within and outside the 911 customer's public safety jurisdiction, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by these central offices.

k. Application for 911 Service must be executed in writing by the customer. The 911 customer must furnish the Company, in writing, its agreement to the following terms and conditions:

- (1) That at least one PSAP will be provided and staffed on a 24 hour, seven days per week basis.
- (2) That the 911 customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent that such services are reasonably available.
- (3) That the 911 customer will develop an appropriate method of responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.

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S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.3 Rules and Regulations (Continued)

k. (Continued)

- (4) That the 911 customer will subscribe to a sufficient number of interoffice and 911 access lines to provide a P.01 transmission grade of service to adequately handle incoming calls, as determined by the County in consultation with the Company; but in all cases subject to a minimum of two lines required from serving central offices to the 911 PSAP.
- (5) That the 911 customer will subscribe for additional local exchange service at the PSAP location for administrative purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Company operators.
- (6) That the 911 customer shall establish a contract that protects end user information, in compliance with North Carolina Statute 62A-9.
- (7) That the 911 customer shall be responsible for adequate and continuous maintenance and be accessible twenty-four (24) hours a day. If Frontier is not the equipment provider, maintenance responsibility shall end at the point of demarcation.

l. Any terminal equipment used in connection with 911 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.

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S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.3 Rules and Regulations (Continued)

- m. Customer Premises Equipment (CPE) must be compatible with the interface standards of the Company. The equipment shall be registered under Part 68 of the Federal Communications Commission's rules governing customer premises equipment (CPE). The equipment shall also comply with Part 15 of the Federal Communications Commission's rules governing customer premises equipment (CPE).
- n. E911 information consisting of the name, address and telephone number of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided only for the purpose of responding to emergency calls.
- o. When subscribing to ALI Database the customer must provide correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service end user addresses and be based upon Company standards. The customer must notify the Company in a timely manner of any changes in the MSAG or ESN assignments.
- p. When the Company is provided with a pseudo ANI and associated Location Information, the Service Provider is responsible for the accuracy on the content, routing and location information. If this information is stored in the Company CALI Storage & Processing System, the Service Provider shall be responsible to notify the Company in a timely manner of any changes.
- q. Publishing, reproducing, re-selling, disclosing, tampering with, modifying, allowing access to, or using for any reason other than emergency response purposes associated with the public safety, any of the 911 database information is prohibited.
- r. Application to subscribe to Dual Mode Selective Routing and/or ALI Storage/Processing under this Product Guide must be executed in writing. Application for Service is not required for other E9-1-1 product guide rate elements. Dual Mode Selective Routing is the Company recommended service offering for E9-1-1 Selective Routing Service. The Customer is advised of the higher level of reliability provided with Dual Mode Selective Routing, including circuit redundancy and that this level of reliability is not available without Dual Mode Selective Routing. The Customer, having been provided this information understands and acknowledges the differences in the level of reliability between the Services. In the Application for Service, Customer will indicate acceptance or rejection of Dual Mode Selective Routing services. The Application for Service must be signed by the Customer or Customer's authorized employee or representative. If execution is by an agent, satisfactory evidence documenting the agency relationship must be provided in writing to the Company.
- s. Constant monitoring or inspection of facilities to discover errors, defects and malfunctions is not included in E9-1-1 Service. The Customer shall notify the Company in the event that the Service is not functioning properly.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.4 Rates and Charges

- a. When an order for 911 Service or requests for additions, rearrangements, relocations or modifications of service are cancelled in whole or in part prior to completion of the work involved, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.
- b. Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed as covered in other sections of this Product guide based on rates applicable from the Central Office serving the PSAP initiating the transfer to the central office serving the termination of the transfer.
- c. At the request of any county, municipality or political subdivision (user) subscribing to 911 Service the Company will spread the payment of the applicable nonrecurring charges for the initial provision or subsequent addition of 911 Service and/or equipment in equal installments, where possible, which shall include all reasonable costs associated therewith, over a period not to exceed 18 months.
- d. Upon receipt of a duly authorized 911 Ordinance adopted by the governing authority of a local government, a monthly 911 charge will be imposed upon each exchange access facility subscribed to by telephone subscribers whose exchange access lines are in the area served or which would be served by the 911 service. The 911 charge must be uniform and may not vary according to the type of exchange access facility used.
- e. These service arrangements will provide a 911 Emergency System that will provide use of the exchange network at no charge to the caller on a per call basis. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
- f. Customer initiated changes and rearrangements to the MSAG that affect service address and ALI database records (e.g., street name and number changes, emergency services zone or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates require a comparative listing of changes providing direct and individual reference to existing designations. Substantial MSAG changes (e.g., annexations of additional areas, reduction of existing areas) may require an additional charge and would be provided under an ICB arrangement.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service

(1) The following rate elements apply to a typical E911 arrangement:

- (a) 911 Service Line - A business network access line connecting the PSAP and its serving central office. This rate is not applicable for customer subscribing to the Selective Routing feature.
- (b) Automatic Location Identification (ALI) Database - An E911 database that contains end user names, telephone numbers, addresses and Emergency Service Number (ESNs), and is periodically updated by the Company. This system updates the Centralized ALI Storage and Processing System and/or Selective Router(s).

A per 1000 access line/record charge is applicable to all records in the database. This rate is applied to the number of Frontier wireline access lines and non Frontier wireline records within the customer's jurisdiction.

- (c) Centralized Automatic Location Identification (CALI) Storage and Processing¹ – The CALI system stores subscriber location information of the E911 service area. It is used by the PSAPs for storage and retrieval of E9-1-1 location data. The PSAPs query this system with the 9-1-1 caller ANI/pANI via a data connection. The system uses the ANI/pANI to identify the location information. This service is provided via network based system consisting of two identical components, one being the primary component responding to the PSAP, the other providing redundant capabilities. CALI is compatible with Wireless to Wireline 9-1-1 Call Routing Arrangements. CALI will process ALI in two ways:
 - Upon receipt of an ALI query by the PSAP, the CALI database will respond with the ALI of the ANI/pANI if it resides on the CALI platform, and will process it back to the requesting PSAP.
 - The CALI can also be directed by the pANI to query a third party ALI database to retrieve the appropriate ALI record. The record, when received by the CALI platform from the third party ALI database, is processed back to the requesting PSAP.

¹ This E9-1-1 Service Features requires a three year initial term commitment commencing on the in-service date, followed by automatic one (1) year renewals on the in-service anniversary date that will be subject to Termination Liability in this Product Guide.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(1) (Continued)

(c) (Continued)

The following rates apply:

1. ALI Database Administration is required to update CALI.
2. Rates for this service are per 1,000 wireline and/or wireless Access Line and/or Records.
3. PSAP to CALI Data Circuit rate is required to interconnect the PSAP with each CALI System. Two PSAP to CALI Data Circuits are required for each PSAP having access to CALI System. This rate does not include compatible customer premises equipment required to terminate the circuit at the PSAP.
4. CALI System Port rate provides a termination to the PSAP to CALI data circuit. This rate applies for each PSAP to CALI Data Circuit.
5. All other network connections needed to interface to third party ALI Database System(s) is the responsibility of the Customer or Service Provider.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(1) (Continued)

(d) Selective Routing¹ -

Selective Routing is furnished on an optional basis. Selective Routing Service routes calls to the correct PSAP based on the caller's ANI or pANI and assigned ESN. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary. All End Offices and PSAP(s) within an E9-1-1 network are connected to a Selective Router via dedicated circuits. This service includes all dedicated circuits needed to connect Company central offices and PSAP(s) to the Selective Router up to P.01 grade of service. This service provides for the routing of E9-1-1 calls to the designated PSAP based upon the location associated with the ANI/pANI of the calling party. Alternate Routing, Default Routing, Manual Transfer, Fixed Transfer & Selective Transfer features are included with this service. This service is compatible with wireless to wireline 9-1-1 call routing arrangements.

The following rate elements apply to Selective Routing:

1. ALI Database Administration rate is applicable for Selective Routing if the customer does not subscribe to CALI Storage/Retrieval Feature.
2. Rates for this service are per 1,000 wireless records and/or wireline access lines and/or records.
3. Selective Router Port Connectivity applies when providing connectivity for the incoming 9-1-1 trunk circuits that enable Local Exchange Carriers, Private Switch Providers and Wireless Service Providers access to the Emergency Services network. Selective Router Port Connectivity is required for each individual trunk circuit. In addition, this rate applies for each individual trunk circuit, if the customer requires a grade of service greater than P.01.
4. Trunk termination charges applies only when a customer desires a grade of service greater than P.01 to the end of any interoffice trunks that terminate on a Selective Router.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(1) (Continued)

(e) Dual Mode ALI Selective Routing¹:

Dual Mode Selective Routing is furnished on an optional basis. Dual Selective Routing Service routes calls to the correct PSAP based on the caller's ANI or pANI and assigned ESN. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary. This service provides for the routing of E9-1-1 calls to the designated PSAP based upon the location associated with the ANI/pANI of the calling party. Alternate Routing, Default Routing, Manual Transfer, Fixed Transfer & Selective Transfer features are included with this service. All End Offices and PSAP(s) within a E9-1-1 network are connected to two Selective Routers via dedicated circuits. This service includes all dedicated circuits needed to connect Company central offices and PSAP(s) to both Selective Routers up to P.01 grade of service. Both Selective Routers are interconnected to permit call routing to interflow between Selective Routers. This service arrangement enables calls to switch to either Selective Router if there are no circuits available to the target PSAP. It provides a higher level of network reliability that will allow the completion of E9-1-1 calls to the target PSAP in the event of a major outage at one of the E9-1-1 Tandems. This service is compatible with wireless to wireline 9-1-1 call routing arrangements.

1. ALI Database Administration rate is applicable for Selective Routing if the customer does not subscribe to CALI Storage/Retrieval Feature.
2. Rates for this service are per 1,000 wireless records and/or wireline Access lines and/or Records.
3. End Office to Selective Router - Provides connectivity for the incoming 9-1-1 trunk circuits to enable Local Exchange Carriers, Private Switch Providers and Wireless Service Providers access to the Emergency Services Network. In addition, this rate applies for each individual trunk circuit, if the customer requires a grade of service greater than P.01.
4. PSAP to Selective Router -This rate applies for each individual trunk circuit, if the customer requires a grade of service greater than P.01.

¹ This E9-1-1 Service Features requires a three year initial term commitment commencing on the in-service date, followed by automatic one (1) year renewals on the in-service anniversary date that will be subject to Termination Liability in this Product Guide.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(1) (Continued)

(f) Network Control Modem¹

This service arrangement uses a Network Control Modem (NCM) to provide disaster recovery capability. It enables a person(s), having PSAP authorized IDs and passwords, to reroute calls to a predestinated alternate answering point. The alternate location may receive rerouted calls via the Public Switched Telephone Network. Alternate locations may also receive calls via 9-1-1 trunks, if the alternate location is served by the same Selective Router(s). The NCM:

- Provides the ability to send all 9-1-1 calls from one PSAP to an alternate answering point.
- Can be accessed from any telephone on the Public Switched Telephone Network.
- Provides multiple levels of security, so only the person(s) with authorized IDs and passwords can activate or deactivate the reroute.

(g) Additional E911 Features

The following features are available, at no additional charge(s), where operating conditions permit and Selective Routing is not used.

- (a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 911 call even if the calling party remains off-hook.
- (b) Called Party Hold - Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.
- (c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.
- (d) Manual Transfer - A feature that enables the PSAP attendant to transfer an incoming call by accessing a dial tone line and dialing either a seven-digit or ten-digit telephone number.

¹ This E9-1-1 Service Feature requires a three year initial term commitment commencing on the in-service date. Automatic (1) year renewals will follow on the in-service anniversary date. The Service Feature is subject to the Termination Liability rules in this Product Guide.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(2) Application of Termination Liability

In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$25\% \times \text{MRC} \times \# \text{ of Lines/Channels/Paths} \times \text{Remainder of Term} = \text{Termination Charge}$$

Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.

End of Term Options:

Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:

- Renew their term commitment,
- Commit to a new term period,
- Arrange for a change of service, or
- Arrange for termination of the service.

In the event the customer does not select one of the above options, the customer will be converted to the shortest term period available under this product guide (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(2) Application of Termination Liability (Continued)

Early termination charges will not be assessed under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer attempts to move the existing service to a new location within the Company's service area, but the service is unavailable;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment or the Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
 - (1) The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
 - (2) The Company provides the new service via product guide or on an individual case basis (ICB), and the order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(3) Rates

	Monthly Rate	Three Year Term (N) Monthly Rate (N)	Nonrecurring Charge
911 Service Line	Note 1	-	-
Automatic Location Identification Database Processing per each 1000 Frontier Access Lines & Non Frontier Access Line Records ²	\$ 86.00	N/A	\$ 831.00
Selective Routing, per 1000 Access Lines/Records ²			
Wireline and wireless ⁴	\$ 45.99	N/A	N/A
Wireline, only ⁵	56.36	N/A	745.00
Selective Router Port Charge ³	20.00	N/A	50.00
Selective Router Trunk ³	90.00	N/A	50.00

Note 1: The applicable Business One-Party Line rate from Section S3 of this Product guide shall apply.

Note 2: Wireline billing is based on the number of Frontier Access Line and Non Frontier Access Line Records in service within the geographical boundaries of the Customer's jurisdiction. Wireless record count will be based on an estimated ratio of wireless calls received by the PSAP. For billing purposes the record count will be computed proportional to wireline lines/records using the following formula:

$$\text{Wireless Records} = (\% \text{ of Wireless calls received by the PSAP} / \% \text{ of Wireline call received by the PSAP}) * \text{Number of Wireline lines/records.}$$

All access line and wireline & wireless record counts will be adjusted annually for purposes of updating Customer billing. A minimum of 1,000 will be billed and standard rounding (below 500 downward, 500+ upward) will be used.

Note 3: Required for other Service Providers or if a customer requires the E 9-1-1 network to exceed P.01 traffic capacity.

Note 4: This rate applies when both wireline and wireless lines/records are both provided on Frontier's ALI Storage/Processing System and/or Selective Router.

Note 5: This rate applies, in lieu of the combined wireline & wireless rate, when only wireline lines/records are provided on Frontier's ALI Storage/Processing System and/or Selective Router.

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
NORTH CAROLINA

EFFECTIVE: October 14, 2015

S18. EMERGENCY REPORTING SERVICE

S18.1 911 Emergency Telephone Service (Continued)

S18.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(3) Rates (Continued)

	<u>Monthly Rate</u>	<u>Three Year Term Monthly Rate</u>	<u>Nonrecurring Charge</u>
Per Network Control Modem, per Selective Router	N/A	42.16	N/A
Subscriber Record Information, per 1000 Access Lines ¹	\$ 48.22	N/A	135.00
Dual Selective Routing, per 1,000 Access Lines and/or Records ¹			
Wireline and Wireless ³	N/A	58.99	N/A
Wireline, only ⁴	N/A	84.00	N/A
End Office to Selective Router ²	N/A	181.11	N/A
PSAP to Selective Router ²	N/A	156.06	N/A
CALI Storage/Processing, per 1,000 Access Lines and/or records ¹			
Wireline and Wireless ³	N/A	\$ 23.11	N/A
Wireline, only ⁴	N/A	38.51	N/A
PSAP to CALI Storage/Processing System, per circuit ⁵	N/A	134.34	N/A
Per Port, per PSAP to CALI Storage/Processing circuit	N/A	26.59	N/A

Note 1: Wireline billing is based on the number of Frontier Access Line and Non Frontier Access Line Records in service within the geographical boundaries of the Customer's jurisdiction. Wireless record count will be based on an estimated ratio of wireless calls received by the PSAP. For billing purposes the record count will be computed proportional to wireline lines/records using the following formula:

$$\text{Wireless Records} = (\% \text{ of Wireless calls received by the PSAP} / \%$$

$$\text{of Wireline calls received by the PSAP}) * \text{Number of Wireline lines/records.}$$

All access line and wireline & wireless record counts will be adjusted annually for purposes of updating Customer billing. A minimum of 1,000 will be billed and standard rounding (below 500 downward, 500+ upward) will be used.

Note 2: Required for other Service Providers or if a customer requires the E 9-1-1 network to exceed P.01 traffic capacity.

Note 3: This rate applies when both wireline and wireless lines/records are both provided on Frontier's ALI Storage/Processing System and/or Selective Router.

Note 4: This rate applies, in lieu of the combined wireline & wireless rate, when only wireline lines/records are provided on Frontier's ALI Storage/Processing System and/or Selective Router.

Note 5: Requires compatible customer premises equipment, not included in this rate.

PRODUCT GUIDE NO. 1

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S19. ACCESS LINE BUNDLED SERVICES

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EFFECTIVE: June 21, 2019

S19. ACCESS LINE BUNDLED SERVICES

S19.1 Access Line Bundled Services

S19.1.1 Frontier Local Calling Plan / Frontier Local Calling Plan Plus *

a. General

Frontier Local Calling Plan or Frontier Local Calling Plan Plus offers a combination of services available to residential customers only.

Frontier Local Calling Plan or Frontier Local Calling Plan Plus is not available on the same line with any other Custom Calling Service Package or packaged offering, ISDN Service or Foreign Exchange Service

b. Services

Frontier Local Calling Plan / Frontier Local Calling Plan Plus includes flat rate service and unlimited local Directory Assistance.

The following services are eligible for the Frontier Local Calling Plan / Frontier Local Calling Plan Plus offering:

- Mult-Area Calling Plan
- Raleigh Border Plan
- Extended Calling Service

The following nonrecurring charges for the initial order or for any subsequent change to this service are included in the package price:

- Primary Service Order
- Subsequent Service Order
- Central Office Line Connection

Frontier Local Calling Plan – Choice of any three of the following Calling Services:

Frontier Local Calling Plan Plus – Choice of any of the following Calling Services:

- | | |
|----------------------------------|-------------------------|
| Call Waiting/Cancel Call Waiting | Call Forward |
| 3-Way Calling | 8-Number Speed Dialing |
| Distinctive Ring | 30-Number Speed Dialing |
| Anonymous Call Block | Caller ID |
| *69 | Busy Redial |
| Special Call Forward | Call Block |
| Priority Call | Do Not Disturb |

c. Rates

	<u>Monthly Rate</u>
Frontier Local Calling Plan	\$ 34.99
Frontier Local Calling Plan Plus	37.99

* Effective June 21, 2019, this service is limited to existing customers at their existing location.

EFFECTIVE: November 18, 2014

S19. ACCESS LINE BUNDLED SERVICES

S19.1 Access Line Bundled Services

S19.1.2 Unlimited Local Usage For Business

a. General

The Unlimited Local Usage for Business package is an optional, month-to-month or 1 year Term calling plan available to business customers with Basic Exchange Access Line Business Service (B1), Customized Multi-line Telephone Service or Custom Line Telephone Service.

The plan provides unlimited local or voice usage for a flat monthly rate within the customer's home exchange, Extended Area Service exchanges, and intraMSA exchanges, where facilities permit.

b. Conditions

Monthly rates for Unlimited Local Usage for Business apply per line in addition to B1, Customized Multi-line Telephone Service or Custom Line Telephone Service monthly line rates.

The Unlimited Local Usage for Business package is available to business customers who subscribe to 25 or fewer Frontier lines (voice grade or voice grade equivalent) at the time service is initiated. Eligible business customers may subscribe to Unlimited Local Usage for Business for a maximum of ten (10) lines.

The Unlimited Local Usage for Business package is not available with the following services:

- ISDN Service
- Remote Call Forward Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground start lines or trunks

The Unlimited Local Usage for Business Package may only be used for voice applications and may not be used for the transmission of data, for internet connections, autodialing or for any other non-voice application. Call detail is not provided for the Unlimited Local Usage for Business plan.

Unlimited Local Usage for Business is not available in combination with other optional calling plans or virtual private network services.

c. Termination Liability

Unlimited Usage for Business is available for a One-Year Term commitment. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive One-Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Frontier has provided 30 days notice of any change.

EFFECTIVE: November 18, 2014

S19. ACCESS LINE BUNDLED SERVICES

S19.1 Access Line Bundled Services

S19.1.2 Unlimited Local Usage For Business (continued)

c. Termination Liability (continued)

In the event the customer terminates service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges for the service to which the customer previously subscribed and no termination liability will be applied. If the customer terminates service after 60 calendar days and prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term per line.

An early termination charge will not apply under the following circumstances.

- 1) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- 2) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- 3) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

d. Rates

Monthly Rate

- | | |
|-------------------------|--------|
| a. Month-to-Month | \$9.00 |
| b. One Year Term Option | \$5.00 |

EFFECTIVE: November 18, 2014

S19. ACCESS LINE BUNDLED SERVICES

S19.1 Access Line Bundled Services

S19.1.3 Frontier Digital Phone Essentials 3 *

a. 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.

Basic Bundle

Flat Rate Residential Access Line	Call Waiting ID
Call Waiting/Cancel Call Waiting	Three-Way Calling
Caller ID	

Unlimited Feature Pack

Features will be available to the Digital Phone Essentials 3 bundle for an additional charge. The following features are available in the Unlimited Feature Pack offering:

Busy Redial	Distinctive Ring
Do Not Disturb	Call Block
8-Number Speed Dialing	*69
30-Number Speed Dialing	Caller ID – Number Only
Priority Call	Call Forward Fixed
Anonymous Call Block	Call Waiting
Call Trace	Call Forward No Answer
Call Forward - Variable	

b. Conditions

The Frontier Digital Phone Essentials 3 is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Product Guide rules.

Customers may add or delete any features offered in the Unlimited Feature Pack without a service order charge.

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

EFFECTIVE: May 3, 2022

S19. ACCESS LINE BUNDLED SERVICES

S19.1 Access Line Bundled Services

S19.1.3 Frontier Digital Phone Essentials 3 * (Continued)

b. Conditions (Continued)

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.

The bundles are offered on a month to month basis.

The bundle will appear as a single line item on the bill.

c. Stay Connected Seasonal Service ¹

(C)

Stay Connected Seasonal Service offering allows the customer to suspend the Digital Phone Essentials 3 while they are away, a minimum of one month and up to nine months, for a reduced rate.

The 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.

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.

Customer's line will be available for 911 calls only at the time of suspension.

Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

The cost of the service includes the Subscriber Line Charge.

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

d. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 3	\$21.99
Unlimited Feature Pack	4.99 (I)
Stay Connected Seasonal Service	9.99

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

¹ Stay Connected Seasonal Offering is limited to all existing subscribers at their existing locations as of May 3, 2022.

(N)

PRODUCT GUIDE NO. 1

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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SECTION 20
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EFFECTIVE: November 18, 2014

S20. SHARING AND RESALE

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S20.1.3 Rates and Charges	6
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EFFECTIVE: November 18, 2014

S20. SHARING AND RESALE

S20.1 Sharing and Resale of Telephone Services

S20.1.1 General

- a. In general, customer service as set forth in Section S2 of this Product Guide is furnished for the exclusive use of the customer, employees, agents, representatives or members of the customer's domestic establishment. However, Sharing and Resale of Telephone Services are permitted where facilities permit as specified following:
- (1) Sharing and Resale of Telephone Services are permitted as set forth in Chapter 14 of the North Carolina Utilities Commission (NCUC) Rules and Regulations and under the conditions specified in this Product Guide only when service is extended to parties who would ordinarily be business customers.
 - (2) Sharing of Telephone Services is permitted as set forth in Chapter 14 of the NCUC Rules and Regulations and under the conditions specified in this Product Guide when the service is extended only to patrons of hospitals, nursing homes, rest homes or licensed retirement centers, to members of clubs, to students living in quarters furnished by educational institutions, or to persons temporarily subleasing a residential premises. These patrons will be collectively referred to as the "exception group" in this section of the Product Guide. End-users in the exception group must occupy the same continuous premises and no separate charge can be made to them for local exchange service. If service is extended to the end user by the provider at no charge, then the arrangement is considered to be sharing. However, if a separate charge for the service is levied on the end-user by the provider, then the arrangement is considered to be resale and is prohibited for service extended to end-users in the exception group except as it is allowed in (3) following for nonprofit colleges and universities and their affiliated medical centers. A provider may resell MTS and WATS to end-users within the exception group provided the separate charges for these services do not exceed the current AT&T MTS rates.

EFFECTIVE: November 18, 2014

S20. SHARING AND RESALE

S20.1 Sharing and Resale of Telephone Services (Continued)

S20.1.1 General (Continued)

a. (Continued)

(3) Sharing and Resale of Telephone Services provided to a nonprofit collect or university and its affiliated medical centers are permitted as set forth in Chapter 14A of the NCUC Rules and Regulations and under conditions specified in this Product Guide. Telephone services may be extended to students or guests housed in quarters furnished by the institution, patrons of hospitals or medical centers of the institution, or persons or businesses providing educational, research, professional, consulting, food, or other support services directly to or for the institution, its students or guests. A provider as specified in this paragraph who receives flat rate local exchange service from the Company for resale purposes may only charge his end-users flat monthly rates for local exchange service. Further, a provider as specified in this paragraph may not charge rates for long distance service which exceed the current AT&T MTS rates.

b. The administrative charge specified in Section S20.1.3.c.(7) of this Product Guide does not apply to customers who extend local exchange service only to the exception group nor to customers who are excluded from public utility status through compliance with conditions of G.S.62-110(d) and G.S.62-3(23)g., i.e. customers who extend local exchange service only to patrons of hotels and motels, to occupants of time-share or condominium complexes serving primarily transient tenants.

c. Rates specified in Section S20.1.3 of this Product Guide apply for local exchange service which is extended by the customer to patrons of hotels and motels or to occupants of time-share or condominium complexes serving primarily transient tenants. Time-share or condominium complexes are considered to service primarily transient tenants when greater than 50% of the units are occupied by persons who occupy those units for less than three months during a twelve month period.

EFFECTIVE: November 18, 2014

S20. SHARING AND RESALE

S20.1 Sharing and Resale of Telephone Services (Continued)

S20.1.1 General (Continued)

- d. Customers, who are subject to the rates specified in Section S20.1.3 of this Product Guide because of regulations contained in this Product Guide in Sections S2 and S20, may subscribe to flat rate service for administrative use only. To obtain flat rate service for administrative use, the customer must provide the Company an affidavit stating that the flat rate service will be used only for administrative traffic and that sharing or resale clients will not have access to the flat rate facilities except as specified in Section S20.1.3.a. of this Product Guide.
- e. Intercom calling among end-users shall be permitted without restriction.

S20.1.2 Conditions for Sharing and Resale

- a. Sharing and resale as allowed under Chapter 14 of the NCUC Rules and Regulations are permitted within the confines of specifically identified continuous property areas, under common ownership or management, not separated by property owned or managed by others. Property will be considered continuous even if intersected by a public thoroughfare if, absent the thoroughfare, the property would not be continuous. The designated sharing or resale service area must be wholly within the confines of existing wire centers and/or exchange boundaries. The sharing or resale area for a nonprofit college or university and its affiliated medical centers as allowed under Chapter 14A of the NCUC Rules and Regulations may include contiguous premises owned or leased by the institution and noncontiguous premises owned or leased exclusively by the institution. However, the conditions for connecting authorized noncontiguous premises are the same as the conditions specified in paragraph E. following.

EFFECTIVE: November 18, 2014

S20. SHARING AND RESALE

S20.1 Sharing and Resale of Telephone Services (Continued)

S20.1.2 Conditions for Sharing and Resale (Continued)

- b. With the exception of customers providing service only to the exception group and to customers who are excluded from public utility status through compliance with conditions of G.S.62-110(d) and G.S.62-3(23)g., i.e., customers who extend local exchange service only to patrons of hotels or motels, occupants of time-share or condominium complexes serving primarily transient tenants, customers desiring to resell or share Company provided telephone services must provide the Company a written description of the intended size and scope of the project and an anticipated development plan in terms of new building construction and/or projected growth. Every provider who is not exempt from certification will provide a copy to the Company of the certificate specified in the NCUC Rules and Regulations.
- c. The Company maintains the right to service directly any end-user within the identified resale service area. With one exception, when a sharing or resale client requests local service from the Company as well as the reseller, the Company will provide only measured local exchange service to the sharing or resale clients where facilities permit; otherwise the Company will provide only message rate local exchange service to the sharing or resale client. The exception allows a sharing or resale client to subscribe to flat rate service from the Company when the sharing or resale provider is authorized to use flat rate service for sharing or resale purposes.
- d. To fulfill the Company's obligation to provide local exchange service to the premises of all customer entities within a franchised area, including individual customers within a resale service area, the Company must be permitted to install and maintain its own facilities within the resale service area to reach the premises of each individual customer. Resale service will only be established if such access is provided to the Company free of charge.

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S20. SHARING AND RESALE

S20.1 Sharing and Resale of Telephone Services (Continued)

S20.1.2 Conditions for Sharing and Resale (Continued)

- e. The Company shall be the only source of access lines or trunks connecting resold or shared service to the telephone network. Interconnection of end-users of different providers or between end-users of the same provider not occupying the same continuous premises must be through the Company or certified long distance carrier.
- f. Local service resellers are prohibited from establishing private or dedicated facilities to another resale or sharing location. Access to an interexchange carrier's point of presence is limited to facilities provided by the Company. Conditions and limitations restricting the resale or sharing of Foreign Exchange Service, Tie Line Circuits, and all private line services apply. A local service reseller who is also certificated to serve as a long distance reseller must adhere to all rules and regulations applicable to other certificated long distance resellers.
- g. As permitted under Chapter 14 of the NCUC Rules and Regulations, sharing and resale of local service will be provided on a measured service basis where facilities are available and on a message rate basis otherwise. Any message rate service will be subject to immediate conversion to measured service whenever the required facilities and equipment becomes available. Sharing or resale of local service will be provided on a flat rate basis when the shared service is extended only to end-users in the exception group as specified in S20.1.1.a.(2) preceding and Chapter 14 of the NCUC Rules and Regulations or when shared or resold service is provided to a nonprofit college or university and its affiliated medical centers as specified in S20.1.1.a.(3) preceding and Chapter 14A of the NCUC Rules and Regulations.
- h. Local service resellers are required to secure adequate local exchange trunks to ensure an adequate quality of service as specified in the NCUC Rules and Regulations.

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S20. SHARING AND RESALE

S20.1 Sharing and Resale of Telephone Services (Continued)

S20.1.2 Conditions for Sharing and Resale (Continued)

- i. All rates and charges in connection with the sharing and resale operation and all repairs and rearrangements behind and including the reseller's communication switch will be the responsibility of the customer of record. The provider will be the single point of contact for all client services provided in connection with the Sharing and Resale of Telephone Services.
- j. A provider shall have a written contract with each end-user, with the exclusion of the exception group, as specified in Chapter 14 and Chapter 14A of the NCUC Rules and Regulations.

S20.1.3 Rates and Charges

- a. The sharing of local exchange service when the service is extended only to the exception group, as defined in Section S20.1.1.a.(2) and (3) preceding, may be provided using the flat rate charges specified in Section S3 of this Product Guide. Resale of local exchange service to the exception group is prohibited except as it is allowed in Section S20.1.1.a.(3) for nonprofit colleges and universities and their affiliated medical centers.
- b. Local usage charges will not apply to calls to the Company business office, repair service, directory assistance or for 911 emergency service.
- c. The following rates and charges apply for Sharing and Resale of Telephone Services except as specified in Section S20.1.3.a. preceding.
 - (1) Sharing/Resale Measured Service
 - (a) Monthly rates are 80% of the business manual or automatic access line charge shown in Section S3.2.1. or S3.3.1.

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S20. SHARING AND RESALE

S20.1 Sharing and Resale of Telephone Services (Continued)

S20.1.3 Rates and Charges (Continued)

c. (Continued)

(1) Sharing/Resale Measured Service (Continued)

(b) Measured Usage Charges

i. The following charges apply to originating calls within the local calling area:

<u>Initial Minute or Fraction Thereof</u>	<u>Additional Minutes, Each or Fraction Thereof</u>
\$.05	\$.02

ii. For calls placed in the listed time periods, discounted charges apply as described following:

<u>Time</u>	<u>Discount</u>
Weekdays, 12:00 noon - 2:00 p.m.	50%
All days, 9:00 p.m. - 9:00 a.m.	50%
Saturday-Sunday, 9:00 a.m. - 9:00 p.m.	50%

(2) Sharing/Resale Message Rate Service

(a) Monthly rates are 80% of the Business Manual or Automatic Access Line Charge shown in Section S3.2.1. or S3.3.1.

(b) Message Rate Usage Charges

The following charge applies to originating calls within the local calling area.

	<u>Price</u>
i. Each message	\$.12

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S20. SHARING AND RESALE

S20.1 Sharing and Resale of Telephone Services (Continued)

S20.1.3 Rates and Charges (Continued)

c. (Continued)

- (3) Rates and charges for Direct Inward Dialing (DID), Rotary Line Service for Business Manual Access lines and other associated services apply as specified in other sections of this Product Guide.
- (4) Service charges as specified in Section S4 of this Product Guide apply as appropriate.
- (5) Reseller client listings will be provided in the alphabetical section of the directory, at the business additional listing rate specified in Section S6 of this Product Guide. The reseller client listing charge will date from the day the Company's information records are posted and is payable monthly in advance. The minimum chargeable period for the reseller client listing is for the life of the listing. In the event the reseller client listing does not appear in the directory, the minimum chargeable period is for one month.
- (6) Charges for additional listings used to further define a reseller client apply at the standard rate as specified in Section S6 of this Product Guide.
- (7) An administrative charge applies for each customer who satisfies the conditions for Sharing or Resale of Basic Local Exchange Service.

	<u>Nonrecurring Charge</u>
Service Establishment Charge	\$300.00

EFFECTIVE: November 18, 2014

S20. SHARING AND RESALE

S20.1 Sharing and Resale of Telephone Services (Continued)

S20.1.4 Definitions

a. Customer of Record

Person, corporation or authorized representative responsible for placing application for service; requesting additions, rearrangements, maintenance or discontinuances of service, payment in full of charges incurred such as Toll, Directory Assistance, etc.; providing legal description of Resale Service Areas to the Company.

b. Reseller Client/End-User

The party to whom resold or shared service is provided. End-Users are persons or firms which are considered business customers under the regulations of the Company or are members of the exception group.

c. Sharing/Resale Service Area

Area within which a reseller offers shared or resold local exchange telecommunications service.

d. Reseller/Provider

The customer to the Company offering shared and/or resold service to others.

EFFECTIVE: November 18, 2014

S21. VERSALINE CENTREX SERVICE

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EFFECTIVE: November 18, 2014

S21. VERSALINE CENTREX SERVICE

S21.1 General

- a. Versaline Centrex Service (Versaline) is a digital central office based switching system that provides premium, versatile, and advanced communication features and service to multi-line business customers. Versaline includes various features and the ability to establish groups of lines with common and/or unique characteristics.
- b. Versaline Service is only offered from digital central offices and is subject to availability of required facilities, conditions and central office technology.
- c. Frontier Communications (the Company) will determine what type of central office configuration is required to conform to facility standards of the Company, including transmission requirements. Additional charges for special arrangements to meet signaling and transmission requirements may apply.

Feature availability is based on central office technology serving any given exchange.
- d. Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Company. CPE provided by the customer must be compatible with Versaline features.
- e. Directory listings for Versaline Service will be provided in accordance with regulations and rates as specified in Section S6 of this Product Guide.
- f. Service charges as specified in Section S4 of this Product Guide apply to all customer requested moves and changes performed at the customer's premises.
- g. Maintenance of Service Charges, as set forth in Section S4 of this Product Guide apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities for equipment.
- h. The Local Exchange Calling scope for Versaline stations will be the as specified in Section S3.4.1.
- i. Temporary suspension of service, vacation service, or seasonal service does not apply to Versaline Service.
- j. Versaline stations of the same system but located in different exchanges will be subject to foreign exchange mileage as specified in Section S9 of this Product Guide.
- k. Versaline Service features are available to PBX and key system customers. Refer to Section 21.5 a.(5) for trunk additive. Versaline Service cannot be used as a surrogate for the Automatic Access Line or business line serving a PBX or key system.
- l. 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 line, foreign exchange lines, tie lines, and WATS.
- m. End User Common Line (EUCL) Charges will be billed to each Versaline Service Line as set forth in Section 273 of Frontier Telephone Companies FCC No. 5 tariff.

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S21. VERSALINE CENTREX SERVICE

S21.2 Versaline Centrex Service Arrangements

a. Subscription Components

(1) Versaline Station Line Service

Monthly Rate includes:

- Versaline loop
- Local exchange calling
- Versaline system and station features
- Versaline station-to-station calling

(2) System Size Bands:

- 2 lines and greater

(3) Contract Terms:

- 12 Months
- 24 Months
- 36 Months

(4) Optional Add-On Features listed in Section 21.2 b.(2) apply. The contract period for the Optional Features is based upon the initial contract period for the Digital Versaline System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

b. Service Features

(1) System and Station Features

System Features

- Automatic Identification of Outward Dialing (AIOD)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Equal Access
- Intercept Announcements - Common
- Intercom Dialing (Station to Station 4 digit)
- Local Exchange Calling
- Off Premises Stations ¹
- Touch Calling
- 911 Emergency Service

¹ Applicable only to Off Premises Stations within the exchange and served from the same Central Office.

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S21. VERSALINE CENTREX SERVICE

S21.2 Versaline Centrex Service Arrangements (Continued)

b. Service Features (Continued)

(1) System and Station Features (Continued)

Station Features

- Blind Transfer Recall
- Busy/No Answer Split
- Call Forward
 - Busy
 - Fixed
 - Variable
 - No Answer Variable
 - No Answer (30 seconds)
- Caller ID Name and Number
- Call Hold – Code Dialed
- Call Park
 - Directed
 - Multiple
- Call Pick-Up
 - Directed
 - Directed Any Station
 - Directed Barge In
 - Directed Exempt
- Call Transfer
- Call Waiting (Customer Specific)
 - All Calls
 - Cancel
 - Dial
 - Inhibit
 - Originating
- Consultation Hold
- Data-Call Protection
- Direct Line
 - Hot Line
 - Manual Line
 - Warm Line
- Directed Call Pickup
- Distinctive Call Waiting Tones
- Distinctive Ringing
- Do Not Disturb
- Executive Busy Override
- Executive Busy Override - Exempt
- Group Intercom (dependent on customer equipment)

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S21. VERSALINE CENTREX SERVICE

S21.2 Versaline Centrex Service Arrangements (Continued)

b. Service Features (Continued)

(1) System and Station Features (Continued)

Station Features (Continued)

- Hunting (Customer Specific)
 - Circular
 - Uniform Call Distribution (UCD)
 - Sequential
 - Stop
- Last Number Redial
- Line Restriction
 - Fully
 - Semi
 - Toll
 - Code
 - Multi-Level
- Make Busy
- Remote Activation
 - Variable
 - Of Call Waiting Call
- Ring Again
- Speed Calling
 - Short List (8)
 - Long List (30)
 - Group List
- Station-to-station Dialing (4 digit)
- Three Way Calling
- Touch Tone

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S21. VERSALINE CENTREX SERVICE

S21.2 Versaline Centrex Service Arrangements (Continued)

b. Service Features (Continued)

(2) Optional Add-On Features

- Authorization Codes (AC)
- Automatic Call Distribution (ACD)
- Automatic Route Selection (ARS)
- Conference Calling – Six Port
- Custom Intercept Announcements
- Customer Data Changes (CDC)
- Delay Announcements for Queued Calls
- FX Facilities Access
- Meet-Me-Conference (Up to 30 ports)
- Multiple Appearance Directory Numbers (MADNs)
 - Single-Call-Arrangement (SCA)
 - Multiple-Call-Arrangement (MCA)
- Music On Hold
- OutWATS Access
- Paging Access
 - Loudspeaker Access
 - Code Access
 - Radio Access
- Private Line Facilities Access
- Queuing for Multiline Hunt Groups
- Special Service Facilities Access
- Station Message Detail Recording (SMDR)
- Tie Facility Access
- 800 Service Access

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S21. VERSALINE CENTREX SERVICE

S21.2 Versaline Centrex Service Arrangements (Continued)

b. Service Features (Continued)

(3) Attendant Feature Packages

- Access to Paging
- Autodial
- Automatic Recall
- Busy Verification
- Call Hold
- Call Park
- Call Selection
- Camp-On
- Code Calling Line Termination
- Conference
- Console Activation of Call Forward
- Console Test
- Control of Trunk Group Access
- Delayed Operation
- Display of Queued Calls by ICI Key
- Flexible Console Alerting
- Interposition Calls
- Locked-Loop Operation
- Lockout
- Multiple Listed Directory Numbers
- Position Busy
- Priority Console Alerting
- Recorded Announcement
- Secrecy
- Serial Call
- Speed Call
- Transfer
- Two-Way Split
- Wildcard Key

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S21. VERSALINE CENTREX SERVICE

S21.3 Terms and Conditions

- a. Versaline Service is provided for a minimum of one month, beginning on the service installation date. Month-to-month rates are subject to changes.
- b. Versaline Service is also offered on a contractual basis, commencing on the date that service is installed, for fixed terms of twelve months, twenty-four months, or thirty-six months. For the contract period, Versaline rates offered by the Company will not change. Versaline customers who subscribe to fixed term contracts will receive reduced pricing to the Versaline Station Line month-to-month rate as stated in Section 21.5 a.(1).
- c. A Versaline customer is required to retain as a minimum, the initial number of lines under their original contract. Subsequent Versaline Station Line additions will be rated at the existing contract rates as an addendum to the existing contract for the remainder of the initial term.
- d. In the event that Versaline service is terminated by the customer prior to completion of the initial contract period, a termination charge will apply. The termination charge will be an amount representing the difference between (1) the charges billed for services provided pursuant to the contract, and (2) the charges applicable under the Company's month-to-month Versaline rates, for a period representing the greater of 50% of the term of the contract or the actual number of months in which service was provided pursuant to the contract. The termination charge is payable immediately upon termination of a contract.
- e. When the contract term expires, a Versaline customer may select a new contract period or continue with month-to-month service at rates offered in the Product Guide in effect at that time.

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S21. VERSALINE CENTREX SERVICE

S21.4 Definitions

a. **Versaline Station Line Service – Includes the following:**

- System and station features
- Intercom (station to station) calling
- Loop facilities from the system dial switching equipment to the network interface of the Versaline station line
- Local exchange network access calling

b. **System and Station Features**

(1) System Features Definitions

Automatic Identification of Outward Dialing (AIOD) identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing (DID) allows a station user to receive local or long distance calls from outside of the business group, without the aid of an attendant.

Direct Outward Dialing (DOD) allows a station user to place local or long distance calls outside of the business group, without the aid of an attendant.

Equal Access provides the ability to access an InterLATA carrier of choice.

Intercept Announcements - Common alerts callers when stations are disconnected with a standard office intercept announcement.

Intercom Dialing (Station to Station) allows abbreviated (4 digits) dialing between Versaline stations.

Local Exchange Calling provides a station user exchange network calling to and from a Versaline station.

Off Premises Stations allows for stations served from the same central office to be located in a building(s) other than the one housing primary Versaline.

911 Emergency Service allows a station to report an emergency by dialing **911**.

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S21. VERSALINE CENTREX SERVICE

S21.4 Definitions (Continued)

b. System and Station Features (Continued)

(2) Station Features Definitions

Blind Transfer Recall allows a set user to transfer a call to another party without waiting for that party to answer. If the party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

Call Forward Busy allows incoming calls to a busy line to be automatically routed to a preselected Versaline 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.

Call Forward Fixed provides an automatic connection between a calling station going off hook and a predetermined terminating number.

Call Forward No Answer allows an incoming call to be forwarded to a predetermined number within the customer group if the called station does not answer within a designated number of ringing cycles.

Call Forward Busy/No Answer Split is a single feature that allows the customer to specify the destination of a forwarded call.

Call Forward Remote Activation allows a station to activate and deactivate Call Forward from his station. Activation/deactivation can be performed from another phone served by their own central office, or from another central office.

Call Forward Variable allows a station user to redirect all incoming calls for that line to another directory number. The number that calls are forwarded to is restricted by the line's class-of-service. Activation/deactivation and the forward-to destination are controlled by the station user.

Call Forward No Answer (30 seconds) allows incoming calls to a Versaline line to be automatically routed to a preselected Versaline 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.

Call Forward No Answer Variable Timer 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.

Call Forward of A Call Waiting Call allows a station user to have calls that are enqueued against their busy station for a set period of time to automatically be forwarded to a pre-determined station.

Call Hold 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.

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S21. VERSALINE CENTREX SERVICE

S21.4 Definitions (Continued)

b. System and Station Features (Continued)

(2) Station Features Definitions (Continued)

Call Park allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

Call Park Directed allows a station user to park calls against another DN within the customer group by flashing the hook switch and dialing the Call Park Directed access code. The parked call can be retrieved from any station by dialing the retrieval access code and the parked DN.

Call Park Multiple allows a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer group.

Call Pick-Up allows a station to answer incoming calls to another station within a defined call pickup group by completing a pickup dial code. This feature is provided on individual stations within a customer group.

Directed Call Pick-Up allows a Versaline line user to answer calls directed to a specific Versaline line from any other Versaline line in the customer group by dialing a feature code and the number of the ringing station.

Call Pick-Up Directed Any Station is a terminating line option which allows any station in the business group to answer/pick-up on the incoming calls terminating at the station assigned with the feature.

Call Pick-Up Directed Barge-In allows a station user to answer a call that is ringing on any other line within the same customer group. To answer the station user dials the access code, receives a special dial tone, and then dials the extension number of the station to be picked-up or barged into.

Call Pick-Up Directed Exempt allows a station user to answer a call that is ringing on any other line within the same customer group. Once the call is picked-up this feature will not allow the call to be barged into.

Call Transfer allows a station user to transfer calls to another station either within or outside the business group by flashing the switchhook and dialing the transfer-to number.

Call Waiting All Calls allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon one of the calls.

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S21. VERSALINE CENTREX SERVICE

S21.4 Definitions (Continued)

b. System and Station Features (Continued)

(2) Station Features Definitions (Continued)

Call Waiting (customer specific) informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

Call Waiting Cancel permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call.

Call Waiting Dial allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

Call Waiting Inhibit prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

Call Waiting Originating allows a station user to impose Call Waiting tones on a called station within the customer group.

Consultation Hold permits the transferring party to talk privately with the destination before transferring the call.

Data - Call Protection allows the assignment to individual lines within the customer group of No Double-Connect. This option does not allow the connection of test or busy-verification circuits to the line while the line is busy. This option protects data calls from interruption.

Direct Line - Hot Line allows a station user to automatically place a call to a pre-selected DN by lifting the receiver.

Direct Line - Manual Line - automatically places a call to an operator when the station user goes off hook.

Direct Line - Warm Line is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a Hot Line.

Distinctive Call Waiting Tones permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

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

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S21. VERSALINE CENTREX SERVICE

S21.4 Definitions (Continued)

b. System and Station Features (Continued)

(2) Station Features Definitions (Continued)

Do Not Disturb allows station users to prevent incoming calls from ringing their station. Calls can be diverted to an attendant, another station, a busy tone or a recorded announcement.

Executive Busy Override allows a single-line set user to gain access to a busy station by flashing the switchhook (during busy tone), and dialing a feature code.

Executive Busy Override Exempt will not allow Executive Busy Override to be activated against the line by a station user within the customer group.

Hunting (customer specific) 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) - 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.

Multi-Line 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.

Last Number Redial allows a station user to redial the last number dialed by utilizing an access code rather than dialing the entire number.

Line Restriction Fully permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It also prevents the customer from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the customer group.

Line Restriction Semi permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and/or receive calls via the attendant, Call Forward, Call Transfer, and Call Pick-Up features.

Line Restriction Toll permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

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S21. VERSALINE CENTREX SERVICE

S21.4 Definitions (Continued)

b. System and Station Features (Continued)

(2) Station Features Definitions (Continued)

Line Restriction Code allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

Line Restriction Multi-Level allows the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NXX) or a six-digit area code (NPA) and (NXX) basis.

Make Busy allows a station user to temporarily make a particular station appear busy to incoming callers. Make Busy causes the hunt feature to skip over a station during the search for an idle station. Make Busy can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

Ring Again allows a station user when encountering a busy station within the customer group to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

Speed Calling Short List provides a Versaline line user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

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

Speed Calling Group List allows two or more station users within a customer group to have access to the same Speed Calling list. The list can be from 10 up to 69 numbers and can only be updated from a specified line, called the controller.

Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will stop the search for an idle line at that station. Stop Hunt can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

Touch Tone equips all station lines for touch call dialing.

Three Way Calling permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

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S21. VERSALINE CENTREX SERVICE

S21.4 Definitions (Continued)

c. Optional Add-On Features

Authorization Codes (AC) allows the customer to define a set or sets of dialing privileges and associated dialing codes for each set or sets. AC permits certain dialing privileges to authorized personnel.

Automatic Call Distribution (ACD) provides advanced call distribution and queuing capabilities as an integrated function of Versaline Service.

Automatic Route Selection (ARS) allows an outgoing call to be completed automatically by the most cost effective route available. The caller is alerted by a tone if the outgoing call is accessing an expensive call route for completion.

Conference Calling - Six Port allows station users to establish a conference call consisting of more than three conferees without the assistance of the attendant. The conferees can include lines in the same customer group, lines belonging to another customer group, and stations reached through trunks.

Custom Intercept Announcements - allows a custom announcement to be provided to a 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.

Customer Data Changes (CDC) - provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

Delay Announcements for Queued Calls informs a caller that their call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

Meet-Me-Conference (Up to 30 ports) allows conferees to hold a conference on a thirty-party conference bridge by dialing a directory number at a specified time.

Multiple Appearance Directory Numbers (MADNs) is a software number that has no real switch hardware attached, but is given all the database characteristics associated with a normal line. MADNs can be configured in either a single-call-arrangement (SCA) or a multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADNs at any given time. The MCA allows more than one set in the MADNs group to be simultaneously active. MCA is available only within a Versaline customer group.

Music On Hold allows a customer group to have music and/or an announcement applied to a calling line while on hold.

Paging Access provides a central office interface to customer provided paging equipment such as loudspeaker, code, and radio.

Queuing for Multiline Hunt Groups allows calls to hunt groups with all lines busy to be queued with an announcement or music.

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S21. VERSALINE CENTREX SERVICE

S21.4 Definitions (Continued)

c. Optional Add-On Features (Continued)

Special Service Facilities Access allows station users to gain access to the following by dialing an access code:

- **Foreign Exchange (FX) Facilities Access** provides access to and from an InterLATA or IntraLATA Foreign Exchange circuit or Foreign Central Office Circuit.
- **OutWATS Access** provides the customer access to an interexchange carrier for bulk toll calling.
- **Private Line Facilities Access** provides the customer access to a Private Line or Dedicated Circuit.
- **Tie Facility Access** provides the customer access to and from an InterLATA or IntraLATA tie facility.
- **800 Service Access** permits 800 Service Access to terminate in the Versaline Service System.

Station Message Detail Recording (SMDR) provides a detailed customer report of calling activity of chargeable and non-chargeable calls for each customer group.

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S21. VERSALINE CENTREX SERVICE

S21.4 Definitions (Continued)

d. **Attendant Feature Package**

These features will be provided where facilities are available.

Access to Paging - allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

Autodial - permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

Automatic Recall - allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

Busy Verification - feature allows an attendant to determine whether stations or trunks are busy or idle.

Call Hold - allows an attendant to hold a call manually on the loop by pressing a key.

Call Park - allows the attendant to park calls against any directory number in the customer group.

Call Selection - enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

Camp-On - allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Code Calling Line Termination - Allows the attendant to access customer provided code-call equipment using an access code and a called party code.

Conference - allows the attendant to establish a conference with up to 30 conferees.

Console Activation of Call Forward - allows attendants to activate, deactivate, and program Call Forward for stations.

Console Test - allows attendant to test the functional operations of a console.

Control of Trunk Group Access - allows the attendant to control the access to all stations and incoming trunks to various trunk groups by operating corresponding keys.

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S21. VERSALINE CENTREX SERVICE

S21.4 Definitions (Continued)

d. Attendant Feature Package (Continued)

Delayed Operation - allows the attendant to place a call for a calling station while the calling station waits on hook.

Display of Queued Calls by ICI Key - provides console operators with a visual indication of the number of calls queued to be answered.

Flexible Console Alerting - allows an attendant to be alerted to a call requiring attention.

Interposition Calls - allows an attendant to call, speak to, and transfer a call to another attendant.

Locked-Loop Operation - allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, automatic and manual. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

Lockout - prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

Multiple Listed Directory Numbers – allows each directory number to be assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

Position Busy - allows the attendant to make the console unavailable to additional queued calls.

Priority Console Alerting - allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

Recorded Announcement - feature permits the routing of either originated or extended attendant calls to an optional announcement.

Secrecy - allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

Serial Call - allows an attendant to extend a call to more than one station.

Speed Call - allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

Transfer - allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

Two-Way Split - allows the attendant to talk privately to either the calling party of the called party.

Wildcard Key - allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

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S21. VERSALINE CENTREX SERVICE

S21.5 Rates and Charges

a. **Recurring Charges**

- (1) Versaline Station Line Service

The following monthly rates and charges are in addition to the nonrecurring rates and charges set forth in Section S4 of this Product Guide.

<u>Period</u>	<u>Monthly Recurring Charge</u>	
Month-to-Month	\$60.75	(l)
12 Month Contract	\$49.75	
24 Month Contract	\$48.75	
36 Month Contract	\$57.75	(l)

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S21. VERSALINE CENTREX SERVICE

S21.5 Rates and Charges (Continued)

a. Recurring Charges (Continued)

(2) Monthly Credits

Monthly credit will be applied to the monthly rate for Versaline customers who purchase Frontier Long Distance Service and/or Frontier Business DSL or Dedicated Internet Service.

1. A \$1.00 per month credit will be applied to each Versaline station line if the customer selects Frontier Long Distance as their InterLATA and IntraLATA preferred interexchange carrier (PIC).
2. A \$1.00 per month credit will be applied to each Versaline station line if the customer subscribes to Frontier Business DSL or Dedicated Internet Service.
3. A \$2.00 per month credit will be applied to each Versaline station line if the customer subscribes to both Frontier Long Distance and Frontier Business DSL or Dedicated Internet Service (1. and 2. preceding).

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S21. VERSALINE CENTREX SERVICE

S21.5 Rates and Charges (Continued)

a. Recurring Charges (Continued)

(3) Optional Add-On Features

<u>Optional Add-On Features</u> ^{1,2}	<u>MRC</u>	<u>NRC</u>
Authorization Codes (AC), per group 100	\$ 0.30	\$ 3.00
Automatic Call Distribution (ACD)	ICB	ICB
Automatic Route Selection(ARS)	ICB	ICB
Conference Calling (Six Port)	40.00	100.00
Custom Intercept Announcements, Each	40.00	50.00
Customer Data Changes (CDC)	ICB	ICB
Delay Announcements for Queued Calls, per announcement	40.00	50.00
Meet-Me-Conference (Up to 30 ports)	450.00	100.00
Multiple Appearance Directory Numbers (MADNs)		
Single-Call-Arrangement (SCA) Each	6.00	-
Multiple-Call-Arrangement (MCA) Each ³	6.00	-
Music on Hold ⁴	25.00	4.00

¹ Optional features are available only where facilities and conditions permit.

² Rates apply per customer group unless otherwise noted.

³ Available only within a Versaline customer group.

⁴ Does not include music source.

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S21. VERSALINE CENTREX SERVICE

S21.5 Rates and Charges (Continued)

a. Recurring Charges (Continued)

(3) Optional Add-On Features (Continued)

<u>Optional Add-On Features</u> ^{1,2}	<u>MRC</u>	<u>NRC</u>
<hr/>		
Paging Access		
Loudspeaker Access	\$40.00	\$25.00
Code Access	40.00	25.00
Radio Access	40.00	25.00
<hr/>		
Queuing for Multiline Hunt Groups	2.50	-
<hr/>		
Special Service Facilities Access ³		
FX Facilities Access	3	3
OutWATS Access	3	3
Private Line Facilities Access	3	3
Tie Facility Access	3	3
800 Service Access	3	3
<hr/>		
Station Message Detail Recording (SMDR)	ICB	ICB
<hr/>		

¹ Optional features are available only where facilities and conditions permit.

² Rates apply per customer group unless otherwise noted.

³ Refer to appropriate Product Guide sections for mileage and termination charges.

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S21. VERSALINE CENTREX SERVICE

S21.5 Rates and Charges (Continued)

a. **Recurring Charges (Continued)**

(4) Attendant Feature Package

	<u>Monthly Recurring Charge</u>
Attendant Feature Package, ¹ per attendant	\$65.00
See Section 21.2 b.(3) for package features	

(5) PBX and Systems ²

System and Station Versaline Service features may be extended to PBX and key system customers at the applicable Automatic Access Line or business line rates as specified in Section S3 and the following:

	<u>Monthly Recurring Charge</u>
Versaline PBX Add-On Rate, per trunk	\$7.95
Versaline Business Line Add-On Rate, per line	\$7.95

b. **Database Modifications**

Additions, changes or deletions per hour or fraction thereof	\$50.00
---	---------

¹ Available where facilities and conditions permit.

² Rates are not subject to volume discounts.

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S21. VERSALINE CENTREX SERVICE

S21.6 Telephone Numbers and Facilities Reserved for Future Use

a. General

- (1) A customer may reserve pre-assigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.
- (2) Telephone numbers reserved for future use services include pre-assigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.
- (3) The assignment of telephone numbers and the sequence of numbers assigned to a Versaline system is made at the discretion of the Company.
- (4) The service is furnished subject to the availability of facilities and telephone numbers.
- (5) Calls to reserved (unassigned) telephone numbers will be routed to intercept over Versaline common recorded announcement facilities as specified in Section 21.4 b.(1).
- (6) Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Versaline main station.
- (7) Reserved numbers not assigned to a main station as agreed in Section 21.6 a. will be billed at the following rates until removed from reserved status or billed as an active Versaline main station.

b. Rates and Charges

- (1) Reserved Versaline Telephone Numbers ¹

<u>Reserved Numbers</u>	<u>Monthly Recurring Charge</u>
Month-to-Month	\$15.24
12 Month Contract	14.34
24 Month Contract	13.86
36 Month Contract	13.41

¹ Rates are based on 33.8 percent of the monthly rate applicable for a Station Line as specified preceding for a main station line.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.1 Unlimited Local* and Toll Usage Plan For Business

a. General

Unlimited Local* and Toll Usage Plan for Business is an optional calling plan which includes unlimited local* and intraLATA toll voice usage for a flat monthly rate, available only to customers with Business (B1) Network Access Line(s), Customized Multi-line Telephone Service and/or Custom Line Telephone Service, as set forth below. The Network Access Line (B1), Customized Multi-line Telephone Service and/or Custom Line Telephone Service is not included in the Unlimited Local* and Toll Usage Plan for Business rate and must be subscribed to separately from the Product Guide.

b. Conditions

Monthly rates for the Unlimited Local* and Toll Usage Plan for Business apply per line in addition to the customer's Business (B1) Network Access Line Customized Multi-line Telephone Service, or Custom Line Telephone Service.

Unlimited Local* and Toll Usage Plan for Business is available only to customers who subscribe to the Company as their carrier for all local* and intraLATA toll calls.

Unlimited Local* and Toll Usage Plan for Business applies per telephone line.

Eligible business customers are those who subscribe to 25 or fewer Company lines (voice grade or voice grade equivalent) per customer location at the time of subscription to the Unlimited Local* and Toll Usage Plan for Business.

Eligible business customers may subscribe to the Unlimited Local* and Toll Usage Plan for Business plan for up to ten (10) lines per customer location.

Unlimited Local* and Toll Usage Plan for Business is not available with Flexible Digital Channel Service, Enhanced Flexible Digital Channel Service, PBX trunks, ground start lines or trunks, ISDN Single Line Service (BRI), ISDN Primary Rate Interface Service (PRI), Remote Call Forward Service, Foreign Exchange Service, Foreign Central Office Service, Coin Service or Public Access Line Service.

* Local usage is included in the line rate for former Contel exchanges.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.1 Unlimited Local* and Toll Usage Plan For Business (Continued)

b. Conditions (Continued)

Unlimited Local* and Toll Usage Plan for Business is not available with the following business packages or optional plans: Business Optional Calling Plan, Business Special Toll Plan, Company Rewards, Customer Specific Pricing Plans (CSP), Grandfathered Price Protection Plan – Small Business, and Virtual Private Network Service (VPNS).

Unlimited Local* and Toll Usage Plan for Business does not apply to the following calls and services:

- Any Operator Handled Calls
- Busy Redial, *69, Call Trace (per activation)
- Collect Calls
- Directory Assistance (Local and National)
- Directory Assistance Call Completion (Local and National)
- 555, 700, 900, 976 Services (Audiotex)
- Group Bridge Service
- Mass Announcement Services
- Person-to-Person Calls
- Repeat Calls, Return Calls (per activation)
- Three-Way Calling (per activation)
- Third Number Billed
- Time, Lottery and Weather

Unlimited Local* and Toll Usage Plan for Business applies to voice traffic and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may not be used for autodialing. The Company reserves the right to restrict the number and amount of other services and equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service. Call detail is not available for this service.

Unlimited Local* and Toll Usage Plan for Business is available under a Month-to-Month plan or a One-Year Term Commitment.

Customers may discontinue the Month-to-Month plan at any time upon request to the Company.

* Local usage is included in the line rate for former Contel exchanges.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.1 Unlimited Local* and Toll Usage Plan For Business (Continued)

b. Conditions (Continued)

One-Year Term Commitments apply per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive One-Year Terms at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period to allow the subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change.

In the event the customer terminates the One-Year service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges up to the date of termination, and the termination liability will be waived. If the customer terminates service after 60-calendar days and prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge per line for the remainder of the term.

An early termination charge will not apply under the following circumstances:

- (1) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term; or
- (2) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (3) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

* Local usage is included in the line rate for former Contel exchanges.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.1 Unlimited Local* and Toll Usage Plan For Business (Continued)

c. Rates

The Unlimited Local* and Toll Usage Plan for Business monthly rate applies in addition to and does not include the Business (B1) Network Access Line, Customized Multi-line Telephone Service and/or Custom Line Telephone Service.

Nonrecurring Service Ordering Charges (NRCs) do not apply to an existing customer who chooses to add Unlimited Local* and Toll Usage Plan for Business to a line(s). Service charges will be waived in the event a class of service change is required in order to have Unlimited Local* and Toll Usage Plan for Business.

	<u>Monthly Rate</u>
	<u>fGTE Exchanges</u>
Unlimited Local Usage Plan for Business	
Month-to-Month	\$ 9.00
One Year Term Option	\$5.00
Unlimited Local and Toll Usage Plan for Business	
Month-to-Month	\$ 14.00
One Year Term Option	\$10.00
	<u>fContel Exchanges</u>
Unlimited Local* and Toll Usage Plan for Business	
Month-to-Month	\$ 11.00
One Year Term Option	\$7.00

* Local usage is included in the line rate for former Contel exchanges.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.2 Unlimited Local* and Toll Usage Plan For Business with Feature Packages

a. **General**

Feature Packages One, Two and Three are available to business customers who subscribe to Unlimited Local* and Toll Usage for Business.

b. **Services**

Feature Packages One, Two and Three for Business

Feature Packages One, Two and Three are available only to Business customers with Premium Business (B1) Network Access Line, Customized Multi-line Telephone Service or Custom Line Telephone Service. The feature packages do not include the Customer's Network Access Line (B1), Customized Multi-line Telephone Service or Custom Line Telephone Service which must be purchased separately from the Product Guide.

Feature Package One

Feature Package One is available to business customers with Unlimited Local* and Toll Usage for Business on a B1 on a Business (B1) Network Access Line. Feature Package One includes Call Forward, Call Waiting/Cancel Call Waiting, and/or Three Way Calling. The customer may choose any single feature, a combination of any two of the features, or all three features.

Feature Package Two

Feature Package Two is available to business customers with Unlimited Local* and Toll Usage for Business on a Business (B1) Network Access Line, Customized Multi-line Telephone Service, or Custom Line Telephone Service. Feature Package Two includes Caller ID with Name and Voice Messaging¹. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at no additional charge.

Feature Package Three

Feature Package Three is available to business customers who subscribe to a Business (B1). Network Access Line, Customized Multi-line Telephone Service, or Custom Line Telephone Service. Feature Package Three includes Caller ID with Name and One Point Voice Messaging². The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at no additional charge.

* Local usage is included in the line rate for former Contel exchanges.

¹ Voice Messaging is a non-regulated service and included for informational purposes.

² One Point Voice Messaging is a non-regulated service and included for informational purposes.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.2 Unlimited Local* and Toll Usage Plan For Business with Feature Packages (Continued)

c. Conditions

Frontier's Feature Packages One, Two and Three for Business are only available to business customers who subscribe to 25 or fewer Company lines (voice grade or voice grade equivalent) at the time of subscription to the Feature Packages for Business. Business customers may subscribe to Feature Packages One, Two or Three for up to ten (10) lines. These Feature Packages are not available with Flexible Digital Channel Service, Enhanced Flexible Digital Channel Service, PBX trunks, ground start lines or trunks, ISDN Single Line Service (BRI), ISDN Primary Rate Interface Service (PRI), Remote Call Forward Service, Foreign Exchange Service, Foreign Central Office Service, Coin Service or Public Access Line Service.

d. Rates

The monthly rate for Feature Package One, Two or Three for Business applies in addition to and does not include a customer's Business (B1) Network Access Line, Customized Multi-line Telephone Service and/or Flexible Telephone System line.

Nonrecurring Service Order Charges in Section 4 of the Company's Product Guide do not apply to existing customers who choose to add Feature Package One, Two or Three for Business to their line(s). Nonrecurring Service Order Charges will be waived in the event a class of service change is required in order to subscribe to Feature Package One, Two or Three for Business.

	<u>Monthly Rate</u>
<u>Feature Package One, Two or Three for Business</u>	<u>fGTE and fContel Exchanges</u>
Feature Package One	\$ 9.00
Feature Package Two	\$15.00
Feature Package Three	\$18.00

* Local usage is included in the line rate for former Contel exchanges.

¹ As described in S4 of the Company's General Services, which is incorporated herein by reference.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.3 Unlimited Dial Tone (DTL) Package For Business and Unlimited Custom Line Telephone Service For Business

a. General

Unlimited DTL and Unlimited Custom Line Telephone Service Basic Packages are optional business flat-rated usage packages with a network access line, calling features and Voice Messaging¹ offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

b. Services

1. Unlimited Dial Tone (DTL) Package For Business

The following two (2) options are available:

a) Unlimited DTL Basic Package includes the following:

- 1) Network access line
- 2) Unlimited local calling
- 3) Unlimited Extended Area Service (EAS) calling
- 4) Unlimited IntraLATA toll calling
- 5) Choice of one to five (1 - 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forward, Caller ID and Voice Messaging¹

b) Unlimited DTL Expansion Lines

At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available:

1) Expansion Lines with unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, with unlimited local, EAS and IntraLATA toll usage calling and a choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forward, Caller ID and Voice Messaging¹

2) Expansion Lines without unlimited calling²

DTL Expansion Lines are available for a monthly rate, per line, with the choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forward, Caller ID and Voice Messaging¹.

¹ Voice Messaging is a non-regulated service and listed for informational purposes only.

² Local and EAS usage rates specified in the Company's General Services Tariff, and IntraLATA toll usage rates specified elsewhere in this Product Guide, apply in addition to the monthly rate.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.3 Unlimited Dial Tone (DTL) Package For Business and Unlimited Custom Line Telephone Service For Business (Continued)

b. Services (Continued)

2. Unlimited Custom Line Telephone Service For Business

The following two (2) options are available:

a) Unlimited Custom Line Telephone Service Basic Package includes the following:

- 1) One (1) Custom Line Telephone Service Line
- 2) Unlimited local calling
- 3) Unlimited Extended Area Service (EAS) calling
- 4) Unlimited IntraLATA toll calling
- 5) Choice of one or both of the following calling features:

Caller ID and Voice Messaging¹.

b) Unlimited Custom Line Telephone Service Expansion Lines

At least one (1) Custom Line Telephone Service Expansion Line is required with each Unlimited Custom Line Telephone Service Basic Package. The following two (2) options are available:

1) Expansion Lines with unlimited calling

Custom Line Telephone Service Expansion Lines are available for a monthly rate, per line, with unlimited local, EAS and IntraLATA toll usage calling and a choice of one or both of the following calling features:

Caller ID and Voice Messaging¹.

2) Expansion Lines without unlimited calling²

Custom Line Telephone Service Expansion Lines are available for a monthly rate, per line, with the choice of one or both of the following calling features:

Caller ID and Voice Messaging¹.

¹ Voice Messaging is a non-regulated service and listed for informational purposes only.

² Local and EAS usage rates specified in the Company's General Services Tariff, and IntraLATA toll usage rates specified elsewhere in this Product Guide, apply in addition to the monthly rate.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.3 Unlimited Dial Tone (DTL) Package For Business and Unlimited Custom Line Telephone Service For Business (Continued)

c. Conditions

Unlimited DTL and Custom Line Telephone Service Basic Packages are available only where facilities and conditions permit.

Unlimited DTL and Custom Line Telephone Service Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.

Unlimited DTL and Custom Line Telephone Service Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Long Distance and Frontier high speed internet service. Each Expansion Line must also subscribe to a business long distance calling plan through Frontier Long Distance.

Unlimited DTL and Custom Line Telephone Service Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.

Customers are allowed up to 24 Expansion Lines per customer location. A maximum of nine (9) such lines per customer location can have Unlimited Calling either with this plan or any other toll product offered by Frontier.

Unlimited DTL and Custom Line Telephone Service Basic Packages are not available with the following services:

- Flexible Digital Channel Service
- ISDN Service
- Remote Call Forward Service
- Enhanced Call Forward Service – Personal Number
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Optional Measured Service
- Premium Calling Plan
- Toll Block

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.3 Unlimited Dial Tone (DTL) Package For Business and Unlimited Custom Line Telephone Service For Business (Continued)

c. Conditions (Continued)

Unlimited DTL and Custom Line Telephone Service Basic Packages are not available in combination with other optional calling plans or virtual private network services.

Unlimited DTL and Custom Line Telephone Service Basic Packages do not apply to the following calls or services:

- Operator Assist Station-to-Station Service
- Operator Assist Person-to-Person Service
- Operator Assist Credit/Calling Card Calls
- Directory Assistance Service (Local and National)
- Dial It Service
- Wide Area Telecommunications and 800 Service
- Three Way Calling (per activation)
- *69 (per activation)Operator Assist Person-to-Person Service

Unlimited DTL and Custom Line Telephone Service Basic Packages may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

Details on calls made will not be available for this service.

Service Connection Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or Custom Line Telephone Service Basic Packages.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.3 Unlimited Dial Tone (DTL) Package For Business and Unlimited Custom Line Telephone Service For Business (Continued)

c. Termination Liability

Unlimited DTL and Unlimited Custom Line Telephone Service Basic Packages are offered on a one-year or a three-year term agreement.

Early termination of a Unlimited DTL Basic Package or Unlimited Custom Line Telephone Service Package term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement

\$75

3-year term agreement

\$225 for default within the 1st year of the term
\$150 for default within the 2nd year of the term
\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the Company's regular, non-discounted rate associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the Basic Package core line and one Expansion Line) remain on the account. If the one Expansion Line is removed, the remaining elements will revert to the Company's Product Guide rates. If the Basic Package core line is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.3 Unlimited Dial Tone (DTL) Package For Business and Unlimited Custom Line Telephone Service For Business (Continued)

d. Rates and Charges

	<u>1-Year Term</u>	<u>3-Year Term</u>
Unlimited DTL Basic Packages ¹	\$83.00	\$68.00
	<u>Monthly Rate</u>	
Expansion Line with Unlimited Calling, per line ²	55.00	
Expansion Line without Unlimited Calling, per line, ^{2,3}	45.00	
	<u>1-Year Term</u>	<u>3-Year Term</u>
Unlimited Custom Line Telephone Service Basic Packages ¹	78.00	58.00
	<u>Monthly Rate</u>	
Expansion Line with Unlimited Calling, per line ²	55.00	
Expansion Line without Unlimited Calling, per line ^{2,3}	45.00	

¹ At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited Custom Line Telephone Service Basic Package ordered.

² Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

³ IntraLATA toll usage rates apply in addition to the monthly rate.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.3 Single Line Business Pack

a. General

Single Line Business Pack is an optional business flat-rated usage package with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment:

Single Line Business Pack includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features:
Call Waiting, Three-Way Calling, Call Forward, Caller ID and a specified non-regulated service.

Note: Additional credit will apply if provisioned with Frontier Broadband Service (Frontier High-Speed Internet service.)

b. Regulations

1. Single Line Business Pack is available only where facilities and conditions permit.
 - 1a. Single Line Business Pack is available only to customers who subscribe to the company for their local usage and intraLATA toll calls
2. Single Line Business Pack is available only on a one-year or three-year term agreement.
3. Single Line Business Pack is only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Long Distance and Frontier High-Speed Internet service.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.3 Single Line Business Pack (continued)

b. Regulations (continued)

4. Single Line Business Pack is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
5. Customers may only have one Single Line Business Pack per account. A maximum of ten lines can have Unlimited Calling either with this plan or any other Unlimited Local or Local and Toll Usage Product offered by Frontier. Customers may not combine this package with the Unlimited Dialtone and Flexible Telephone System Packages.
6. Single Line Business Pack is not available with the following services:
 - Customized Multi-line Telephone Service, Flexible Telephone System
 - ISDN Service
 - Remote Call Forward Service
 - Auto Universal Call Distribution (ACD/UCD)
 - PBX Trunks
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
7. Single Line Business Pack is not available in combination with other optional calling plans or virtual private network services.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.3 Single Line Business Pack (continued)

b. Regulations (continued)

8. Single Line Business Pack does not apply to the following calls or services:
 - Operator Handled Calls
 - Calling Card - Emergency Interrupt
 - Per Activation Calls (Busy Redial, *69, Three-Way Calling, Call Trace)
 - Directory Assistance Service (Local and National)
 - Directory Assistance Call Completion Service
 - 555, 700, 900, 976 Services
 - Mass announcement services
 - Time, lottery or weather calls
9. Single Line Business Pack may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
10. Customers may not subscribe to both the Single Line Business PAK and Unlimited Dial Tone (DTL) Package for Business or Unlimited Custom Line Telephone Service Package for Business on the same account.
11. Details on calls made will not be available for this service.
12. Service Connection Charges will be waived in the event a class of service change is required in order to have a Single Line Business Pack.
13. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.3 Single Line Business Pack (continued)

c. Termination Liability

Single Line Business Pack is offered on a one-year or a three-year term agreement.

Early termination of an Single Line Business Pack term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement:

\$75

3-year term agreement

\$125 for default within the 1st year of the term

\$100 for default within the 2nd year of the term

\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Unlimited DTL Single Line Package, the remaining components will revert to the individual rate and/or the normal, non-discounted rate associated with that component.

If the Dialtone Line (DTL) is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.3 Single Line Business Pack (continued)

c. Termination Liability (continued)

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

An early termination charge will not apply under the following circumstances:

- 1) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- 2) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- 3) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

d. Rates

	<u>3-Year Term</u>	<u>1-Year Term</u>
Single Line Business Pack	\$65.00	\$65.00
Frontier Broadband Credit	\$12.00	\$0.00

EFFECTIVE: June 21, 2019

S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.5 Regional Calling Value *

(T)

a. General

This offering is a combination of services available as a package to residential customers only.

b. Features

1. This offering includes the following services:
 - a) Flat-rated network access line with touch-tone calling
 - b) Direct dialed intraLATA regional toll:
Unlimited minutes of anytime usage per month
 - c) Waiver of Service Charges for following:
Primary Service Order
Subsequent Service Order
Central Office Line Connection

c. Conditions

Regional Calling Value is only available on flat-rated one-party single-line residential service.
Regional Calling Value is not available with:

- any other packaged or bundled offering on the same line
- Employee concession service
- ISDN Service
- Foreign Exchange Service

d. Rates

Monthly Rate
\$30.04

* Effective June 21, 2019, this service is limited to existing customers at their existing location.

(N)

EFFECTIVE: June 21, 2019

S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.6 Regional Essentials * (T)

a. General

This offering is a combination of services available as a package to residential customers only.

b. Features

1. This offering includes the following services:
 - a) Flat-rated network access line with touch-tone calling
 - b) Direct dialed intraLATA regional toll:
Unlimited minutes of anytime usage per month
 - c) Waiver of Service Charges for following:
Primary Service Order
Subsequent Service Order
Central Office Line Connection
 - d) Choice of any of the listed Custom Calling Services
Call Waiting / Cancel Call Waiting
Caller ID
 - e) Feature Package that includes Call Forward and Three-Way Calling when the customer also subscribes to a qualifying unlimited long distance calling plan.

c. Conditions

Regional Essentials is only available on flat-rated one-party single-line residential service.
Regional Essentials is not available with:

- any other packaged or bundled offering on the same line
- Employee concession service
- ISDN Service
- Foreign Exchange Service

d. Rates

Monthly Rate \$32.04 *

* Regional Essentials includes deregulated Voice Mail.

* Effective June 21, 2019, this service is limited to existing customers at their existing location. (N)

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.7 Regional Essentials Bundle Discounts * (T)

- a. Regional Essentials customers who subscribe to an unlimited long distance calling plan are eligible for a discount when they have one of the following:

<u>Regional Essentials Discount</u>	<u>Monthly Discount</u>
Frontier Online Broadband (Up to 3.1Mbps or up to 7.1Mbps package),	\$3.00 (through October 31, 2008)
Direct TV through Frontier (Total Choice or higher), or	\$2.99 (through April 30, 2008)
Frontier Online Broadband (Up to 3.1Mbps or up to 7.1Mbps package), and Direct TV through Frontier (Total Choice or higher)	\$0.00 (through October 31, 2008)

- b. Customers who subscribed to the Regional Essentials Bundle Discounts may continue receiving the monthly discount listed below upon expiration of their initial twelve month discount, when the expiration date of their initial 12-month discount is April 17, 2009 or earlier.

Frontier Online Broadband (Up to 3.1Mbps or up to 7.1Mbps package)	\$3.00
Frontier Online Broadband (Up to 3.1Mbps or up to 7.1Mbps package) and Direct TV through Frontier (Total Choice or higher)	\$0.00

- c. Beginning April 18, 2009, customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers whose initial 12-month term expired prior to April 18, 2009 will receive the monthly discount listed directly above..
- d. Customers are limited to one discount only and cannot combine discounts.
- e. Each product must be purchased through or billed by Frontier.
- f. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Long Distance Posted Rates, Terms and Conditions.
- g. Frontier Online Broadband (Up to 3.1Mbps or up to 7.1Mbps package) refers to a specific Frontier offering that offers a maximum speed of 3.1Mbps or 7.1Mbps, and does not refer to other products that offer lower maximum speeds.

* Effective June 21, 2019, this service is limited to existing customers at their existing location.

(N)

EFFECTIVE: June 21, 2019

S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.8 Regional Essentials/Regional Calling Value PSTN Bundles * (T)

- a. A monthly discount may apply when Regional Essentials or Regional Calling Value is bundled with an unlimited long distance calling plan plus the following services as specified by Frontier.

	<u>Regional Essentials Discount</u>	<u>Regional Calling Value Discount</u>
Frontier Online Broadband	\$5.00	\$ 8.00
Direct TV through Frontier	\$5.00	\$ 8.00
Frontier Online Broadband (Up to 1.0 Mbps package) and Direct TV® through Frontier	\$5.00	\$13.00
Frontier Online Broadband (Up to 3.0 Mbps or Up to 7.1Mbps packages) and Direct TV through Frontier	\$5.00	n/a

- b. Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Frontier.

- b. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Long Distance Posted Rates, Terms and Conditions.

* Effective June 21, 2019, this service is limited to existing customers at their existing location.

EFFECTIVE: June 21, 2019

S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.9 Voice Discount Plan *

(T)

- a. Residence customers who call to disconnect their primary lines, customers who change their local service from another provider to Frontier, customers who have changed their local service from another provider to Frontier and have initiated local service with Frontier within the past 30 days and specifically request these rates in response to direct mailings, advertising or other Frontier marketing activities, customers who contact Frontier citing competitor's offers or otherwise indicate potential future disconnection based on price or customers who have or request Frontier Online high speed internet service without voice service from Frontier and accept this offer in response to a direct mailing, advertising, or other Frontier marketing activity, will be eligible for the following Voice Discount Plan.

1. For customers originally subscribing Before March 5, 2010.

	<u>Discount</u>
Regional Calling Value	\$ 17.05
Regional Essentials ^{1,3}	\$14.05
Regional Calling Value ²	\$ 13.00
Regional Essentials ^{2,3}	\$10.00

2. For customers originally subscribing On or after March 6, 2010

	<u>Discount</u>
Regional Calling Value	\$ 17.05
Regional Calling Value 2	\$ 13.00
Regional Calling Value 2,4	\$ 8.00
Regional Essentials 2, 3	\$ 5.00
Regional Essentials 2, 3,4	\$0.00

- b. Customers who subscribed to the Voice Discount Plan or the promotional offer titled Regional Calling Value/Essentials Discount Offer may continue to receive the discount as listed below upon expiration of their initial 12 month discount, on a month to month basis.

	<u>Renewal Discount Through Mar 31, 2009</u>
Regional Calling Value	\$ 7.05
Regional Calling Value ²	\$ 10.00
Regional Essentials ^{1,3}	\$ 4.05
Regional Essentials ^{2,3}	\$ 7.00

Customers who renew their discount on or after April 1, 2009 will continue to receive their original discount.

- ¹ Purchased with additional line.
² Bundled with a qualifying unlimited long distance calling plan.
³ Discounts for additional line customers will not be offered after September 14, 2008.
⁴ Customers who are currently existing package customers at the time of enrolling in this plan.

- c. The applicable discount will expire 12 months from the date it is implemented on a customer's account unless extended in response to competition as determined by Frontier. Discontinuance of any one of the services listed above will result in immediate termination of the discount.

- d. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Long Distance Posted Rates, Terms and Conditions.

* Effective June 21, 2019, this service is limited to existing customers at their existing location.

(N)

EFFECTIVE: June 21, 2019

S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.10 Residence Retention and Reconnect Offer * (T)

- a. Frontier may offer residence customers who contact Frontier to disconnect their telephone service or change their local service from another provider to Frontier, a one time benefit of either \$25 or \$50 that may either take the form of a gift card or bill credit.
- b. Eligible customers, identified by criteria determined by Frontier, may receive the \$25 benefit.
- c. Eligible customers who are responding to a Frontier direct mailing, advertisement, or other marketing activity, may receive the \$50 benefit.
- d. The offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Frontier or any Frontier affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.
- e. The offers are not available to customers disconnecting dial tone service for seasonal service.
- f. The offers are limited to one per customer and cannot be combined with any other offers except as authorized by Frontier.

S22.11 Regional Calling Value Price Guarantee * (T)

- a. The Freedom Value Price Guarantee Offer provides a discounted offer for Regional Calling Value to qualifying residential customers.
- b. Qualified residential customers are those customers who meet all of the following criteria:
 - (1) Must be a new residential customer, or an existing customer who contacts Frontier and requests disconnection of their telephone service.
 - (2) Must reside in a service area not eligible for Frontier Online Broadband;
 - (3) Must subscribe to Regional Calling Value service; and
 - (4) Must subscribe to a qualifying unlimited long distance calling plan.
- c. The monthly rate is guaranteed for as long as the customer remains at the same service address.
- d. Discontinuance of any one of the qualifying services will result in immediate termination of this offer.
- e. Each service must be billed by Frontier.
- f. Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Long Distance Posted Rates, Terms and Conditions.
- g. Customers meeting all of the specific criteria set forth in Conditions above will be eligible to receive Regional Calling Value for a monthly rate of \$17.04.

* Effective June 21, 2019, this service is limited to existing customers at their existing location. (N)

EFFECTIVE: June 21, 2019

S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.12 Regional Essentials Feature Pack *

(T)

A Regional Essentials customer is eligible to receive a Feature Package at no additional charge when the customer also subscribes to a qualifying unlimited long distance calling plan. The feature package includes the following features:

Call Forward and Three-Way Calling

The Feature Package will automatically be provided to customers newly subscribing to Regional Essentials. The Feature Package will be provided to existing Regional Essentials customers upon customer request.

If the customer removes Regional Essentials or the qualifying unlimited long distance calling plan associated with Regional Essentials, the customer will lose the Feature Package. If the customer requests the removal of any of the individual features included in the feature package, the entire feature package will be removed.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Frontier.

* Effective June 21, 2019, this service is limited to existing customers at their existing location.

(N)

EFFECTIVE: November 18, 2014

S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.13 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) Bundle Service

a. General

Integrated Services Digital Network - Primary Rate Interface (ISDN-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.

b. Conditions

ISDN-PRI Bundle Service is available where technically feasible.

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.

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.

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).

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.

Ports will be provided at the T-1 level only.

Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

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.

The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Product Guide.

Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in S22.14 c. following.

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S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.13 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) Bundle Service (Continued)

c. Rates

	<u>Monthly Rate</u>	
<u>2-Year Term</u> ¹		
ISDN-PRI Bundle ²	\$1,297.92	(l)
ISDN-PRI Bundle with 20 DID Numbers ²	1,312.92	
ISDN-PRI Bundle with 50 DID Numbers ²	1,371.92	
ISDN-PRI Bundle with 100 DID Numbers ²	1,322.92	
<u>3-Year Term</u> ¹		
ISDN-PRI Bundle ²	\$1,066.47	(l)
ISDN-PRI Bundle with 20 DID Numbers ²	1,081.47	
ISDN-PRI Bundle with 50 DID Numbers ²	1,086.47	
ISDN-PRI Bundle with 100 DID Numbers ²	1,091.47	
<u>5-Year Term</u> ¹		
ISDN-PRI Bundle ²	\$686.25	(l)
ISDN-PRI Bundle with 20 DID Numbers ²	701.25	
ISDN-PRI Bundle with 50 DID Numbers ²	706.25	
ISDN-PRI Bundle with 100 DID Numbers ²	711.25	

¹ Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

² Channels activated for data will generate Usage Charges as set forth in the Product Guide ISDN-PRI Service in S10.5.7 a. (3) (Flat Voice/Measured Data Channels).

EFFECTIVE: March 1, 2024

S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.14 Frontier OneVoice

(N)

a. General

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

Basic Bundle

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

Premium Feature Package

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

b. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Partial payment of the basic local service charge within the bundle may result in disconnection of the customer's basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.

(N)

EFFECTIVE: March 1, 2024

S22. BUSINESS AND RESIDENTIAL BUNDLED SERVICES

S22.14 Frontier OneVoice (Continued)

(N)

b. Regulations (Continued)

7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex or Foreign Exchange Services.
9. The bundle is offered on a month-to-month, or one year term basis.

c. Rates

1. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. New customers will incur a nonrecurring charge up to \$95.00 per account. This charge supersedes the Initial Service Order, Central Office Connection and Access Line Work Charges.

	Monthly Rate
Basic Bundle Month-to-Month	\$57.99
Basic Bundle 1 Year Term Commitment	\$42.99
Premium Feature Package	\$9.99

(N)

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EFFECTIVE: November 18, 2014

S100. DIRECTORY LISTINGS
DISCONTINUED SERVICE OFFERINGS

S100.1 Non-Published Number Service

Customers on record for the following service(s) are grandfathered at the rates as specified below as of April 5, 2002. Rates following will not be offered for new installations, moves or rearrangements on or after April 5, 2002. Customers on record prior to April 5, 2002, will continue to be provided the service as specified following until such time as they move or discontinue the service. Refer to Section S6.4 of this Product Guide for description of the service and rules and regulations that are applicable to this service.

S100.2 Rate Application

A monthly rate as specified in Section S6.4.1 of this Product Guide applies for each non-published telephone number except when provided for the following service:

- a. To additional service furnished to the same customer who has service listed in the Telephone Directory at a different address provided:
 - (1) the listed service is in the same local exchange and,
 - (2) arrangements have been made that calls to the listed number will be answered at all times.
- b. To additional service furnished to the same customer who has non-published service at a different address within the same local exchange.

S100.3 Non-Listed Number Service

Customers on record for the following service(s) are grandfathered at the rates as specified below as April 5, 2002. Rates following will not be offered for new installations, moves or rearrangements on or after April 5, 2002. Customers on record prior to April 5, 2002, will continue to be provided the service as specified following until such time as they move or discontinue the service. Refer to Section S6.5 of this Product Guide for description of the service and rules and regulations that are applicable to this service.

S100.4 Rate Application

A monthly rate as specified in Section S6.5.1 of this Product Guide applies for each non-listed telephone number with the exception of those services previously listed under Section 100.2, preceding.

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S101. DISCONTINUED DIGITAL NETWORK SERVICE

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EFFECTIVE: November 18, 2014

S101. DISCONTINUED DIGITAL NETWORK SERVICES

S101.1 Customer Network Control Service

S101.1.1 General

Customer Network Control (CNC) is discontinued as a new service offering with the effective date of this Product Guide and will no longer be provided for new installations, moves and changes. However, these Regulations, Rates and Charges are applicable to customers on record prior to the effective date of this Product Guide until such time they remove the service. Changes and/or additions, requested by existing customers, to their CNC Service will not be allowed under this obsolete service offering.

- a. CNC Service provides customers flexibility in managing and reconfiguring their special service networks. CNC Service is a central office based service which enables customers to electronically reconfigure their Private Line Services from one line to any other line. The reconfiguration will be accomplished by use of a Network Controller and a Digital Cross-connect System.
- b. CNC Service includes real-time monitoring and reconfiguration of DS1s and analog voice grade/digital private lines equipped with Digital Cross-connect Termination without the direct intervention of Telephone Company personnel.
- c. Unless specified following, the regulations for CNC Service specified herein apply in addition to the General Regulations set forth in Section S2 of this Product Guide.
- d. CNC Service is furnished only from central offices equipped with Digital Cross-connect Systems and is subject to the availability of appropriate equipment and facilities.
- e. Private Line Services that are cross-connected by CNC Service must have identical technical characteristics to ensure compatibility and proper operation. If the Telephone Company determines that the requested technical specifications are not compatible, the customer will be advised and given the opportunity to change the order. The Telephone Company will advise as to circuit compatibility, but shall not be responsible for service interruptions, trouble reports, circuit performance, loss of customer data, etc., resulting from invalid reconfiguration attempts on the part of the customer. A channel service compatibility list will be made available to the customer on request.

EFFECTIVE: November 18, 2014

S101. DISCONTINUED DIGITAL NETWORK SERVICES

S101.1 Customer Network Control Service (Continued)

S101.1.1 General (Continued)

- f. Due to the nature of CNC Service it may be necessary to perform preventive and routine maintenance on the system. This will mean that the Network Controller will be unavailable for circuit reconfiguration during these periods of time. Any circuits which are working will continue in operation, only the reconfiguration capability will not be usable. It may also be necessary to periodically take the CNC Service system out of service for software updates and other maintenance. In these cases the customers will be notified in advance as to the time and duration of these outages.
- g. CNC Service is available in conjunction with various Private Line and Digital Channel Services. The need to coordinate CNC Service installation with these services may result in an extension of the standard provisioning intervals for related service orders.

S101.1.2 Regulations

- a. CNC Service arrangements consist of the Network Controller, Network Access Ports, Graphic Interface and Digital Cross-connect Terminations.
- b. Digital Cross-connect Terminations are applicable to DS1 terminations and voicegrade channel terminations. Digital Channel Services and Digital Data Services/DDS-type services, have been provisioned without assessment of this charge. This charge is included in the initial establishment of these services.
- c. CNC Service is available in conjunction with Private Line Services between a customer premises and local serving office and between two Digital Cross-connect System equipped central offices. When the customers local serving office is not Digital Cross-connect System equipped, interoffice channel mileage rates are applied as specified in S101.1.4.e.

EFFECTIVE: November 18, 2014

S101. DISCONTINUED DIGITAL NETWORK SERVICES

S101.1 Customer Network Control Service (Continued)

S101.1.2 Regulations (Continued)

- d. CNC Service may have been combined with Digital Channel Service from Section S10.2 of this Product Guide. All CNC Service rates and charges apply except the Digital Cross-connect Termination charges, as specified in Section S101.1.5.b.
- e. If the customer purchased Network Access Ports for dedicated or dial-up connections to the Network Controller, the application of rates is specified in Section S101.1.4.b.
- f. The regulations and rates specified herein for CNC Service are in addition to the applicable regulations and rates for the facilities as specified in other sections of this Product Guide or other appropriate Tariffs.
- g. A minimum service period of six months is required for CNC Service arrangement rate elements.
- h. The customer may transmit reconfiguration instructions or receive monitoring information from the Telephone Company Network Controller on either a dedicated or dial-up basis. When the customer elects to use a dial-up access the call to the Telephone Company for the transmission of reconfiguration or monitoring signals may be a local or toll call. Dedicated access to the Network Controller via a private line arrangement must be purchased from the appropriate Product Guide and/or tariff or from another service carrier as applicable.
- i. CNC Service is partitioned on a single user basis assuring security for the customer as well as the Telephone Company network.

EFFECTIVE: November 18, 2014

S101. DISCONTINUED DIGITAL NETWORK SERVICES

S101.1 Customer Network Control Service (Continued)

S101.1.2 Regulations (Continued)

- j. A CNC Service arrangement consists of all qualified channel terminations for cross-connections terminating on the Digital Cross-connect System that can be monitored and reconfigured through a single customer user partition. These terminations may be connected individually, or in groups of channels.
- k. Reconfiguration capability allows the CNC customer to remotely connect or disconnect channel terminations in Digital Cross-connect System equipped central offices.
- l. The customer will be responsible for providing his own terminal equipment, customer site modems, presentation or communications software, wire and cable on the customers side of the demarcation point, and dial-up service or dedicated access to the Telephone Company Network Controller.
- m. CNC Service employs a multi-level security system to ensure the privacy and integrity of customer networks. To access the Network Controller, the customer must enter a log-in ID and a password, which is defined by the customer, and requires periodic revision by the customer. Log-in ID and password protection is the responsibility of the customer.
- n. A customer may only control channels which are terminated in a Digital Cross-connect System equipped central office. A customer can control only those channels within the assigned CNC Service Arrangement/partition.
- o. A CNC Service customer may have multiple terminals for accessing the Network Controller. The Telephone Company's network administrator must have access to the Network Controller database for maintenance and administrative purposes. If the customer reports a trouble and it is determined, by a Premises Visit, the problems resides in customer provided equipment, a Maintenance of Service Charge will be applicable as defined in Section S4.7 of this Product Guide.

EFFECTIVE: November 18, 2014

S101. DISCONTINUED DIGITAL NETWORK SERVICES

S101.1 Customer Network Control Service (Continued)

S101.1.2 Regulations (Continued)

- p. When service is interrupted due to a failure or malfunction in a CNC Service Arrangement and the reconfiguration capability is unavailable, a pro rata adjustment of the CNC Service elements monthly charge will be allowed in accordance with the regulations specified in Section S2.5.4 of this Product Guide.
- q. No allowances will be granted for interruptions required to perform preventive or routine maintenance as indicated in S101.1.1.f., or to perform software updates when the customer is notified at least 24 hours prior to such occurrences.
- r. CNC Service may not be used to deliver local service within the RTP Service Area to the Durham Service Area.

S101.1.3 Application and Explanation of Terms

- a. CNC supports many customer oriented applications, included, but not limited, to the following:
 - (1) Automatic Reconfiguration: The Network Controller may be programmed to automatically transfer critical circuits to an alternative facility should the primary route experience a network outage.
 - (2) Loopback Capability: The customer may perform a full duplex loopback of any circuit terminating via the Digital Cross-connect System. This is of value for fault isolation and expediting network restoration.
 - (3) Network Performance Reports: The Network Controller generates reports such as network alarms, outages, overall facility performance, and customer activity.
 - (4) Reconfiguration on Demand: Circuit connections may be forced into, or out-of-service as required by the customer.

EFFECTIVE: November 18, 2014

S101. DISCONTINUED DIGITAL NETWORK SERVICES

S101.1 Customer Network Control Service (Continued)

S101.1.3 Application and Explanation of Terms (Continued)

a. (Continued)

(5) Security: The Network Controller offers multi-level security for access and network management activity.

(6) Time-of-Day Reconfigurations: Network reconfigurations may be scheduled to go into effect at a predetermined time. They may be singular or periodic.

b. Explanation of Terms:

Channel Termination:

A channel termination is the termination of a private line service or Digital Channel Service purchased from the appropriate Product Guide and/or Tariff and terminated on the Digital Cross-connect System.

CNC Service Arrangement:

A CNC Service Arrangement consists of all the CNC Service elements a customer subscribes to or serves as an agent for, including at least one Network Controller and Access Port.

Digital Cross-connect System:

The Digital Cross-connect System provides per channel DS0 electronic cross-connection and provides test access for digital signals transmitted at the DS1 rates. It can connect multiples of up to 24 DS0 circuits.

DS0:

"DS0" refers to a North American hierarchy of Digital Signal Levels. It means Digital Signal Level-0 which is a 64 Kbps signal. The customer bit rates are limited to a 56 Kbps signal. The required technical specifications are found in the FRONTIER Technical Interface Reference Manual.

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S101. DISCONTINUED DIGITAL NETWORK SERVICES

S101.1 Customer Network Control Service (Continued)

S101.1.3 Application and Explanation of Terms (Continued)

- b. Explanation of Terms: (Continued)

DS1:

"DS1" refers to a North American hierarchy of Digital signal levels. It means Digital Signal Level 1 which is a 1.544 Mbps signal. The required technical specifications are found in the FRONTIER Technical Interface Reference Manual.

Graphic Interface:

The Graphic Interface is available as a feature via the Network Controller. It offers a graphical depiction of the customer's network as well as screen management features. The Graphic Interface requires a customer-owned IBM or equivalent personal computer with VGA graphics capability and presentation software.

Network Access Port:

The Network Access Port provides control signal access to the Network Controller on either a dedicated or dial-up basis for the customer to transmit reconfiguration instructions to or receive monitoring information.

Network Controller:

The Network Controller performs the end-to-end coordination of each reconfiguration request and compiles network management reports. The Network Controller resides on the Telephone Company premises and may be accessed directly by a remote, customer-owned terminal. This requires either a dedicated or dial-up access signalling channel.

Reconfiguration:

A reconfiguration occurs whenever a Digital Cross-connect System connects a channel to one or more other channels.

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S101. DISCONTINUED DIGITAL NETWORK SERVICES

S101.1 Customer Network Control Service (Continued)

S101.1.3 Application and Explanation of Terms (Continued)

- b. Explanation of Terms: (Continued)

Security Key:

A security gate is provided for dial-up access to the network controller. This employs a challenge/response security key for the personal identification of authorized CNC users. Security keys are available in portable, hand-held or computer-based versions, at the customer's option.

S101.1.4 Application of Rates and Charges

- a. The Network Access Port charge associated with the Network Controller applies to each signalling channel. This is in addition to applicable Monthly Rates, Installation Charges and/or Nonrecurring Charges as specified in other Product Guide sections that apply to the dedicated and/or dial-up access.
- b. The Graphic Interface option requires a customer provided terminal and presentation software. The rate for this feature is established on a per CNC Service Arrangement basis.
- c. A Digital Cross-connect Termination Charge is applicable for each Private Line Service (except Digital Channel Services and Digital Data Services/DDS-type services) terminating on a Digital Cross-connect System port, in addition to the charges for service subscribed to in the appropriate Product Guide section. Two Digital Cross-connect Termination charges apply when connecting between two central offices where Digital Cross-connect Terminations are provided, one charge at each termination.
- e. CNC Service is available where Telephone Company Digital Cross-connect Systems are located. Rates and charges for interoffice channel mileage shown in Section S15 apply, if applicable, to transport Private Line Services to a Digital Cross-connect System equipped central office.

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S101. DISCONTINUED DIGITAL NETWORK SERVICES

S101.1 Customer Network Control Service (Continued)

S101.1.4 Application of Rates and Charges (Continued)

- e. A Database Modification charge applies per CNC Service Arrangement for transactions performed by the Telco at the customer's request. This charge is applicable on each occasion to process changes, or additions, or deletions to the Network Controller software files, such as security parameters, specifications of customer profile, port terminations, equipment, digital cross-connect terminations, and network service terminations.

The customer may order the Database Modification charge for either first and second or multiple activities.

- f. The customer may request certain reconfigurations be performed by the Telco such as maps, paths, or to provide a status report. The Telco Reconfiguration charge will be billed per service order for such reconfiguration requests the customer makes to the Telco.
- g. A Database Modification Charge and Telco Reconfiguration Charge may be applicable on the same service order. When a service reconfiguration is requested that is not associated with the ordered database modifications, both charges will apply.

S101.1.5 Rates and Charges

a. Network Controller

Includes system partitioning, individual user profiles, initial channel cross-connections, network administration tools, security management, training, and user documentation.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Per Network Controller, each customer	\$ -	\$200.00
Network Access Port, Each		
Dedicated	-	120.00
Dial-up, with security key	-	130.00
Additional security key	-	3.00

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S101. DISCONTINUED DIGITAL NETWORK SERVICES

S101.1 Customer Network Control Service (Continued)

S101.1.5 Rates and Charges (Continued)

a. <u>Network Controller (Continued)</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Per CNC Service Arrangement	\$ -	-
b. <u>Digital Cross-connect Terminations</u>		
DS1 Terminations, per termination	-	85.00
Channel Termination, Voicegrade, per termination (Note 1)	-	14.00
c. <u>Service Charges</u>		
Database Modification-First and Second Activity per CNC Service Arrangement, each*	58.00	-
Database Modification - Multiple Activities (Three or More) per CNC Service Arrangement*	174.00	-
Telco Reconfiguration per CNC Service Arrangement*	44.00	-

Note 1: This charge does not apply to Digital Data Service/DDS-type service and Digital Channel Services terminations since it was included in the initial establishment of these services.

* The Subsequent Service Ordering Charge shown in Section S4.3 will also apply.

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DISCONTINUED SERVICE OFFERING

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.1 Enhanced Digital Switched Service (EDSS)

Discontinued as a new service offering service. The provision will be continued for existing customers only under the following Product Guide provisions. The service allows for normal station activity including moves, changes, deletions, and station additions to existing systems subject to the availability of existing outside plant facilities and EDSS Service serving capacity of the central office from which the service is furnished.

S102.1.1 **General**

- a. Enhanced Digital Switched Services provides an electronic switching service from a central office which will offer premium, versatile and advanced communications features and services. The customer purchases his access line (local loop) separately from his flat usage component (blocks of busy hour capacity minutes-of-use (NOUS)). The flat usage component is commonly referred to as a Network Access Register (NAR).
- b. The number of simultaneous exchange and toll network calls to and from local access lines and attendant positions of an EDSS System are limited by the number of Network Access Registers (NARS) subscribed to by the customer. Each Network Access Register may be provided either for two-way, one-way incoming, or one-way outgoing operation depending upon the option of the customer.

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.1 Enhanced Digital Switched Service (EDSS)

S102.1.1 General (Continued)

- c. EDSS is provided by switching equipment, station lines, telephones and attendant position equipment, as required.
- d. The rate elements for EDSS are provided through: Network Access Registers (NARS), station lines, and enhanced features.
- e. EDSS will be furnished at the rates and charges specified herein only to customers in the Research Triangle Park Service Area where facilities permit.
- f. Customer premises equipment associated with this service is provided by the customer.
- g. Directory Listings of EDSS will be provided in accordance with the regulations, rates and charges, for Customized Multi-line Telephone Service as specified in Section S6 of this Product Guide.
- h. End User charges as specified in Section 13 of the Frontier Telephone Companies Tariff FCC No. 5 will apply to each EDSS Local Access Line.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.1 General (Continued)

- i. The following features are standard and are included in the rates shown in S102.1.3.a. (1) and (2). Attendant features are offered in conjunction with customer-provided attendant consoles.

Attendant Features:

Attendant Access to Paging
Attendant Autodial
Attendant Call Park Recall Timer
Attendant Call Selection
Attendant Camp-On
Attendant Conference
Attendant Console Display
Attendant Control of Trunk Group Access
Attendant Locked Loop Operation
Attendant Release Upon Completion of Dialing
Attendant Speed Calling
Attendant To Recorded Announcement
Attendant Transfer
Automatic Recall
Busy Verification
Call Hold - Attendant
Call Park
Code Calling Line Termination
Console Test
Delayed Operation
Interposition Calls and Transfers
Lockout
Maintenance and Administrative Position (MAP) Display
for Attendant Operational Measurements
Multiple Listed Directory Numbers
Position Busy
Secrecy
Serial Call
Straightforward Outward Completion
Supervisory Console (BASIC)
Switched Loop Operation
Trunk Group Busy Indication
Trunk Group Busy/Trunk Group Access Control Through
Special Keys
Through Dialing
Timed Recall Set to Zero
Trouble Key on IBN Console

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.1 General (Continued)

i. (Continued)

Attendant Features: (Continued)

Trunk Busy Verification Tone
Trunk-Group Busy Indication
Two-Way Splitting
Uniform Call Distribution from Queue
Wild Card Key

System Features

Access - Common Control Switching Arrangement (CCSA)
 E & M Types I and II
Access - CO from PBX
Access - Electronic Tandem Network
Access - Enhanced Private Switched Communication
 Service
Access - Special Service Facilities
Attendant Service - Remote Consoles
Attendant Service (Centralized, Limited--To Host and
 Remote Line Equipment)
Class-of-Service - Fully Restricted Service
Class-of-Service -Semirestricted Service
Class-of-Service - Toll Restricted Service
Class-of-Service - Unrestricted Service
Code - Call Access
Code Restrictions
Data - Call Protection
Dial - Pulse Conversion
Dial Tone Upon Trunk Seizure
Dictation Access and Control (DTMF Only)
Direct Inward Dialing (DID)
Direct Outward Dialing (DOD)
End-to-End Signaling
Flexible Intercept
Foreign Exchange (FX) Line-Analog
Foreign Exchange (FX) Trunk-Digital Two-Way
Hunting
Hunting - Directory Number Hunting
Hunting - Distributed Line Hunting
Hunting - Multiline Hunting

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 **Enhanced Digital Switched Service (EDSS)** (Continued)

S102.1.1 **General** (Continued)

i. (Continued)

System Features (Continued)

IBN Outpulsing to Plain Ordinary Telephone Service
 (POTS) Trunks
IBN Quantity Control (100 Lines)
Immediate Answer Reporting for IBN
Individual Line Business Service - PBX Application
Loudspeaker and Radio Paging Access
Loudspeaker Paging and Line Termination
Night Service - Fixed
Night Service - Flexible
Night Service - Trunk Answer From Any Station (TAFAS)
Off-Premises Stations and Extensions
Operational Measurement - IBN Enhanced
Simplified Dialing
Six-Port Conference Circuit Use Control
Special Intercept through Service Order
Station-to-Station Calling
Storing of 24 Dialed Digits
Tandem Switching of Special Service Circuits
Uniform Numbering Plan Capability

Station Features

Automatic Line
Call Forward
Call Forward - All Calls
Call Forward - Busy
Call Forward - No Answer
Call Hold - Station
Call Pickup
Call Transfer of All Calls
Call Transfer of Incoming Calls
Call Transfer of Outgoing Calls
Call Waiting
Consultation Hold
Customer Group Transparency
Flash Translator

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.1 General (Continued)

i. (Continued)

Station Features (Continued)

Meet-Me Conference
Ring Again and Ring Again on Hunt Groups
Speed Calling
Speed Calling Group - Long List
Speed Calling Individual - Long List
Speed Calling Individual - Short List
Station Access to Paging
Station Call Park
Station Code Call Access
Station Controlled Conference (Six Ports Maximum)
Three Way Conference
Three Way Conference/Transfer

j. The Enhanced Feature Package includes the following additional features at the rates and charges as shown in S102.1.3.a.(3).

EDSS-Large Conference - Conference Features
 Attendant Conference (Large)
 Meet-Me Conference (Large)
 Station-Controlled Conference (Large)
EDSS-Station Message Detail Recording (SMDR) - Administrative
 SMDR - ESN - Answer Supervision Generation
 SMDR for Operator Number Identification
 Station Message Detail Recording (SMDR)
 Trunk Identifier in AMA/SMDR Record
EDSS/ESN-Trunk Queuing
 Automatic Route Selection (ARS)
 Call-Back Queuing (CBQ)
 Call-Back Queuing Enhanced
 Expensive Route Warning Tone (ERWT)
 Off-Hook Queuing (OHQ)
 Off-Hook Queuing Enhanced
EDSS-Virtual Facility Groups (VFG)
 Attendant Control of VFG
 Class 5 IBN INWATS
 Class 5 IBN OUTWATS
 Off-Hook Queue, Call-Back Queue for OUTWATS
 Virtual Facility Groups (VFG)
 VFG Trunk Group Busy on Attendant Console
 VFG Usage Data

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.1 General (Continued)

- EDSS - Cut-Through Dialing
 - Cut-Through Dialing
 - Cut-Through Dialing for EDSS Lines and Attendant Consoles
 - Cut-Through and Through Dialing Interaction
- EDSS - Multilingual Console
 - Flexible Display Language
- EDSS - Network Speed Calling
 - Network Speed Calling
- EDSS - Preset Conference
 - Preset Conference
- EDSS - Priority Console Alerting
 - Immediate Notification of Priority Enqueued Calls
- Enhanced Business Service - Attendant Features
 - Attendant Display of Queued Calls by ICI Key
 - Flexible Console Alerting
- Enhanced Business Service - Station Features
 - Last-Number Redial
- Enhanced Business Service - System Features
 - Attendant to Uniform Call Distribution
 - Audio Input on Incoming Calls in Queue (Attendant and Uniform Call Distribution)
 - Distinctive Ringing
 - Dual-Tone Multi frequency (DTMF) Outpulsing on a Line
 - ESN - Variable Types of Outpulsing on Same Call Executive Busy Override
 - Intergroup Calling
 - Uniform Call Distribution (UCD)
 - Uniform Call Distribution (UCD) Queue - Status Lamp
- ESN - Basic
 - ESN - Network Class of Service (NCOS)
 - ESN - Network Information Signals
 - ESN - Network Wide Automatic Route Selection

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.1 General (Continued)

j. (Continued)

SMDR Enhanced - EDSS

Authorization Codes - Verification and Recording Direct Inward System Access (DISA)

DISA - Remove Authorization - Code Timeout

Separate Station Message Detail Recording (SMDR)

Output Files for IBN SMDR and Automatic Message
Accounting (AMA)

Separate Station Message Detail Recording (SMDR)

Output Files by Customer Group

SMDR Enhanced - ESN

Authorization Codes

Increased Authorization Codes per Customer Group

SMDR Enhanced - Services

Authorization Code Immediate Dialing

Stuttered Dial Tone for Message Waiting

Time-of-Day Network Class of Service Routing

Time-of-Day Routing

k. Proprietary Feature Package - Provides capability to connect business proprietary set and includes features available with the enhanced feature package. This package also includes the provision of a soft number in addition to the primary number. The number can be used to receive overflow calls to the primary number and to initiate calls. However, the soft number cannot be dialed directly.

l. Call Waiting - Lamp Feature Package - Provides visual (a) indication and includes features available with the enhanced feature package. Call Forward feature is not available with this package.

m. Datapath Features

Data Hotline

Data Hunting

Data Ring Again

Data Speed Calling

Digital or Analog Network Access

Station Features

Switched Digital Data

Variable Low and High Speed Transmission Rates

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.1 General (Continued)

- n. Data Above Voice
- o. Modem Pooling (Dedicated) - This feature enables a DATAPATH user to communicate with a station user served by an analog modem and vice versa. In dedicated modem pooling, a specific number of modems of various types and speeds are devoted to the use of one customer, thereby, insuring a predetermined service or access level based on anticipated demand.
- p. Polling Traffic Data Port - A dial-up or dedicated access port used by a customer to retrieve traffic data relative to their telephony configuration. This data is stored by the EDSS central office and accessed by the customer on an as needed basis.
- q. End User Trunk Testing - Access to central office soft-ware designed to allow customers to run specific tests and receive assorted reports on trunks that are dedicated to a customer's telephony configuration.
- r. Customer Performed Moves and Changes - This feature is available to customers with 300 lines or more. The customer performed moves and changes feature allows a customer, after logging on to the serving central office via a dial up access port, to add, delete, check status, verify, put in or out of service lines or stations assigned to the customer by FRONTIER. This feature also allows the customer to reroute private network trunk traffic to other trunks previously assigned to that customer. Call Pickup Datafill Enhancements are included with this feature and allows call pickup groups to be created and manipulated using the EST, ADD, and DEL service order commands. Without this feature, the CPU line option must be individually added to or deleted from each line in a CPU group with the ADO or DEO commands.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.1 General (Continued)

s. Uniform Call Distribution - Operational Measurements The following statistics will be provided on a per UCD Directory Number basis via a dial-up port with access to registers and necessary commands: a) number of calls offered; b) number of calls answered; c) number of calls abandoned; d) number of calls rejected; e) number of calls received during the night and f) number of calls preempted while waiting to be answered.

t. Automatic Call Distribution (ACD)

Basic Package:

This feature package provides the capability for IBN sets to act as ACD answering positions. A large volume of incoming calls to a business are distributed among a group of available agent positions. The following features are included:

- . Abandoned Call Clearing - Abandoned calls will be removed from incoming call queues and recorded announcement queues.
- . ACD Agent Status Lamp - This key allows a supervisor to monitor the status of agent positions without interfering with their operation.
- . ACD Base Utilities - This feature provides the base utilities for the ACD feature.
- . ACD Call Agent Feature - This feature can either be used in conjunction with the observe agent feature to add a supervisor into the ACD call that he/she is currently observing or it can be used to call an agent position so that a supervisor can communicate with an agent.
- . ACD Call Forcing - This feature allows incoming ACD calls to be answered without the need of the agent pressing the in calls key.
- . ACD Directory Numbers - The purpose of this feature is to provide all the table control and data structures necessary to allow IBN sets to act as ACD answering positions.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.1 General (Continued)

t. Automatic Call Distribution (ACD) (Continued)

Basic Package (Continued):

- . ACD Extended Agent Observe - This feature allows a supervisor to observe ACD calls on any agent position that is in the same customer group as the supervisor position.
- . ACD Headset - This feature allows the use of a headset with an ACD set.
- . ACD INCALLS Key - This key provides basic ACD call handling capability to an ACD position. This feature provides the proper interactions between the ACD incalls key and existing IBN features. The incoming calls key is assigned to key number one on an IBN set.
- . ACD Not Ready Key - This feature provides one of the means by which an ACD agent inhibits the ACD position's INCALLS key from receiving ACD calls or by which the agent can release an answered ACD call. This feature is normally used when an ACD agent needs time between calls to finish a transaction.
- . ACD Observe Agent Key - This key enables a person to obtain either a listen path into a conversation between an ACD agent and caller or have a two way speech path into the conversation. The two way speech path is enabled via the Call Agent key.
- . ACD Overflow Enhancement - This feature allows the user to specify up to four ACD groups as overflow groups for a given ACD group.
- . ACD Queue Status Lamps - This feature provides a visual indication whenever the incoming call queue to an ACD group overflows.
- . ACD Show - This feature allows administrative personnel to access some of the information from the tables in order to display agents, directory numbers and supervisors.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.1 General (Continued)

t. Automatic Call Distribution (ACD) (Continued)

Basic Package (Continued):

- . ACD Supervisor Control of Night Service - This feature provides for a night service key on the supervisor's set to allow the supervisor to place an ACD group in the night service mode.
- . ACD System Integrity - This feature helps to ensure the integrity of the ACD system through restrictions and warnings of possible configuration violations.
- . Agent Queue - Each ACD group has three queues of ACD agent positions which indicate the position's state of readiness to answer calls.
- . Attendant Console to ACD - This feature will allow an attendant console to originate or extend calls to ACD directory numbers.
- . Automatic overflow - Incoming ACD calls may be rerouted under conditions of call queue overflow.
- . Call Delay Announcement - when there are more incoming calls than agents available to serve them a recorded announcement advising of the delay in answering may be provided.
- . Display Queue Status Key - This feature allows an ACD supervisor to display the load status information associated with an ACD group.
- . Incoming Call Priority - This feature allows the customer to promote low priority calls to the next higher priority level after a timeout period.
- . Incoming Call Queue - Calls terminating on an ACD directory number are placed in the order of their arrival into one of the call queues belonging to the ACD group which owns the particular directory number.
- . Night Treatment - This feature provides a night service mode when all agents in an ACD group activate make set busy keys on their IBN sets.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.1 General (Continued)

t. Automatic Call Distribution (ACD) (Continued)

Load Management and Operational Measurement Package:

This package allows supervisors to promptly reconfigure the structure and operational parameters of an ACD group to maximize number of calls served or to alleviate work overloads. This is accomplished via a MAP position.

This package also includes the capability for performing the ACD real time status display. This feature allows the user to periodically display a management report for the ACD groups via an async data link.

The following commands are allowed:

- ACDRTD - used to generate ACD status reports
- ACDSHOW - used to provide basic ACD group information
- LOADMGNT - provides access to load management subcommands which follow:
- CHANGE MAXWAIT - determines the maximum time a call should have to wait in the incoming call queue.
- CHANGE MAXCQSIZE - alters the value controlling the maximum number of calls that can be queued in the incoming call queue at any one time.
- CHANGE THROUTE - alters the route to which calls that cannot be queued are deflected.
- CHANGE NSROUTE - changes the route that calls will take when all agents are logged out.
- CHANGE OVFLROUTE - determine up to four groups that will receive overflow calls from the subject ACD group.
- CHANGE ACDDNPRI - changes the answer priority assigned to a particular ACD directory number.
- CHANGE AUDIO - changes the announcement that is played to callers in situations where there are more incoming calls than agents available to serve them.
- CHANGE RANTH - changes the number of seconds a caller receives audible ringing before hearing a recorded announcement.
- REASSIGN - allows up to five agents at one time to be reassigned to another ACD group.
- REASSIGN ACDDN - reassigns an ACD directory number to a new ACD group.
- SET PROMPT - enables or disables the YES/NO prompting after each command.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions

Access

This service, as it applies to networks, special services, and Central Offices (COs), is described in the following paragraphs.

Access - Common Control Switching Arrangement (CCSA) E & M Types I & II

This feature enables station users in the customer group to gain access to the CCSA by using special access codes and dialing patterns. In this application, EDSS is not a network node of CCSA.

Access - CO from PBX

When the EDSS functions as a PBX, the two-wire ground start trunk is used. The trunks at the EDSS end are treated as line appearances at the CO (Class 5 end).

Access - Electronic Tandem Network (ETN)

This feature provides the capability to access the ETN. The feature is supported for dual tone multi frequency (DTMF) sets only.

Access - Enhanced Private Switched Communication Service (EPSCS)

This feature enables station users in the customer group to gain access to the AT&T EPSCS by using special access codes or dialing patterns. In this application, the EDSS is not a network node of EPSCS.

Access - Special Service Facilities

Access to Foreign Exchange (FX) lines, tie trunks, and Wide Area Telecommunications Services (WATS) lines is available to the attendant or station user by dialing an access code. Access to these special service facilities is subject to class-of-service restrictions.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Account Code/Acceptance and Recording

This feature allows a user to enter a billing number into a Station Message Detail Recording (SMDR) record for charge-back purposes. This account code may be from 2 to 14 digits in length. The length is the same for all stations in a customer group.

Attendant Access to Paging

This feature allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

Attendant Autodial

The Attendant Autodial feature permits an attendant to dial frequently called numbers by depressing the Autodial feature key, which is programmed with a particular number. Depressing this key has the same consequences as dialing the digits manually.

Attendant Call Detail Entry

This feature allows the attendant to enter the following cost allocation information to the Station Message Detail Recording (SMDR) record:

- . the account number for calls extended by the attendant on behalf of a station user or any answered incoming call;
- . an account number, after answering and before offering Through Dialing to a station user;
- . an account number, before extending an answered call; an account number for attendant-originated calls;
- . a calling party number for answered incoming calls;
- . an account number for each potential party of a conference call.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Attendant Call Park Recall Timer

This feature provides a separate timer for each call parked by the attendant. The timer defines the maximum time period that a call can spend in the parking lot. If the call is not retrieved or abandoned within the defined time, the call is unparked and the attendant is recalled.

Attendant Call Selection

This feature enables an attendant to answer incoming calls using either of the following methods:

- . in the order they are received, regardless of the incoming call type;
- . by manually selecting a specific incoming call type.

Attendant Camp-On

This feature allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Attendant Conference (Large)

This feature extends the maximum number of attendant conference conferees from six through 30 (maximum). To allow for this extension of the number of conferees, additional conference bridges are required.

Attendant Conference (Maximum Six Conferees)

With this feature, an attendant can establish a 6-port conference call (not including the attendant).

Attendant Console Display

This console display assists attendants in handling calls efficiently. The display unit is built into the IBN attendant console.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Attendant Control of Trunk Group Access

This feature allows the attendant to control the access of all stations and incoming trunks to various trunk groups by operating corresponding keys.

Attendant Control of Virtual Facility Groups

This feature allows the attendant to control the access of all stations and incoming trunks to Virtual Facility Group (VFGs) by a single key depression.

Attendant Display of Queued Calls by ICI Key F5632

This feature provides attendant console operators with a visual indication of the number of calls queued to be answered. An Incoming Call Identification (ICI) Key, called Display Queued Calls, is assigned to the Attendant Console.

This feature key allows the attendant to display the number of calls queued to be answered for the attendant's subgroup or for a specific ICI category:

- . Precedence Calls
- . Direct Calls
- . Directory Assistance
- . INWATS

Attendant Locked Loop Operation

This feature allows an attendant to hold a call on loop. Attendant Locked Loop Operation consists of two hold types, manual and automatic. Both types are attendant console features.

Attendant Release Upon Completion of Dialing

The Attendant Release features allows an attendant to extend a call to an IBN trunk or a Plain Ordinary Telephone Service (POTS) trunk, then release the call after the dialing is completed and before outpulsing to the trunk is completed.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Attendant Service

The EDSS data structure permits maximum quantities of consoles, subgroups, and customer groups as in the following:

- . maximum of 255 attendant consoles to be served;
- . maximum of eight attendant subgroups per customer group;
- . maximum of 4,095 customer groups per switch.

Attendant Service (Centralized, Limited To Host and Remote Line Equipment)

This service allows a customer who has a number of locations within a city (all served by the same IBN switch) to centralize attendant service on a part-time basis.

Attendant Service - Local Consoles

One large customer group can be served by 255 Attendant Consoles, or one or more Attendant Consoles can be assigned per customer group. Calls are queued on a first-in, first-out basis for attendant handling.

Attendant Service - Remote Consoles

Attendant subgroups permit multi location customers to have attendant-type calls answered locally. For example, a customer may have a number of locations, each with its own listed directory number, served by the same EDSS. Some of these locations may be served by a remote line unit.

Each location has its calls, such as listed directory number calls and dial zero calls, answered by its own attendant subgroup.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Attendant Speed Calling

This feature allows an attendant to dial frequently dialed numbers by depressing a Speed Call key and dialing one or two digit: instead of all digits in the number. The frequently dialed number may be a directory number, authorization code, account code or access code.

Attendant to Recorded Announcement

This feature permits the routing of attendant calls, originated or extended, to an announcement.

Attendant to Uniform Call Distribution

This feature enhances the Uniform Call Distribution (UCD) feature by removing the restriction that prohibited an attendant from originating or extending calls to UCD directory numbers.

Attendant Transfer

With this feature, a call that is transferred by a station to the attendant by either flashing or by flashing and dialing zero is queued on a first in, first out basis.

The transfer types are as follows:

- . No Call Transfer (NCT) except to the attendant;
- . Call Transfer of Incoming Calls (CTINC);
- . Call Transfer of Outgoing Calls (CTOUT);
- . Call Transfer of All Calls (CTALL).

Audio Input on Incoming Calls in Queue (Attendant and Uniform Call Distribution)

When there are more incoming calls than the attendant can serve, answering delays occur. When the answering delay exceeds the delay threshold, a 10-second ringing tone followed by a recorded announcement advising of the delay is provided.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Authorization Code Immediate Dialing

This SMDR-Enhanced service provides for the removal of the 7-second pause between the authorization code and the secondary dial tone.

The authorization code feature receives the authorization code and the called station digits. This feature collects digits until the subscriber signals the end of dialing by keying in octothorpe (#) or waiting for the expiry of the interdigit timeout.

Authorization Codes - Verification and Recording

This feature allows customer group attendants to validate authorization codes.

Authorization codes are a set of digits dialed by a user. They serve the following purposes:

- . identify authorized users and exclude unauthorized users of the network;
- . record an authorization code in the Station Message Detail Recording (SMDR) record for billing and analysis purposes;
- . assign a class-of-service designation to a person (the user of the authorization code) instead of a station or an incoming trunk.

Automatic Line

This feature provides an automatic connection between a calling station that goes off-hook and a predetermined location.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Automatic Recall

This feature is used for attendant-extended calls to stations served by the EDSS. It applies to the following:

- . line-to-line calls;
- . trunk-to-line calls;
- . line-to-trunk and trunk-to-trunk calls, if answer supervision is expected on the outgoing trunk.

It also applies to calls held on the loop and calls that the attendant releases from the console after keying the station number or destination number.

Automatic Route selection (ARS)

With this feature, trunk route lists are automatically searched for an idle outgoing trunk.

A trunk route list consists of one through eight elements (linked together) with each element usually containing the identity of a trunk group from which an idle outgoing trunk is to be selected.

Busy Verification

This feature allows an attendant to determine whether stations or trunks are busy or idle.

Callback Oueuing (CBQ)

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

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Callback Queuing (CBQ) Enhance

This feature provides enhancements to CBQ. CBQ now consists of two options, CBQ Option One and CBQ Option Two. CBQ Option One denies a call the ability to search the expensive route set, which is defined in the context of this feature as all route list elements following with the first queue head. With CBQ Option Two, the entire route list is searched before no-circuit route treatment is given for CBQ activation.

Call Forward

The Call Forward feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. Call Forward consists of three variations as follows:

- . all calls;
- . busy;
- . no answer.

Note: The station that is assigned to Call Forward is referred to as the base station. The station (predetermined telephone number) to which the calls are to be forwarded is referred to as the remote station.

Call Forward - All Calls

Call Forward, All Calls may be assigned to a station. One of the following may then be applied:

- . A base station can forward calls to customer-defined remote stations within the customer group.
- . A base station can forward calls to user-defined remote stations inside and outside the customer group, including the attendant station.

A call forwarded to a remote station with an activated Call Forward feature is forwarded to the next remote station. Up to five consecutive call forwards can be handled. When the call is processed to a sixth remote station with the activated call forward feature, the caller receives a busy tone.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Call Forward - Busy

When a station assigned as Call Forward, Busy, is busy, all calls are forwarded to a predetermined station within the customer group. An option is available with this feature to prevent the forwarding of intragroup calls.

Call Forward - No Answer

When the base station does not answer an incoming call within the time prescribed by a customer group, the call is routed to either a remote station or the attendant station. An option is available with this feature to prevent the forwarding of intragroup calls to a remote station.

Call Hold - Attendant

This feature allows an attendant to manually hold a call on the loop by depressing the hold/release key, or automatically hold the call on the loop by depressing another loop key.

Both manual and automatic hold are basic attendant console characteristics. A maximum of six calls can be simultaneously held on a console (one on each of the six loops on which calls may be terminated/originated).

Call Hold - Station

This Call Hold feature allows a station with a 500/2500 type set to hold one active call against its own directory number without attendant assistance.

Call Park

This feature allows the attendant to park calls against any directory number in the attendant customer group.

The parked call may be retrieved from any station by dialing the feature access code for retrieval plus the directory number.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Call Pickup

Call Pickup allows a station to answer incoming calls to another station within a defined call pickup group. Call pickup is provided on individual stations within a customer group.

Call Transfer of All Calls

A station with this feature can hold and transfer incoming, outgoing and intragroup calls. On intragroup calls, trunk-to-trunk connections are permitted, provided that machine supervision is available and both connections are not chargeable.

Call Transfer of Incoming Calls

A station with this feature can hold and transfer incoming Enhanced Private Switching Communication Service (EPSCS), Direct Inward Dialing (DID) and tie trunk calls. The station receiving the transferred calls must be internal to the customer group.

Call Transfer of Outgoing Calls

A station with this feature can hold and transfer both incoming and outgoing calls. On outgoing calls, one station in the final connection must be internal to the customer group.

Call Waiting

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

Camp-On with Music

This feature will allow the connection of music to the calling party when the caller is camped-on to the destination. This feature is a customer option assignable through datafill.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Class-of-Service - Fully Restricted Service

Two types of fully restricted service are applied to stations as described in the following:

- . attendant restricted stations are denied access to the exchange network;
- . fully restricted stations are denied access to the exchange network and to the attendant.

Class-of-Service Restrictions

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

Class-of-Service - Semirestricted Service

Semirestricted stations are allowed access to the exchange network through the attendant only.

Class-of-Service - Toll Restricted Service

Toll restricted stations are either toll denied or assigned toll diversion to the attendant.

Class-of-Service - Unrestricted Service

Unrestricted stations are allowed to access the exchange network, the toll network, or any service accessible by dialing.

Class 5 IBN INWATS

INWATS is a line feature designed to meet the needs of users who receive substantial volumes of long distance calls.

In the EDSS Class 5 office, it is not necessary to have any dedicated circuit groups for INWATS. The number of terminations on any particular INWATS Directory Number (DN) is controlled by the size of the VFG assigned to the INWATS group.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Class 5 IBN OUTWATS

OUTWATS is a line feature designed to meet the needs of users who make substantial volumes of long distance calls.

In the EDSS Class 5 office, it is not necessary to have any dedicated circuit groups for OUTWATS. The number of outgoing calls on any particular OUTWATS facility is controlled by the size of the VFG assigned to represent the OUTWATS facility.

Code Call Access

This service allows stations to gain access to customer-provided code call equipment by dialing an access code (e.g., 1XX) and a called party code.

Code Calling Line Termination

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

The called party code is transferred to the code call equipment which activates customer-provided visual/ audible signaling devices to alert the called party. The called party can be connected to the calling party by dialing a code call pick-up code from any station served by EDSS.

Code Restrictions

The EDSS has basic translation capabilities which enable customers to define NPA or NXX restrictions for stations or groups of stations within a customer group. This feature provides additional control capabilities. The IBN Code Restriction capability enables the customer to block or allow one or more 3- through 10-digit numbers when these numbers are dialed by selected stations within the customer group.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Console Test

This feature allows an attendant or maintenance personnel to test the functional operations of a console. Before conducting the tests, headsets must be unplugged.

Consultation Hold

Consultation Hold is part of the 3-Way Conference/ Transfer feature. Consultation Hold allows the transferring party to talk privately with the destination before transferring the call or establishing a Three-Way Conference/Transfer.

Customer Group Transparency

For selected EDSS features, the Customer Group Transparency feature allows transparency of feature operation across customer group boundaries (i.e., calls between different customer groups can be defined as intragroup calls).

This feature also provides for customer group privacy, which is the restriction of feature operation either within the boundary of a particular customer group or within the combined boundaries of a set of customer groups.

Customer Performed Moves and Changes

This feature permits customer control of user stations and features. Telephone numbers can be moved to different stations and predetermined features can be added, deleted or moved.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Cut-Through Dialing

This feature allows EDSS to process calls in cut-through mode. Cut-Through Dialing has two basic characteristics of interest with respect to this feature:

- . Call progress tones from distant switches in the network are returned to the caller.
- . The digits dialed by the caller directly control selection of routes used to complete the call.

Cut-Through and Through Dialing Interaction

This feature is used to decrease the work load of attendants in customer groups where access to certain routes (i.e., DOD routes) is restricted to the attendant. Through the use of this feature, the attendant can gain access to a restricted route and then release the call to the station user, who then dials the remaining digits to complete the call.

Cut-Through Dialing for EDSS Lines and Attendant Consoles

This feature implements cut-through dialing for the 500/2500 sets, attendant consoles, trunks, business sets, and data units served by the new peripherals.

Data Call Protection

This feature allows the customer to have the no double-connect option assigned to individual lines within the customer group. When a line is assigned this option, the EDSS does not allow the connection of test or busy verification circuits to the line while the line is busy. This option protects the data call from interruption.

DATAPATH

The IBN DATAPATH is a hard-wired enhancement that provides integrated voice and data switching through the IBN system and its peripherals. DATAPATH allows intra-office and external data calls to be fully integrated with voice calls from either standard telephone sets (500/2500) or the IBN business set.

EFFECTIVE: November 18, 2014

S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

DATAPATH (Continued)

DATAPATH comprises two major components -- a Data Unit and a Data Unit Line Card. The Data Unit, which uses one pair (two wires) of standard 3-pair cable wiring, features data transparency and a full-duplex or half-duplex capability.

DATAPATH utilizes Time Compression Multiplexing, allowing full duplex operation on a single pair of wires. Several terminal types are supported: Character Node, Synchronous Mode, and Block Mode, using ADCII, EBCDIC, six-bit, and five-bit character codes. Network access can be either digital or analog.

The Data Unit is available in one of two set speeds:

<u>Low Speed</u>		<u>High Speed</u>	
Asynch -	300 b/s 600 b/s 1.2K b/s 1.8K b/s 2.4K b/s 4.8K b/s 9.6K b/s 19.2K b/s	Synch -	19.2 b/s 48K + 8K b/s EIA 56K b/s 64K b/s (future)
Synch -	1.2K b/s 2.4K b/s 4.8K b/s 9.6K b/s		

DATAPATH provides data users with the ability to use telephone software features such as ARS, Call Back Queuing, Ring Again, Speed Call, etc. In addition, DATAPATH allows for centralized maintenance and administrative control via the MAP.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Delayed Operation

With this feature, the attendant may place a call for a calling station while the calling station waits on-hook. When the called station answers, the attendant can recall the calling station by depressing the signal source key. On answering, the calling station and the called station are connected.

Dial Pulse Conversion

This feature allows the EDSS to accept signaling from lines or incoming trunks in either Dial Pulse (DP) or DTMF and then outpulse the digits necessary to complete the call in either DP or DTMF (whichever is required by the equipment being signaled).

Dial Tone Upon Trunk Seizure

This service allows the EDSS to return dial tone to the originating office. Dial tone is returned when the EDSS is ready to receive digits and before any digits are impulsed. On receipt of the first impulsed digit, the dial tone is removed.

Dictation Access and Control (DTMF Only)

This feature provides station access to customer- provided dictation recording equipment by dialing an access code.

Direct Inward Dialing (DID)

This service allows for incoming calls from the exchange network (not special service circuits, e.g., foreign exchange, INWATS) to reach a specific customer group station without attendant assistance.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Direct Inward System Access (DISA) - Remove Authorization Code Timeout

This feature provides the datafillable option of providing DISA subscribers with immediate dial tone for entering destination digits. Without this option, a subscriber calling in on a DISA directory number must wait for time-out after dialing the authorization code and before receiving dial tone to enter the destination number.

Direct Outward Dialing (DOD)

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

Note: External is defined as outside the customer group.

Distinctive Ringing

An EDSS customer can identify certain call types by applying a distinctive ringing cadence to calls terminating on EDSS stations in the customer group. Distinctive ringing produces a different ringing cadence for intragroup and DID calls.

Dual Tone Multifrequency (DTMF) Outpulsing On A Line

This feature allows the central office to apply physical ringing to a line and, upon answer, to out-pulse DTMF digits on the line. This capability permits the central office to interface with a specialized common carrier as a line termination on the central office switch. The line must have a directory number and must not have the Call Forward feature.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Dynamic Station Message Detail Recording (SMDR)

Dynamic SMDR provides for real time Station Message Detail Recording data. The Dynamic Network Controller (DNC-50) is a multiple processor system that provides the ability to gather and store large quantities of data from DMS-100 digital central office switches. For this application, the DNC-50 will be used to provide "dial up" access to SMDR data on a real time basis.

End-to-End Signaling

End-to-End Signaling enables the station user, while in the talking state, to send DTMF digits to the other end by using the dial pad of a telephone set. The feature can be used for services such as dictation control.

End User Trunk Testing

Access to central office software designed to allow customers to run specific tests and receive assorted reports on trunks that are dedicated to a customer's telephony configuration.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

ESN - Network Class of Service (NCOS)

Calls between the nodes of an ESN network carry ESN Network Class of Service (NCOS) values encoded as part of the network signals. These NCOS values are used to determine call privileges for calls traversing the network.

ESN - Network Information Signals

Network information signaling is designed for exclusive use between switches equipped with the ESN signaling package and within a customer's private network.

ESN - Network Wide Automatic Route Selection

This feature provides for an effective use of available network resources through the use of routing strategies such as the following:

- . Tail End/Head End Hop Off (TEHO/HEHO);
- . Access to Specialized Common Carriers (SCC);
- . Time-of-Day (TOD) routing;
- . Alternate Route on Overflow (ARO).

ESN - Variable Types of Outpulsing On Same Call

With this service, the outpulsing signaling mode and the interdigital timing may be specified in the digit manipulation data, so that different modes of outpulsing may be used on the same call. Digit manipulation allows changes to be made in the out-pulsing signaling mode and in the interdigital timing while outpulsing on a trunk.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Executive Busy Override (EBO)

This feature allows a station user to gain access to a busy station by flashing the hookswitch during busy tone then dialing a feature code. The EBO calling station must be an EDSS line, connected to busy tone and assigned the EBO feature. The called station must be an EDSS line in the same customer group as the calling station in the talking state, and connected to a line or a trunk.

Expensive Route Warning Tone (ERWT)

This optional feature provides a warning tone to indicate the selection of an expensive route.

Flash Translator

The feature enables FRONTIER to define translations that interpret the digits dialed after an EDSS station's hookswitch flash. This is independent of the normal originating translations for that station. The EDSS flash translator feature is also used when a particular code dialed by a station has different meanings after flash than on normal origination. This feature allows EDSS users to customize their translation scheme with regard to flash features.

Flexible Console Alerting

With this feature, an attendant can be alerted to a call requiring attention by an alert tone that is sent through the headset, rather than the console speaker.

Flexible Display Language

With this feature, the attendant console can be supplied with a display in a flexible format so that languages other than English can be provided.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Flexible Intercept

This service allows for the automatic rerouting of calls that cannot be completed because of imposed restrictions, equipment, or dialing irregularities.

Foreign Exchange (FX) Line -- Analog

This service provides a PBX customer with access to a remote central office (CO).

Foreign Exchange (FX) Trunk - Digital Two-Way

This service provides a PBX or a Class 5 EDSS customer an access to a remote Class 5 Central Office (CO) through dedicated FX trunks.

Hunting

Hunting is a call completion feature which increases the likelihood of an incoming call being completed within a customer defined group of lines. When the EDSS encounters a busy indication while attempting to terminate a call to a line which has Hunting assigned, the switch then attempts to complete the call on a sequence of other lines, searching for an idle line on which to complete the call. This group or sequence of lines is called a hunt group. Three different types of Hunting are defined: Directory Number Hunting, Multiline Hunting, and Distributed Line Hunting.

Hunting - Directory Number Hunting (DNH)

Each line in this hunt group has its own unique directory number (DN). The hunt group can be accessed by dialing any number in the hunt group, but the number of lines hunted depends on the hunting option (i.e., circular or sequential) assigned to the DNH group. Circular hunting hunts all lines in the hunting group regardless of the starting point. Sequential hunting starts at the number dialed and ends at the last number in the group.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Hunting - Distributed Line Hunting (DLH)

Only a pilot directory number is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached. Distributed Line Hunting is assigned to large hunt groups requiring an equal distribution of calls.

Hunting - Multiline Hunting (NH)

Only a pilot directory number is associated with this hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

IHN Outpulsing to Plain Ordinary Telephone Service (POTS) Trunks

This service allows EDSS customers in the Class 5 environment to use digit manipulation on non-EDSS trunk groups.

IBN Quantity Control (100 Lines)

Quantity control permits the maximum number of EDSS lines in a central office to be specified in increments of 100 lines. Lines used for attendant consoles are not included in the line count.

Immediate Answer Reporting for IHN

This feature provides the ability to report answers immediately for attendant extended and other EDSS calls, upon passing filter timing. It extends the modifications of Immediate Answer Supervision into the attendant console environment.

Immediate Answer Supervision allows minimum charge duration (NCD) timing to be compensated in the central controller (CC), resulting in the off-hook of ringing parties to be reported to the CC immediately. NCD is the time an active call must exist in the talking phase before the call is declared answered.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Immediate Notification of Priority Enqueued Calls

This feature allows an attendant to be alerted to an enqueued emergency call while the console is in any of the following states.

- . idle;
- . active on any type of call;
- . Position Busy;
- . Night Service.

Individual Line Business Service--PBX Application

This feature allows a station in an EDSS customer group to have the appearance of a POTS line. The station has a POTS dialing plan, e.g., no dial 9, no intragroup dialing, and does not have access to any EDSS features.

Intergroup Calling

This feature allows customers in different customer groups to call each other by abbreviated dialing, in the same manner that callers in the same customer group may call each other by dialing two through five digits. The customer group dialing plans must be nonambiguous, e.g., the same 4-digit extension cannot occur in different customer groups.

Interposition Calls and Transfers

This feature allows an attendant to call, speak to, and transfer a call to another attendant.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Last Number Redial

The Last Number Redial feature enables a subscriber to redial his/her last called number by depressing a single key rather than the entire number.

Lockout

With this feature, an attendant cannot reenter a call on a held loop unless recalled by a station user or by Automatic Recall. Lockout serves to provide additional security for calls that might be held on an attendant loop for call processing purposes.

Loudspeaker and Radio Paging Access

This service allows stations and attendants to access customer-provided loudspeaker paging equipment to summon a particular person, using speakers located throughout the customer's premises (see Attendant Access to Paging).

Loudspeaker Paging and Line Termination

This feature provides the capability to have loud- speaker paging equipment terminated on a line rather than a trunk from the EDSS central office. Some paging equipment requires DTMF digits to be outpulsed from the switch. The EDSS can outpulse DTMF on lines.

Maintenance and Administration Position (MAP) Display for Attendant Operational Measurements

MAP contains a subsystem referred to as Attendant Console Operational Measurements (ACOM). ACOM displays the console operational measurements of a subgroup within a customer group.

EFFECTIVE: November 18, 2014

S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Meet-Me Conference

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

Meet-Me Conference (Large)

This feature extends the maximum number of Meet-Me Conference conferees from six through 30 (maximum). To allow for this extension of the number of conferees, additional conference bridges are required.

Modem Pooling (Dedicated)

This feature enables a DATAPATH user to communicate with a station user served by an analog modem and vice versa. In dedicated modem pooling, a specific number of modems of various types and speeds are devoted to the use of one customer, thereby, insuring a predetermined service or access level based on anticipated demand.

Multiple Listed Directory Numbers

A customer may have many listed directory numbers. To handle this efficiently, each number has a unique Incoming Call Identification (ICI) lamp so that the attendant can answer appropriately.

The only limit to the number of listed directory numbers that can be assigned is the number of available lamps and keys on the Attendant Console.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Network Speed Calling

This feature allows a customer to define a list of Network Speed Calling (NSC) numbers. The NSC list is defined by using the Table Editor of a Maintenance and Administration Position (MAP). The NSC list may only be changed or added to from the MAP.

Night Service

This service provides for the handling of calls when the attendant is absent. It is usually activated after regular hours and on weekends.

Night Service, Fixed

With this feature, calls that are normally routed to the attendant during the day are routed to predesignated locations at night. The predesignated route to be used can be an individual directory number or a hunt group.

Night Service, Flexible

Flexible Night Service allows the attendant to program the night service routes for each Incoming Call Identification (ICI) classification assigned to the customer group.

Night Service, Trunk Answer From Any Station (TAFAS)

This service allows any station in the customer group to answer an incoming call by dialing a code. The code is dialed when the TAFAS alerting device sounds.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Off-Hook Queue, Callback Queue for OUTWATS Virtual Facility Groups (VFG)

This feature makes the queuing capabilities of the switch available to the software simulated trunk groups used for OUTWATS throttling. This feature also enhances the flexibility of virtual facility groups, making them available for throttling of Direct Inward Dialing (DID), Direct Outward Dialing (DOD), and various types of intragroup calls.

Off-Hook Queuing (OHQ)

With this feature, a call that cannot be completed because an idle outgoing trunk is not available among the inexpensive route set may wait off-hook for an idle trunk. When an outgoing trunk becomes available, the call progresses in the normal manner. In the context of this feature, inexpensive routes are defined as all routes before the queue head.

Off-Hook Queuing (OHQ) Enhanced

This feature provides the following OHQ enhancements:

- . OHQ priority;
- . OHQ announcements;
- . discretionary OHQ;
- . Call-Back Queuing (CBO) activation.

Off-Premises Stations and Extensions

This feature permits stations which are located other than on the main premises of a customer group to access the features and services which are available to the customer group. These stations must be served by either the host switch or by a remote unit supported from the host.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Operational Measurements - IBM Enhance

This service provides attendant operational measurements for a customer group or subgroup.

Polling Traffic Data Port

A dial-up or dedicated access port used by a customer to retrieve traffic data relative to their telephony configuration. This data is stored by the EDSS central office and accessed by the customer on an as needed basis.

Position Busy

This feature allows the attendant to make the console unavailable to additional queued calls. The attendant can still originate calls and use or program the features available while the console is in the position-busy state. However, to do this, one headset (or handset) must remain plugged into the console.

Position Busy is an Attendant Console optional feature and is assigned to each console as required.

Preset Conference

This feature allows an IBN station, a trunk or an attendant console to establish a preset conference with up to 25 conferees. This is achieved by dialing a specific Directory Number (DN).

Ring Again and Ring Again on Hunt Groups

This feature allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring again mode.

With the ring again enhancement, if a party calls a Directory Number Hunting (DNH), Distributed Line Hunting (DLH) or Nultiline Hunting (NIH) hunt group, encounters busy, and activates the Ring Again feature, the calling party will be recalled when any member in the hunt group becomes idle.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Secrecy

This feature allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

Separate Station Message Detail Recording (SMDR) Output Files by Customer Group

This feature allows each customer group (maximum 12 groups) to have a separate SMDR file. The SMDR file may be on a tape or a disk.

Separate SMDR files allow FRONTIER to provide a customer group with its own call detail data, which may be used for specialized processing at the customer group's discretion.

Separate Station Message Detail Recording (SMDR) Output Files for IBM SMDR and Automatic Message Accounting (AMA)

With this feature, two data streams are available: AMA and SMDR.

Serial Call

This feature allows an attendant to extend a call to more than one station.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Simplified Dialing

This service allows a customer to adopt a destination code-based dialing plan for the private network of which EDSS is a part. The customer assigns a destination code to each point in the private network that can be reached by the customer's tandem tie trunk network.

Six-Port Conference Circuit Use Control

This service allows customers to specify the number of 6-port conference circuits that can be used simultaneously by their specific group. Customers must also specify whether six-port conference circuit counting is required for their group.

The features affected by the six-port conference circuit use control service are as follows:

- ° Attendant Conference
- ° Meet-Me-Conference
- ° Station-Controlled Conference

SMDR-Enhanced (ESN) - Authorization Codes

This feature is used to identify callers for billing purposes, assign a Network Class-of-Service (NCOS), and control network access.

SMDR-Enhanced Service - Authorization Code Immediate Dialing

This service provides for the removal of the seven-second pause between the authorization code and the secondary dial tone. The Authorization Code feature receives the authorization code and the called station digits. This feature collects digits until the subscriber signals the end of dialing by keying in an octothorpe (#), or until the interdigital time-out has expired.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

SMDR-Enhanced (ESN) - Increased Authorization Codes Per Customer Group

This feature increases the number of authorization codes that can be datafilled within an authcode partition from 32,000 to 64,000. One or more customer groups may use the authorization codes stored within a partition.

SMDR-ESN - Answer supervision Generation

This feature allows a customer to use the EDSS Audio Tone Detector (ATD) to detect an answer, by voice detection, on trunks that do not return answer supervision. The true answer (i.e., detected answer) is then reflected in the SMDR.

SMDR - Trunk Identifier in AMA/SMDR Record

This feature allows the EDSS customer group to record the incoming and outgoing trunk identifiers along with the usual billing information provided by the SMDR system. The record entry contains the alphanumeric identifier for the trunk group and the numerical entry for the trunk number in the trunk group involved in the call.

SMDR for Operator Number Identification (ONI) Lines

This feature allows for the creating of an SMDR record for calls placed by EDSS lines that are assigned the ONI option.

Special Intercept Through Service Order

Lines can be removed from service through service order. Two commands are used for this purpose. The OUT command removes single or multiparty lines and pilots of hunt groups from service. The DEL command removes members of hunt groups from service. These commands apply to both POTS and EDSS lines.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Speed Calling

This feature allows a user to place calls to a previously designated list of frequently dialed numbers. This is achieved by dialing a Speed Calling-code consisting of an asterisk (*) plus one or two digits instead of dialing all digits of the desired number. For dial telephones, the asterisk is replaced by one to seven digits (less than three is recommended). The desired number may be a directory number, authorization code, account code, access code or feature access code.

Speed Calling, Group-Long List

This list has one line designated as controller. Only the controller can add to, change or delete numbers from the list. Other lines with access to this list are restricted. A speed calling user (who is a member of a speed calling group) is restricted to the use of the feature only and cannot change the contents of the list. A long list contains a maximum of thirty stored numbers.

Speed Calling Individual-Long List

The long list can be dedicated to an individual line in which case it can only be updated, deleted from and used by this line. A long list contains a maximum of thirty stored numbers.

Speed Calling, Individual-Short List

The use of the Speed Calling short list is limited to Speed Calling Individual. A short list consists of a maximum of eight stored numbers.

Station Access to Paging

This feature allows a station user to access customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Station Call Park

This feature 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 that the call is parked against.

Station Code Call Access

This feature allows stations to access customer- provided code call equipment by dialing an access code (e.g., 1XX and a called party code).

Station-Controlled Conference (Large)

This feature extends the maximum number of station- controlled conference conferees from six through 30 (maximum). To allow for this extension of the number of conferees, additional conference bridges are required.

Station Controlled Conference (Six Ports Maximum)

This feature allows a 500/2500 EDSS station user to establish a conference call consisting of more than three conferees (maximum six) without the assistance of the attendant. The conferees can include lines in the same customer group, lines belonging to another customer group and stations reached through trunks.

Station Message Detail Recording (SMDR)

This feature provides an SMDR formatted-type record of chargeable and nonchargeable calls for each customer group.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Station-to-Station Calling

This service allows IBN customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2- through 7-digit number.

Storing of 24 Dialed Digits

This feature increases, from 18 to 24, the maximum number of digits of a called number stored. This increased capacity allows for the greater number of digits required by equal access end office operation or interface with private tie-line switching networks.

Straightforward Outward Completion

This feature allows a station user in an IBN customer group to have the attendant extend a call outside the customer group. The station user may remain off-hook while the attendant extends the call.

Stuttered Dial Tone for Message Waiting

This feature permits a station user to be notified of a waiting message. Stuttered dial tone is used for stations without message waiting lamps.

Stuttered dial tone is defined as 160 ms of dial tone, followed by 160 ms of silence. It takes the place of regular dial tone on off hook if a message is queued for the station.

Supervisory Console (Basic)

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

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Switched Loop Operation

With the Switched Loop Operation (virtual loop concept), trunks and lines do not have direct termination on the consoles.

Each console may be assigned one through six loops to provide the attendant with voice access to all calls routed to the console. However, only one call is connected to a console at any one time.

Tandem Switching of Special service Circuits (Senderized Operation)

This feature allows tandem connection of special service circuits dedicated to a customer group. Such trunk-to-trunk connections are controlled by the class-of-service restrictions of the trunk groups involved.

Through Dialing

This feature allows the attendant to select the trunk facility for an IBN station in the same customer group and send dial tone to the station user. The station user then dials the called number.

This feature is usually used to override IBN station restrictions in the same customer group.

Time-of-Day Network Class of Service Routing

This feature provides the capability for mapping normal Class-of-Service (COS) values into new values based on the time of day (or day of week or year).

Time-of-Day Routing

This feature allows for a cost-effective use of facilities by allowing or denying route choices. The route choices are based on the time of day.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Timed Recall Set to Zero

This feature allows a customer to cancel the Automatic Recall feature for a specific customer group by inputting a zero (infinite) value for the appropriate attendant recall timers.

Trouble Key on IBM Console

This feature allows an attendant to indicate a problem in the handling of a particular call.

A set of trouble codes, defined by the customer through datafill, allows the attendant to classify the problem into the most appropriate customer-defined category.

Trunk Busy Verification Tone

This feature provides the attendant with an audible indication of trunk state (busy/idle), the directory number or trunk common language location identifier (CLLI), and the member number of the party involved in the call.

Automatic barge-in activation of the Busy Verification Trunk feature does not occur. Depending on the tone received, the attendant may either barge-in on a call or report that all trunks are busy and move on to the next call.

Trunk Group Busy Indication

This feature allows for the displaying of trunk group status on the attendant console. The lamp state associated with a trunk group shows the following:

- Off - When one or more trunks in the group is idle;
- On - When all trunks in the group are busy.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Trunk Group Buy/Trunk Group Access Control Through Special Keys

This feature provides special keys to serve as a common interface for trunk group busy and trunk group access control for all trunk groups allocated to the customer group.

Two feature keys on the attendant console are assigned to this feature:

- The customer-group trunk-group busy key provides trunk group busy queries for any trunk group allocated to the customer group.
- The group trunk access control key allows an attendant to toggle the Trunk Access Control (TAC) of any trunk allocated to the attendant subgroup.

When the console is assigned a wild-card key, the customer-group trunk-group busy and the customer-group trunk access control functions can be assigned to the wild-card key.

Two-Way Splitting

This feature allows the attendant to talk privately to either the calling party or the called party. The attendant can alternate between the source and destination as required. Either the source or the destination can be excluded; both cannot be excluded simultaneously.

Uniform Call Distribution (UCD)

This service allows for an even distribution of incoming calls to a Listed Directory Number (LDN) over a group of 500/2500 stations. This group of stations is called a UCD group. Each station in the UCD group has its own directory number. The station users can toggle their station's status (active/inactive) as an answering agent for the LDN. This is done by dialing a feature code. When the status of a UCD station is active, calls to the LDN are directed to that station. When the status of a UCD station is inactive, calls to the LDN are not directed to that set. Calls to the station's personal directory number are always directed to that station. When one or more active stations in a UCD group are idle, a queue of these agents is formed. As calls to the LDN come in, each call is directed to the first (longest idle) station in the agent queue. When all the answering agents are busy, the incoming calls are queued and the callers receive an audible ringback.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Uniform Call Distribution from Queue

This feature provides for a uniform distribution of calls from the attendant queue to a group of attendant consoles. As the consoles become idle, incoming calls are distributed on a first in, first out basis.

Uniform Call Distribution (UCD) Queue-Status Lamp

When assigned to a Uniform Call Distribution (UCD) group, the UCD Queue-Status Lamp option provides an indication at the customer premises of how long the first call in the incoming-call queue has been waiting for a UCD agent. This feature enables a supervisor to determine if a UCD group requires additional agents, or, if several groups are being monitored, which group needs help and whether a redistribution of agent positions would handle the incoming calls more efficiently.

Uniform Numbering Plan Capability

This feature enables a multilocation customer to have a Uniform Numbering Plan among the EDSS stations located at the various customer locations (perhaps connected by the tie lines). Each location is assigned a code (sequence of digits) as a unique identifier. The customer group members then call each other by dialing the location code followed by an extension number. No routing digits (typical of a tandem tie trunk network) are required to be dialed by the caller.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.2 Definitions (Continued)

Virtual Facility Group Busy on Attendant Console

This feature allows an attendant to query the status of a virtual facility group to determine whether a virtual facility group member is available and whether another console has taken control of the virtual facility group. Two variations of this feature are available: Virtual Group Busy (VGB) and Global VGB (GVGB). The Virtual Group Busy (VGB) variation of this feature indicates to the attendant, by means of a dedicated key, the status (busy or idle) of a particular VFG. Global VFG allows the console operator to query the status of any VFG in the customer group and provide a current indication of a member's availability through the console display.

Virtual Facility Group Usage Data

This feature adds a traffic usage operational measurement to the existing operational measurements for virtual facility groups.

Wild Card Key

An attendant may use the wild card key to invoke special features not directly available through a feature key on the console. Any special feature normally available through the use of a feature key may be invoked through the Wild Card key, with the exception of Incoming Call Identification (ICI).

3-Way Conference

A station with 3-Way Conference is allowed to establish 3-Way Conference calls beyond the limits of the transfer type defined for the customer group. However, if the calls are to be transferred, they must conform to the transfer-type limitations.

3-Way Conference/Transfer

This feature is a combination of the 3-Way Conference feature and the Call Transfer feature. Call Transfer is assigned to a customer group and 3-Way Conference is assigned to a line.

EFFECTIVE: November 18, 2014

S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.3 Rates and Charges

The following rates and charges are for EDSS and are in addition to the applicable service charges specified in Section 4 of this Product Guide. A minimum of 3 lines are required per customer.

a.	Enhanced Digital Switched Services	<u>Monthly</u>
		(Note 1)
	(1) Network Access Registers, each	
	(2) Station Lines	
	Month-to-Month rates	
	21 to 50 lines, each	23.00
	51 to 125 lines, each	13.00
	126 to 200 lines, each	12.00
	201 and above lines, each	10.55
	36 Month rates	
	3 to 20 lines, each	\$ 36.00
	21 to 50 lines, each	23.00
	51 to 125 lines, each	13.00
	201 and above lines, each	10.55
	60 Month rates	
	21 to 50 lines, each	23.00
	51 to 125 lines, each	13.00
	126 to 200 lines, each	12.00
	201 and above lines, each	10.55

(1) Apply appropriate rates and charges as specified in Section S3.9 for Network Access Registers.

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.3 Rates and Charges (Continued)

a. Enhanced Digital Switched Services (Continued)

		<u>Monthly Rate</u>
(3)	Enhanced Feature Package each package, per line	3.00*
(4)	Proprietary Feature Package each package, per line	5.00*
(5)	Call Waiting-Lamp, Feature Package each package, per line	5.00*
(6)	Datapath - Flat Rate Date Lines, per line	15.00*

(a) The customer's average usage during busy hours will not exceed 99% of design criterion specified by the manufacturer during busy hours.

Busy Hours: 8 a.m. to 5 p.m.
Design Criterion: 8 CCS/line/hour Average Capacity

(b) Average usage during busy hours will be determined on a random basis at least twice per year. Average usage during busy hours will be calculated using all EDSS Station Lines including voice grade and DATAPATH lines. The time frame used to calculate the average usage during busy hours is as follows:

Days: Monday - Friday
Hours: 8:00 a.m. to 5:00 p.m.

* Rates for optional features apply in addition to the Access and Station Line rates in S102.1.3.a.(1) and (2).

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.3 Rates and Charges (Continued)

a. Enhanced Digital Switched Services (Continued)

(6) Datapath - Flat Rate (Continued)

(c) Should the usage on a customer group basis exceed the forecasted calling rate, the customer would then be required to pay for the excessive usage. The additional capacity charge will be calculate by dividing the excessive usage to determine the equivalent number of lines to bring the average usage within the design specifications. The excessive usage charge will be applicable until the next measuring period.

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.3 Rates and Charges (Continued)

a. Enhanced Digital Switched Services (Continued)

		<u>Monthly Rate</u>	<u>Installation Charge</u>
(7)	Polling Traffic Data, Per Port Dedicated Dial-Up	\$ 77.00* 82.00*	
(8)	Dedicated Modem Pooling Low Speed Modems High Speed Modems	46.00* 54.00*	
(9)	End User Trunk Testing	650.00*	
(10)	Customer Performed Moves and Changes (CPMC) Port Station Line, each	250.00*	\$ 2.00
(11)	Uniform Call Distribution Operational Measurements, per customer	24.59*	1,955.00
(12)	Automatic Call Distribution		
	(a) Basic Package, per ACD group	26.36*	2,012.00
	(b) Load Management and Operational Measurement Pac per ACD group	8.75*	1,567.00
(13)	Dynamic Station Message Detail Recording, Per Customer	750.00*	2,500.00

* Rates for optional features apply in addition to the Access and Station Line rates in S102.1.3.a.(1) and (2).

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
 DISCONTINUED SERVICE OFFERING**

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.3 Rates and Charges (Continued)

- b. The Primary Service Ordering and Central Office Line Work charges are applicable as specified in Section 4 of this Product Guide.
- c. Charges for Initial and Subsequent Additions and Changes are as follows:
 - (1) Initial Change - Applies for the first feature change, addition, or deletion made on each order \$ 9.62
 - (2) Additional Change - Applies for each additional feature change, addition, or deletion, made at the same time, on each order \$ 2.43

S102.1.4 Rate Stabilization Plan and Maximum Termination Liability (MTL)

a. General

A Rate Stabilization Plan with a specific contract period of 36 or 60 months, in conjunction with a Maximum Termination Liability, is included in this Product Guide for the EDSS Station Lines as specified in S102.1.3.a.(2) in this Product Guide.

This payment plan between Frontier and the customer will be subject to all terms as specified in this section of the Product Guide and shall continue in full force unless terminated through mutual agreement.

b. Obligation of the Customer

The customer is obligated to maintain EDSS service for a specific contract period as outlined in S102.1.4.f. If EDSS service is discontinued in whole or in part, the customer is obligated to pay a Maximum Termination Liability not to exceed the amount calculated from S102.1.4.e.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.1 **Enhanced Digital Switched Service (EDSS)** (Continued)

S102.1.4 **Rate Stabilization Plan and Maximum Termination Liability (MTL)** (Continued)

c. Obligation of the Company

The Company will include the EDSS Station Line rates under the Rate Stabilization Plan, in conjunction with a Maximum Termination Liability. EDSS Station Line additions may be made at the contracted rates for the duration of the contract period. At the end of the Maximum Termination Liability Period the customer retains no rights to the rates for EDSS Station Lines as stated in the contract.

d. Rates and Rate Increases

The Company will not initiate increases in the rates for EDSS Station Lines as specified in S102.1.3.a.(2) of this Product Guide during the specified contract period.

e. Maximum Termination Liability (MTL)

The term "Maximum Termination Liability" denotes the maximum amount of money for which the customer is liable if he does not meet his obligations for EDSS Station Lines as specified in S102.1.4.b. of this Product Guide.

The MTL calculation will be based on the Product Guide rates in effect at the initial installation of EDSS service for the customer. The amount of the MTL will be calculated according to the following formula:

[(Number of EDSS lines that the customer originally installs in the base year) x (Current rate for EDSS Station Lines as specified in S102.1.3.a.(2) of this Product Guide)]

x (The number of months remaining in the MTL period)

EFFECTIVE: November 18, 2014

S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.1 Enhanced Digital Switched Service (EDSS) (Continued)

S102.1.4 Rate Stabilization Plan and Maximum Termination Liability (MTL) (Continued)

f. Maximum Termination Liability Period (MTL)

The term "Maximum Termination Liability Period" denotes the length of time (i.e., 36 months or 60 months from the customer's original installation date), the customer is liable for a termination charge in the event he does not meet his obligations for EDSS Station Lines as specified in S102.1.4.b. of this Product Guide.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.2 Customized Multi-line Telephone Service

Discontinued as a new service offering service. The provision will be continued for existing customer only under the following Product Guide provisions. The service allows for normal station activity including moves, changes, deletions, and station additions to existing systems subject to the availability of existing outside plant facilities and Customized Multi-line Telephone Service serving capacity of the central office from which the service is furnished.

S102.2.1 General

- a. Customized Multi-line Telephone Service is an electronic switching service provided from a central office which offers premium, versatile, and advanced communication features and service. The customer purchases his access line (local loop) separately from his flat usage component (blocks of busy hour capacity minutes-of-use (MOUS). The flat usage component is commonly referred to as a Network Access Register (NAR).
- b. Customized Multi-line Telephone Service is composed of switching equipment, station lines, telephones and attendant position equipment, as required.
- c. The rate elements for Customized Multi-line Telephone Service are provided through: NARS, Local Access lines and enhanced features.
- d. Customized Multi-line Telephone Service will be furnished at the rates and charges specified herein to customers in serving areas where facilities permit.
- e. Customer premises equipment associated with this service is provided by the customer.
- f. Directory listings of Customized Multi-line Telephone Service will be provided in accordance with the regulations and rates as specified in Section S6 of this Product Guide.
- g. Mileage charges are not applicable for Customized Multi-line Telephone Service stations located within one mile from the serving central office. For local channels connecting stations at the Network Interface Device over one mile from the central office, refer to Section S102.2.3.a.(3).

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.1 General (Continued)

- h. Where the Customized Multi-line Telephone Service station being provided involves a location in a different central office area of an exchange, the mileage charge and measurement as specified in Section S9.2.2 for foreign central office mileage is applicable for each inter-office channel required.
- i. Where Customized Multi-line Telephone Service stations of the same system are located in different exchanges, a foreign exchange mileage charge applies for each interexchange channel involved as specified in Section S9.1.1.
- j. End User charges as specified in Section 13 of the Frontier Telephone Companies Tariff FCC No. 5 will apply to each Customized Multi-line Telephone Service Local Access Line.
- k. The following features are standard and are included in the rates and charges shown in S102.2.3.a. (1) and (2) for NARS and Local Access Lines.

Station Features

Call Forward: All calls, Busy,
No answer
Call Hold
Call Pickup
Call Transfer of Incoming Calls
Call Waiting
Speed Calling Individual - Short List
Speed Calling Group - Long List
Station-to-Station Calling
Three Way Conference

System Features

Dial Pulse Conversion
Hunting
Touch Calling

EFFECTIVE: November 18, 2014

S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.1 General (Continued)

k. (Continued)

Attendant features are offered in conjunction with customer-provided or leased attendant consoles. These features allow an attendant to monitor and control both station and system traffic.

Attendant Features

Attendant Access to Paging
Attendant Call Selection
Attendant Camp-On
Attendant Conference (Maximum Three Conferees)
Attendant Console Display
Attendant Control of Trunk Group Access
Attendant Locked Loop Operation
Attendant Release Upon Completion of Dialing
Attendant Speed Calling
Attendant Transfer
Automatic Recall
Busy Verification
Call Hold - Attendant
Code Calling Line Termination
Interposition Calls and Transfers
Multiple Console Operation
Multiple Listed Directory Numbers
Position Busy
Secrecy
Serial Call
Straightforward Outward Completion
Switched Loop Operation
Through Dialing
Trunk Group Busy Indication
Two-Way Splitting
Uniform Call Distribution from Queue

EFFECTIVE: November 18, 2014

S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.1 General (Continued)

- i. The Enhanced Feature Package A includes the following additional features at the rates and charges shown in S102.2.3.b. (1).

Station Features

Ring Again
Station Call Park
Station Access to Paging
Stuttered Dial Tone for
Message Waiting

System Features

Last Number Redial
Toll Restricted

- m. The Enhanced Feature Package B includes the following additional features at the rates and charges specified in S102.2.3.b.(2).

System Features

Automatic Route Selection
Direct Inward System Access
Station Message Detail Recording

Station Message Detail Recording (SMDR) is also available as an individual optional system feature to those customers so equipped and in service as of October 6, 1999. The rates and charges for individual SMDR are specified in Section S102.2.3b.(8).

- n. The following optional features are provided at the rates and charges specified in S102.2.3.b.(3), (4) and (5).

Call Waiting-Lamp Feature Package*
Instant Call Accounting
Multiple Party Conference Package - Large*
Proprietary Feature Package*

* Availability of the optional items is dependent on serving central office manufacturer.

(1) Instant Call Accounting – General

- (a) Each call record will contain the date, time, and duration of the call, the calling station number, facility used, and the number that was called.
- (b) Records will be provided for calls originated from the customer's Customized Multi-line Telephone Service or individual business line stations and include Multi-Area Calling Plan calls or Extended Calling Service calls, toll messages, and calls made over private facilities (FX, WATS, CCSA) and private networks.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.1 General (Continued)

- n. (1) Instant Call Accounting – General (Continued)
 - (c) Records will not be provided for incoming calls, station-to-station (intercom) calls, or local calls.
 - (d) The records produced by this service are not represented to be a provision of billing detail.
 - (e) Instant Call Accounting will be furnished only from offices that are technically capable of and that are equipped for providing the service.
 - (f) Customers will be required to provide compatible CPE to process the call detail records.
 - (g) Customers can choose data transmission speeds ranging from 1200 bps to 9600 bps.
 - (h) Call accounting records will be provided on customer premises equipment located at the customer's location.
 - (i) Frontier makes no guarantee and assumes no liability associated with the customer's receipt of the call detail records if the customer provided equipment does not meet Frontier's compatibility requirements.
- (2) Dedicated Instant Call Accounting
 - (a) A dedicated data channel (four-wire private line facility) between the serving central office and the customer's premises equipment is required.
 - (b) The appropriate private line rates and charges will be applied from Section S15 of this Product Guide.
 - (c) A private line modem is required. This modem will be provided by the customer.
 - (d) Call records that have been transmitted to the customer cannot be retransmitted.
- (3) Dial-Up Instant Call Accounting
 - (a) A Customized Multi-line Telephone Service line or Business Individual line is required. The customer may use a Business Individual line or Customized Multi-line Telephone Service line that is currently subscribed to, or subscribe to an additional Business line or Customized Multi-line Telephone Service line subject to the appropriate rates and charges in this Product Guide.
 - (b) If the Customized Multi-line Telephone Service line or Business Individual line that is used for the dial-up link has the Call Waiting feature on it, the call waiting tone could cause the loss of some data.
 - (c) A dial modem is required, which will be provided by the customer.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.1 General (Continued)

- o. Customer Performed Moves and Changes - This feature is available to customers with 100 lines or more. The customer preferred moves and changes feature allows a customer, after logging on to the serving central office via a dial up access port, to add, delete, check status, verify, put in or out of service lines or stations assigned to the customer by Frontier. This feature also allows the customer to reroute private network trunk traffic to other trunks previously assigned to that customer. Call Pickup Datafill Enhancements are included with this feature and allows call pickup groups to be created and manipulated using the EST, ADD, and DEL service order commands. Without this feature, the CPU line option must be individually added to or deleted from each line in a CPU group with the ADO or DEO commands.

102.2.2 Definitions

Attendant Access to Paging

This feature allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

Attendant Call Selection

This feature enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

Attendant Camp-On

This feature allows the attendant to extend an incoming call to a busy station. When the busy station become idle, it automatically rings and is connected to the waiting call.

Attendant Conference (Maximum Three Conferees)

With this feature, an attendant can establish a con- ference call with three conferees (not including the attendant).

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.2 Definitions (Continued)

Attendant Console Display

This console display assists attendants in handling calls efficiently. The display unit is built into the attendant console.

Attendant Control of Trunk Group Access

This feature allows the attendant to control the access of all stations and incoming trunks to various trunk groups by operating corresponding keys.

Attendant Locked Loop Operation

This feature allows an attendant to hold a call on loop. Attendant Locked Loop Operation consists of two hold types, manual and automatic. Both types are attendant console features.

Attendant Release Upon Completion of Dialing

The Attendant Release feature allows an attendant to extend a call to a trunk or a Plain Ordinary Telephone Service (POTS) line, then release the call after the dialing is completed and before outpulsing to the trunk is completed.

Attendant Speed Calling

This feature allows an attendant to dial frequently dialed numbers. The frequently dialed number may be a directory number, authorization code, account code or access code.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.2 Definitions (Continued)

Attendant Transfer

With this feature, a call that is transferred by a station to the attendant by either flashing or by flashing and dialing zero is queued on a first in, first out basis.

Automatic Recall

This feature is used for attendant-extended calls to stations. It also applies to calls held on the loop and calls that the attendant releases from the console after keying the station number or destination number.

Automatic Route Selection (ARS)

With this feature, trunk route lists are automatically searched for on an idle outgoing trunk.

A trunk route list consists of one through eight elements (linked together) with each element usually containing the identity of a trunk group from which an idle outgoing trunk is to be selected.

Busy Verification

This feature allows an attendant to determine whether stations or trunks are busy or idle.

Call Forward

The Call Forward feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. Call Forward consists of three variations as follows:

- all calls
- busy
- no answer

Call Hold

The Call Hold station feature allows a station to hold one active call against its own directory number without attendant assistance.

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.2 Definitions (Continued)

Call Hold - Attendant

This feature allows an attendant to manually hold a call on the loop by depressing the hold/release key, or automatically holding the call on the loop by depressing another loop key.

Call Pickup

Call Pickup allows a station to answer incoming calls to another station within a defined Call Pickup group. Call Pickup is provided on individual stations within a customer group.

Call Transfer of Incoming Calls

A station with this feature can hold and transfer incoming Direct Inward Dialing (DID) and tie trunk calls.

Call Waiting

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

Call Waiting - Lamp Feature Package

This package provides visual indication of a call waiting. The Call Forward feature is not available with this package.

Code Calling Line Termination

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

The called party code is transferred to the code call equipment which activates customer-provided visual/ audible signaling devices to alert the called party. The called party can be connected to the calling party by dialing a code call pick-up code from any station served by enhanced Centrex.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.2 Definitions (Continued)

Customer Performed Moves and Changes

This feature permits customer control of user stations and features. Telephone numbers can be moved to different stations and predetermined features can be added, deleted or moved.

Dial Pulse Conversion

This feature allows the system to accept signaling from lines or incoming trunks in either Dial Pulse (DP) or DTMF and then output the digits necessary to complete the call in either DP or DTMF (whichever is required by the equipment being signaled).

Direct Inward System Access (DISA)

This feature permits selected callers to dial from the switched network directly into the Customized Multi-line Telephone Service switch and gain access to network facilities without attendant assistance.

Hunting

Hunting is a call completion feature which increases the likelihood of an incoming call being completed within a (customer defined) group of lines. When a line serviced by Customized Multi-line Telephone Service encounters a busy indication when attempting to terminate a call to a line which has Hunting assigned, the switch then attempts to complete the call on a sequence of other lines. The group or sequence of lines which the switch searches for an idle line on which to complete the call is called a hunt group. Three different types of Hunting are defined on the CentraNet[®] switch: Directory Number Hunting, Multiline Hunting, and Distributed Line Hunting.

Instant Call Accounting:

This feature provides customers with a detailed record of outgoing calls that can be accessed by either a dedicated connection or a dial-up connection.

Dedicated Instant Call Accounting:

The customer's call records are continually transmitted from the central office to the customer's premises equipment through a dedicated private line connection.

Dial-Up Instant Call Accounting:

The customer, using CPE, initiates a download request to the central office processor in order to retrieve the call records. The records are transmitted immediately back to the customer's premises equipment upon completion of the request.

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.2 Definitions (Continued)

Interposition Calls and Transfers

This feature allows an attendant to call and speak to another attendant and to transfer a call to another attendant.

Last Number Redial

Last Number Redial allows a station user to redial his last called number by using a single key instead of the full number. This feature is not available to the attendant console or incoming trunks. Each time the user dials another number, the new number overwrites the previously stored number.

Multiple Console Operation

This Centrex service allows for the assignment of multiple consoles in a customer group. These consoles can be assigned to one large customer group or to several customer groups.

Multiple Listed Directory Numbers

A customer may have many listed directory numbers. Each number can be uniquely identified so that the attendant can answer appropriately.

Multiple Party Conference Package - Large

This feature allows for the establishment of a conference call consisting of more than three conferees up to a maximum of 30. The capability for offering the feature is provided in multiples of six-party conference bridges. A conference call can be accomplished in one of three ways.

- Meet-Me Conference

A station user originating a meet-me conference must call the attendant to receive a directory number for a conference bridge. At the specified conference time, all potential conferees dial the conference bridge directory number.

- Station Controlled Conference

A station user can establish a conference call without the assistance of the attendant via conference codes.

- Attendant Conference

The attendant initiates the conference call and sequentially adds in all conferees.

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.2 Definitions (Continued)

Position Busy

This feature allows the attendant to make the console unavailable to additional queued calls. The attendant can still originate calls and use or program the features available while the console is in the Position Busy station. However, to do this, one headset (or handset) must remain plugged into the console.

Position Busy is an attendant console operational feature and is assigned to each console as required.

Proprietary Feature Package

Provides capability to connect business proprietary set.

Ring Again

This feature allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a Ring Again mode.

Secrecy

This feature allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

Serial Call

This feature allows an attendant to extend a call to more than one station.

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.2 Definitions (Continued)

Speed Calling (One Short List and One Long List Per Station Maximums)

This feature allows a user to place calls to a previously designated list of frequently dialed numbers. This is achieved by dialing a speed calling code plus one or two digits, instead of dialing all digits of the desired number. The desired number may be a directory number, authorization code, account code, access code, or feature access code.

A short list consists of a maximum of eight stored numbers. A long list contains a maximum of thirty stored numbers.

Speed Calling, Group-Long List

This list has one line designated as controller. Only the controller can add to, change or delete numbers from the list. Other lines with access to this list are restricted.

Speed Calling, Individual-Short List

The use of the Speed Calling short list is limited to Speed Calling Individual. The individual line can also use a Speed Calling long list.

Station Access to Paging

This feature allows a station user to access customer- provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

Station Call Park

This feature 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 that the call is parked against.

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.2 **Definitions** (Continued)

Station Message Detail Recording (SMDR)

This feature provides an SMDR formatted-type record of chargeable and nonchargeable calls for each customer group.

Station-to-Station Calling

This service allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2- through 7-digit number.

Straightforward Outward Completion

This feature allows a station user in a Centrex customer group to have the attendant extend a call outside the customer group.

Stuttered Dial Tone for Message Waiting

This feature permits a station user to be notified of a waiting message. Stuttered dial tone is used for stations without message waiting lamps.

Stuttered dial tone is defined as 160 ms of dial tone, followed by 160 ms of silence. It takes the place of regular dial tone on off hook if a message is queued for the station.

Switched Loop Operation

With the Switched Loop Operation (virtual loop concept), trunks and lines do not have direct termination on the consoles.

Each console may be assigned one through six loops to provide the attendant with voice access to all calls routed to the console. However, only one call is connected to a console at any one time.

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.2 **Definitions** (Continued)

Three-Way Conference

This feature allows you to call a third party and include them in a three-way conversation.

Through Dialing

This feature allows the attendant to select the trunk facility for a Centrex station in the same customer group and send dial tone to the station user. The station user then dials the called number.

Toll Restricted

Toll restricted stations are either toll denied or assigned toll diversion to the attendant.

Touch Calling

Provides for the origination of telephone calls through the use of pushbuttons in lieu of a rotary dial.

Trunk Group Busy Indication

This feature allows for the displaying of trunk group status on the attendant console. The lamp state associated with a trunk group shows the following:

Off - When one or more trunks in the group is idle;

On - When all trunks in the group are busy.

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.2 Definitions (Continued)

Two-Way Splitting

This feature allows the attendant to talk privately to either the calling party or the called party. The attendant can alternate between the source and destination as required. Either the source or the destination can be excluded; both cannot be excluded simultaneously.

Uniform Call Distribution from Queue

This feature provides for a uniform distribution of calls from the attendant queue to a group of attendant consoles. As the consoles become idle, incoming calls are distributed on a first in, first out basis.

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.3 Rates and Charges

The following rates and charges are for Customized Multi-line Telephone Service and are in addition to the applicable service charges specified in Section S4 of this Product Guide. A minimum of three (3) Local Access Lines is required per customer, with a maximum of 600 lines.

a. Customized Multi-line Telephone Services

	<u>Monthly Rate</u>	<u>Installation Charge</u>
(1) Local Access Lines, each		
Month-to-Month rate	\$ 14.50	\$50.00
36 Month rate	14.50	-
60 Month rate	14.50	-
(2) Network Access Registers, each	Note 1	-
(3) Mileage Charge, each		
1/4 mile or fraction thereof		
(see S102.2.1.g.)	1.94	-

b. Optional Features

(1) Enhanced Feature Package A		
each package, per line	1.00*	-
(2) Enhanced Feature Package B		
each package, per customer	100.00*	-
each station	1.00	-
(3) Call Waiting-Lamp Feature		
Package, each package,		
per line	3.00*	-

* Rates for package apply in addition to the Local Access Line and NARS rates herein.

(1) Apply appropriate rates and charges as specified in Section S3.9 for Network Access Registers.

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S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.3 Rates and Charges (Continued)

b. Optional Features (Continued)	<u>Monthly Rate</u>	<u>Installation Charge</u>
(4) Multiple Party Conference Package - Large First 6-Port Conference, per customer Each additional 6-Port Conference (up to a maximum of 30-ports)	30.00* 3.00	50.00 -
(5) Proprietary Feature Package each package, per line	2.00*	-
(6) Customer Performed Moves and Changes (CPMC) Port Station Line, each	250.00* -	- 2.00
(7) Uniform Call Distribution, Per Station Line	3.50	32.00
(8) Station Message Detail Recording	40.00	-
(9) Instant Call Accounting		
Dedicated Instant Call Accounting (9)(11)		
Nonrecurring Charge		2,000.00
Monthly Rate, per system		1,000.00
Dial-Up Instant Call Accounting (10)(12)		
3-200 Lines		
Nonrecurring Charge		400.00
Monthly Rate		150.00
201-350 Lines		
Nonrecurring Charge		600.00
Monthly Rate		260.00
351-500 Lines		
Nonrecurring Charge		800.00
Monthly Rate		400.00
501 Lines and Over		
Nonrecurring Charge		1,000.00
Monthly Rate		550.00

* Rates for packaged apply in addition to Local Access Line and NARS rates in S102.2.3.a.(1) and (2). These packages are provided according to central office availability.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.3 Rates and Charges (Continued)

c. Nonrecurring Charges

- (1) The Subsequent Service Ordering Charge as specified in Section 4 is applicable when a NARS is added subsequent to the initial installation of the Customized Multi-line Telephone Service. No Central Office Line Work charge is applicable.
- (2) Nonrecurring charges associated with the optional packaged features in S102.2.3.b. are as follows:
 - (a) When features are added or rearranged on an existing line, a feature change charge is to be applied for each feature added or rearranged.
 - (b) On each service order, the first feature change charge will be \$10.00 (CNET ICC). Each additional feature change on the same order will be \$2.00 (CNET ACC).
 - (c) Applicable service charges as shown in Section 4 will also apply. (Note: COLW charge does not apply for features added or rearranged).
 - (d) If the feature being added or rearranged has an installation charge, the feature change charge will not apply.
 - (e) When a new line is added and features are given to the new line initially, the feature change charge will not apply; however, if the feature being added initially has an installation charge, the specific installation charge will apply.

S102.2.4 Rate Stabilization Plan and Maximum Termination Liability (MTL)

a. General

A Rate Stabilization Plan with a specific contract period of 36 or 60 months, in conjunction with a Maximum Termination Liability, is included in this Product Guide for the Customized Multi-line Telephone Service Local Access Lines and Network Access Registers as specified in S102.2.3.a.(1) and (2) in this Product Guide.

This payment plan between Frontier Communications of the Carolinas LLC and the customer will be subject to all terms as specified in this section of the Product Guide and shall continue in full force unless terminated through mutual agreement.

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**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.2 Customized Multi-line Telephone Service (Continued)

S102.2.4 Rate Stabilization Plan and Maximum Termination Liability (MTL) (Continued)

b. Obligation of the Customer

The customer is obligated to maintain Customized Multi-line Telephone Service for a specific contract period as outlined in S102.2.4.f. If Customized Multi-line Telephone Service is discontinued in whole or in part, the customer is obligated to pay a Maximum Termination Liability not to exceed the amount calculated from S102.2.4.e.

c. Obligation of the Company

The Company will include the Customized Multi-line Telephone Service Network Access Register and Local Access Line rates under the Rate Stabilization Plan, in conjunction with a Maximum Termination Liability. Customized Multi-line Telephone Service Network Access Register and Local Access Line additions may be made at the contracted rates for the duration of the contract period. At the end of the Maximum Termination Liability Period the customer retains no rights to the rates for Customized Multi-line Telephone Service Network Access Registers or Local Access Lines as stated in the contract.

d. Rates and Rate Increases

The Company will not increase the rates for Customized Multi-line Telephone Local Access Lines and Network Access Registers as specified in S102.2.3.a. (1) and (2) of this Product Guide during the specified contract period.

e. Maximum Termination Liability (MTL)

The term "Maximum Termination Liability" denotes the maximum amount of money for which the customer is liable if he does not meet his obligations for Customized Multi-line Telephone Service Network Access Registers and Local Access Lines as specified in S102.2.4.b. of this Product Guide.

EFFECTIVE: November 18, 2014

**S102. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS -
DISCONTINUED SERVICE OFFERING**

S102.2 **Customized Multi-line Telephone Service** (Continued)

S102.2.4 **Rate Stabilization Plan and Maximum Termination Liability (MTL)** (Continued)

e. Maximum Termination Liability (MTL) Continued)

The MTL calculation will be based on the Product Guide rates in effect at the initial installation of Customized Multi-line Telephone Service for the customer. The amount of the MTL will be calculated according to the following formula:

[(Number of Customized Multi-line Telephone Service lines that the customer originally installs in the base year) x (Current rate for Customized Multi-line Telephone Service Local Access Lines as specified in S102.2.3.a.(1) of this Product Guide) PLUS (Number of Network Access Registers that the customer originally subscribes to in the base year) x (Current rate for Network Access Registers as specified in S102.2.3.a.(2) of this Product Guide)]

X (The number of months remaining in the MTL period)

f. Maximum Termination Liability Period (MTL) The term "Maximum Termination Liability Period" denotes the length of time (i.e., 36 months or 60 months from the customer's original installation date), the customer is liable for a termination charge in the event he does not meet his obligations for Customized Multi-line Telephone Service Network Access Registers and Local Access Lines as specified in S102.2.4.b. of this Product Guide.

EFFECTIVE: November 18, 2014

S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

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PRODUCT GUIDE NO. 1

FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
NORTH CAROLINA

SECTION 103
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EFFECTIVE: November 18, 2014

S103. DISCONTINUED SERVICE OFFERINGS

S103.1 General

The systems and rates offered in this Section S103 are applicable only to in-service systems. The appropriate rules and regulations shown in Section S12.9.1 are applicable to this service.

S103.2 Automatic Time and Temperature Systems

a. Time Announcement

Automatic announcement equipment, including common equipment and auxiliary power.

		<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>BTL</u>
(1)	Audichron Type STM-100	\$ 194.98	\$ -	\$2,564.17
(2)	Line Equipment, each	3.64		19.43
(3)	Announcement Lines See Section S12.9.2			
(4)	Announcement Records See Section S12.			

b. Temperature Announcement

(1)	STM-100	79.21	48.56	1,165.53
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c. In addition to the above rates and charges, the installation charges for the required two business individual lines will also apply.

EFFECTIVE: November 18, 2014

**S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS**

S103.3 Custom Calling Service

a. General

Not offered for new installations, moves or rearrangements on or after the effective date of this Product Guide. Refer to Section S12.8 for rules, regulations, and definitions.

b. Rates

Package Feature - two or more custom calling features on same line except that rates shown below apply only for package combinations not included in Section S12.8.3.b.

		<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
(1)	Call Forward, per line	1.45	2.90
(2)	Call Waiting, per line	2.15	3.90
(3)	Three-Way Calling, per line	2.85	4.35
(4)	8-Number Speed Calling, per line	1.65	2.20
(5)	30-Number Speed Calling, per line	2.90	4.35

EFFECTIVE: November 18, 2014

S103. DISCONTINUED SERVICE OFFERINGS

S103.4 Information Access Service

Not offered for new installations, additions and/or changes to existing service on and after the specified obsolete date. This service will be terminated sixty (60) days after the effective date of this Product Guide and final settlement checks will be issued within one hundred fifty (150) days from the termination date.

S103.4.1 Rates

a. Charges applicable to the customer:

(1) The rate to transport each call billable to the customer that is 60 seconds or less of recorded announcement duration, and to bill each completed call to an IAS program on behalf of the customer, per call billable to the customer.

(a) Per call .10

(2) The rate to increase the 60 second holding time by 30 second increments not to exceed a total holding time of 180 seconds per announcement.

(a) Per 30 second increment per call .02

b. Charges Applicable to Customers Calling Clients:

(1) For calls from flat, measured and certain message rate lines within the local calling area of the serving exchange established by the customer, the charge per call will be established by the customer. Measured rate or message rate usage charges will not be applicable to calls billed the IAS charge.

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FRONTIER COMMUNICATIONS OF THE CAROLINAS LLC
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S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.5 FRONTIER Calling Services

a. General

Not offered for new installations, moves or rearrangements on or after the effective date of this Product Guide.

b. Rates

		<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
(1)	<u>Smartest PAK</u> Call Waiting, Call Forward, Three-Way Calling, 8- Number Speed Calling, Cancel Call Waiting, Last Number Redial, Saved Number Redial, Busy Number Redial, per line	\$ 7.00	\$ 9.00
(2)	Distinctive Ring and Smartest PAK, (Item 1) per line	10.00	12.00

Note: Rates for Item 2 include charges for both Smartest PAK and Distinctive Ring.

EFFECTIVE: November 18, 2014

S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.5 FRONTIER Calling Services (Continued)

c. General

The following service(s) are grandfathered as of March 19, 1997 and are no longer offered for new installations, moves or rearrangements. Customers on record prior to March 19, 1997 will continue to be provided the service/package until such time as they remove the service/package.

d. Definitions

*66 Busy Number Redial - This service allows a customer to "camp-on" to a number that is busy and automatically calls both lines when the number becomes available. This feature works only within the same serving central office and can only "camp-on" to one number at a time for each customer.

Last Number Redial - This allows a customer to automatically redial the last outgoing call via an access code.

Saved Number Redial - This allows a customer to save a number in memory, make other outbound calls, and then, via an access code, redial the stored-in-memory number.

e. Rates

		<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
(1)	Last Number Redial, per line	\$3.25	\$ 4.75
(2)	Saved Number Redial, per line	3.25	4.75
(3)	*66 Busy Number Redial, per line	3.25	4.75

EFFECTIVE: November 18, 2014

S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.5 FRONTIER Calling Services (Continued)

S103.5.1 Custom Calling Local Area Signaling Service

a. The following service(s) are grandfathered as of March 19, 1997 and are no longer offered for new installations, moves or rearrangements. Customers on record prior to March 19, 1997 will continue to be provided the service/package until such time as they remove the service/package.

b. Definitions

Special Call Waiting allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Special Call Waiting and Call Waiting as shown in Section S12.8.3.a., cannot be on the same line.

c. Rates

		<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
(1)	Special Call Waiting, per line	\$ 5.00	\$ 6.00

EFFECTIVE: November 18, 2014

**S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS**

S103.6 Provision for Circuits Connecting Stations (Off-Premises Extension)

The following Provisions for Circuits Connecting Stations (Off-Premises Extension) rate structure is obsolete with the Effective Date of this Product Guide. However, these Regulations, Rates and Charges are applicable to customers on record prior to the Effective Date of this Product Guide. A grace period will be granted to customers who placed an order for this Service prior to the Effective Date of this Product Guide, provided said service is installed within two weeks after the Effective Date of this Product Guide. Changes and/or additions, requested by existing customers, will be provided under this obsolete rate structure. Existing customers will continue to be provided Off-Premises Extension Service until such time as they remove the service.

S103.6.1 General

- a. Extension service may be provided to a different premises in connection with all classes and grades of telephone service, excluding coin telephone service. The mileage charges as shown in S103.6.1.f. will apply for each circuit required.
- b. Extension service must be so located that their use will be restricted to those entitled to use the customer's service, except that extension service may be located on the premises of a party other than the customer to provide for the answering of calls during the customer's absence. Such extension service is furnished only on the condition that use of separate exchange service is available to the other party on the same premises.

EFFECTIVE: November 18, 2014

**S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS**

S103.6 Provision for Circuits Connecting Stations (Off-Premises Extension) (Continued)

S103.6.1 General (Continued)

- c. When it is known or realized that the life of all or a part of the outside circuit will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the customer.
 - (1) An installation charge and a reasonable and proper monthly carrying charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, installation charges apply to the replacing facilities as if such facilities were installed new and appropriate adjustments are made in the monthly carrying charges.
 - (2) A reasonable and proper monthly carrying charge in lieu of mileage with an initial service period of ten years.
- d. For the application of mileage charges associated with Centrex Lines see Section S102 and for Customized Multi-line Telephone Service mileage application see Section S102.2.3.
- e. Mileage charges are computed on airline measurement and are computed separately for each line. Extension service may be provided in accordance with S103.6.1.a. and computed as follows.
 - (1) If the off-premises service involves one central office the mileage measurement will be as follows:
 - (a) Where the off-premises service is bridged to a main service at the central office, the measurement will be determined from the central office to the location of the off-premises service.

EFFECTIVE: May 15, 2024

S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.6 Provision for Circuits Connecting Stations (Off-Premises Extension) (Continued)

S103.6.1 General (Continued)

e. (Continued)

(1) (Continued)

(b) Where the off-premise service is not bridged to a main service at the central office, the measurement will be determined from the building location of the main service or PBX system to the building in which the station, PBX station, or other service is located.

(c) Where the off-premises service is located in the same building as the main service, mileage charges are computed on the measurements from the point where the line leaves the premises of the main service to the location of the off-premises service.

(2) If the off-premises service involved two or more central offices the mileage will be as follows:

(a) Where the off-premises service is bridged to a main service at the central office, the measurement will be determined from the central office of the customer to the central office where the off-premises service is to be located and then, from this central office to the location of the off-premises service.

(b) Where the off-premises service is not bridged to a main line at the central office, the measurement will be determined from the building location of the main station or PBX system to his serving central office, then from the serving central office to the other central office and out to the location of the off-premise service.

f.	Mileage Charges:	<u>Monthly Rate</u>
	premises, within the same exchange, for each quarter-mile or fraction thereof, airline measurement	\$ 4.27 (l)

EFFECTIVE: November 18, 2014

S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.6 Provision for Circuits Connecting Stations (Off-Premises Extension) (Continued)

S103.6.1 General (Continued)

f. (Continued)

(2) Between buildings in different exchanges.

(a) PBX Stations

Local Private Line mileage charges as specified in Section S104.7.

(b) Customized Multi-line Telephone Service Stations - See Section S102.2.3 for application of mileage charges.

EFFECTIVE: November 18, 2014

S103. DISCONTINUED SERVICE OFFERINGS

S103.7 Custom Routing Service

(Obsoleted 07-16-08). Custom Routing Service (CRS), grandfathered from Section S12.22, is not available for new installations. Subscribers of CRS as of July 16, 2008 may continue their existing CRS service as long as there are no changes. Customers requiring any change to their existing CRS service may only do so by electing to subscribe to Custom Redirect Service, provisioned in accordance with the rules, regulations, terms and conditions specified in Section S12.14. CRS subscribers who migrate to Custom Redirect Service (without interruption) will not incur the nonrecurring Service Establishment charge specified in Section S12.14.3.

S103.7.1 General

- a. Custom Routing Service will enable a customer to redirect all or part of the customer's incoming voice and data calls to other telephone numbers of the customer's choice. This service also offers a user at an individual line the capability to personally forward calls to another location.
- b. This service consists of two main features: Group Redirect and Flexible Call Forward.

(1) Group Redirect

- (a) For each group of main numbers, this feature offers four options to redirect calls to as many as five sets of telephone numbers. The customer may select up to three (3) of the following options per group of main numbers:

- Basic Redirect
- Incoming Number Identification
- Percentage Distribution
- Time-of-Day/Day-of-Week

- (b) The options are determined by the customer. Each customer may have a different set of options, for instance:

Customer 1 - Group 101

- Choice 1: Basic Redirect
- Choice 2: Time-of-Day/Day-of-Week
- Choice 3: Percentage Distribution

Customer 2 - Group 102

- Choice 1: Time-of-Day/Day-of-Week
- Choice 2: Time-of-Day/Day-of-Week
- Choice 3: Incoming Number Identification

EFFECTIVE: November 18, 2014

S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.7 Custom Routing Service (Continued)

S103.7.1 General (Continued)

b. (Continued)

(2) Flexible Call Forward

(a) Flexible Call Forward offers a user at an individual line the capability to personally forward calls to another location. The user can activate Flexible Call Forward from a remote location if needed. The customer has the option of several methods of forwarding calls:

- To a default destination. The default destination is assigned at the time the customer places his order with the telephone company. Changes in the assigned destination must be performed by the telephone company and will incur applicable Service Charges.
- To an override destination. This destination can be changed by the customer once he has entered the Custom Routing Service system. Once he has activated Call Forward and has entered this destination; the new destination "overrides" the default destination.
- To either of two pre-defined forwarding schedules which can determine the destination according to Time-of-Day/Day-of-Week.

c. A Custom Routing Service number cannot be used to trigger a call to be redirected to another number with a Call Forward service attached. Redirected calls must directly terminate at either a customer-assigned location, an Interexchange Carrier's point of presence, a Voice Mail system, an Auto Attendant system, or an Announcement frame within the LATA of call termination.

EFFECTIVE: November 18, 2014

S103. DISCONTINUED SERVICE OFFERINGS

S103.7 Custom Routing Service (Continued)

S103.7.2 Regulations

a. Explanation of Terms

(1) Basic Redirect

Basic Redirect is one option offered under Group Redirect Service. Basic Redirect can be used in each option (one, two, and/or three), or, the customer may select a Group Redirect Optional Feature. Basic Redirect allows the customer to redirect calls to as many as three telephone numbers. An example:

BASIC REDIRECT			
Main Number	Option 1	Option 2	Option 3
111-111-1111	222-222-2222	333-333-3333	444-444-4444
555-555-5555	666-666-6666	777-777-7777	888-888-8888
999-999-9999	121-121-2121	555-123-4567	999-999-9944
111-222-1111	565-565-7777	999-111-9999	898-909-0000

The above customer has ordered Basic Redirect for all three options. If the customer has activated Option 2, calls coming into phone number 555-555-5555 will simply be routed to 777-777-7777; calls to 111-222-1111 will be routed to 999-111-9999; etc.

(2) Group

A group is a group of telephone numbers that will be redirected in the same way, i.e., same time and same manner. For example, if redirection is requested, all telephone numbers within that group will be redirected. Another example is, if the customer chooses to have option three active in a particular group, then all main numbers in this group will be redirected to the telephone numbers in option three

EFFECTIVE: November 18, 2014

S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.7 Custom Routing Service (Continued)

S103.7.2 Regulations (Continued)

a. Explanation of Terms (Continued)

(2) Group (Continued)

If an option has time-of-day redirecting, the times that the numbers are redirected are the same for all numbers in the group. The actual telephone numbers that the calls are being redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different. There is no maximum number of telephone numbers included in a group, however, the maximum number of groups a customer can have is 50.

(3) Group Redirect Options

A Group Redirect Option defines how calls to a main number will be redirected based on Basic Redirect, Day-of-Week/Time-of-Day, Percentage Distribution, or Incoming Number Identification.

(4) Main Number

Main Number is the customer's directory number that has Custom Routing Service.

(5) Supergroup

A Supergroup is a preassigned group that is used to redirect calls for two or more groups. For example, a customer has four groups: 101, 102, 103, and 104. If the customer occasionally wants to activate Option 1 on all four groups, these four groups could be assigned to a Supergroup (at provisioning time). The customer could name this Supergroup: 001. This allows the customer to activate Option 1 on all four groups versus having to go into the Custom Routing Service system four times to activate Option 1 each time for each individual group.

EFFECTIVE: November 18, 2014

S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.7 Custom Routing Service (Continued)

S103.7.2 Regulations (Continued)

a. Explanation of Terms (Continued)

(6) Type I Lines

Includes exchange access lines, Customized Multi-line Telephone Service lines, and DID numbers other than the DID main number, that are either single line or associated with one other line in a hunting arrangement.

(7) Type II Lines

Includes PBX trunks for non-DID systems, DID main number and associated terminals, pilot number of hunt groups, and the exchange access lines and Customized Multi-line Telephone Service lines terminating in a hunting arrangement of three or more lines.

b. Conditions

(1) This service is subject to the following conditions:

- (a) Custom Routing Service is available at the sole discretion of the Telephone Company where appropriate Telephone Company facilities and capacity exist.
- (b) Group Redirect Basic Type I Service must be purchased for a minimum of five (5) lines.
- (c) Group Redirect Basic Type II Service must be purchased for a minimum of one (1) trunk.
- (d) There is no maximum number of lines or trunks.
- (e) A maximum of three Group Redirect options is allowed for each group.
- (f) A Type I or Type II service charge applies for each line having the capability of completing a call.
- (g) Flexible Call Forward can only be ordered for Type I service.
- (h) The customer must have touchtone capability.

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S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.7 Custom Routing Service (Continued)

S103.7.2 Regulations (Continued)

b. Conditions (Continued)

(1) (Continued)

- (i) The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls redirected without interfering with exchange or toll service. In the event that there is interference with exchange or toll service, the Telephone Company reserves the right to disconnect the service immediately in accordance with the regulations contained in Section S2 of this Product Guide.
- (j) Frontier does not guarantee the availability or reliability of Custom Routing Service in the event of a network affecting disaster or otherwise. Depending upon which part of the network that may be affected and how serious the effect is, Custom Routing Service may function normally, may not function at all, or may function unpredictably.
- (k) Custom Routing Service is not designed to restore telephone service in the event of service interruptions at the Telephone Company central offices.
- (l) Except as specified in Section S2 of this Product Guide, Frontier shall not be liable for any losses or damages resulting from the unavailability of Custom Routing Service.
- (m) It is the sole responsibility of the Custom Routing Service customer redirecting calls to a third party to obtain, when appropriate, that third party's permission prior to the calls being redirected.
- (n) Custom Routing Service will be provisioned only on telephone numbers provisioned with central office line equipment or remote Call Forward service.

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S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.7 Custom Routing Service (Continued)

S103.7.2 Regulations (Continued)

c. Message Charges

- (1) Charges for calls between the Custom Routing Service number and the telephone number to which these calls are redirected are the responsibility of the Custom Routing Service customer. Usage charges, including toll, extended calling area (i.e., Multi-Area Calling Plan, Raleigh Border Plan) and other measured charges will apply if the Custom Routing Service number is forwarded to a location which would normally incur those charges.
- (2) Custom Routing Service may not be used by customers to avoid toll charges. If a customer is using the service to avoid such charges, Frontier reserves the right to disconnect the service after notification to the customer.

d. Service Activation

- (1) If the customer elects to activate the redirection of calls, the customer dials into the Telephone Company network controller using a touchtone telephone. Upon reaching the network controller, the customer must enter a personal identification number (PIN) to access the system. If, after three attempts, the customer fails to enter his PIN number correctly, he will automatically be disconnected.
- (2) After entering the system, the customer may forward all telephone numbers assigned to a group. A group may be a floor, department, building, or even the whole organization. A Supergroup can be preassigned and used to redirect calls for two or more groups. These groups (Supergroup or Redirect Group) must be preassigned upon the establishment of the service.
- (3) Each group may have a maximum of three redirect options. The customer may call into the system as frequently as desired to redirect calls.

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S103. DISCONTINUED SERVICE OFFERINGS

S103.7 Custom Routing Service (Continued)

S103.7.2 Regulations (Continued)

e. Termination Liability

- (1) In the event the customer terminates the service prior to the completion of the term commitment period, the Termination Liability in Section S2.4.16 of this Product Guide will apply.

S103.7.3 Custom Routing Service - Group Redirect Optional Features

a. Incoming Number Identification Redirecting

Incoming Number Identification Redirecting is an optional feature. It allows the customer to redirect calls based upon the originating NPA-NXX or NPA of the incoming caller. If an incoming caller's NPA-NXX or NPA is on a list of telephone numbers furnished by the customer, the call will be redirected to a preselected telephone number. If the incoming caller's NPA-NXX or NPA is not on the list, the call will be completed as dialed or routed to a default number (selected by the customer).

The customer may have as many numbers as desired on the list. The customer will be billed for each block of 100 numbers or any fraction thereof. For example, if a customer has 120 numbers, he will be charged for 200 numbers. Incoming Number Identification Redirecting may be used in option one, two, or three as defined in S103.7.1.b.(1)(a) and (b). The Incoming Number Identification Redirecting option may be used, if needed, in all three options. If Incoming Number Identification Redirecting is used in two of the three options, for example, the customer would incur two optional charges and three optional charges if selected for all three options.

Incoming Number Identification Redirection may not be used to pass the calling party's number or to identify the calling party to the customer.

This feature does not affect the caller's ability to block the delivery of his/her number by using Cancel Calling Number Delivery Per Call or Per Line as specified in Section S12.18.4.b.(9) of this Product Guide.

b. Percentage Redirecting

As an optional feature, redirecting may also be done by percentages. For example, when Percentage Redirecting is activated, the customer may direct 33% of the incoming calls to location "A", 33% to location "B", and 34% to location "C". The customer may choose up to five percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used in all three options. If this feature is used in two of the three options, two optional feature charges would apply.

EFFECTIVE: November 18, 2014

**S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS**

S103.7 Custom Routing Service (Continued)

S103.7.3 Custom Routing Service - Group Redirect Optional Features (Continued)

c. Time-of-Day/Day-of-Week Redirection

An optional feature which allows the customer to redirect the customer's calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes specifications. This will allow the customer to use a single office to perform the work of many locations during off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used in option one, two, or three. If this feature is used in two of the three options, for example, two optional feature charges would apply.

S103.7.4 Custom Routing Service - Flexible Call Forward Optional Features

a. Time-of-Day/Day-of-Week Redirection

An optional feature which allows a user to redirect calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. Time-of-Day/Day-of-Week Redirecting may be used in schedule one or two. If this feature is used in both Schedule 1 and Schedule 2, two optional feature charges would apply.

S103.7.5 Application of Rates

a. Type I Charges

(1) Service Establishment Charge

The Service Establishment Charge will apply for the original order for Custom Routing Service. This charge will never apply again unless the customer cancels the service and re-establishes Custom Routing Service at a later date. If Custom Routing Service is ordered for both Type I and Type II services at the same time, the Service Establishment Charge will only apply once. The charge will be determined by whichever is the larger amount, Type I or Type II. The Service Establishment Charge specified herein is in addition to applicable Service Charges as specified in Section 4 of this Product Guide.

EFFECTIVE: November 18, 2014

S103. DISCONTINUED SERVICE OFFERINGS

S103.7 Custom Routing Service (Continued)

S103.7.5 Application of Rates (Continued)

a. Type I Charges (Continued)

(2) Monthly Charge Per Line

There will be a monthly charge for each line, i.e., exchange access line, DID number, or Customized Multi-line Telephone Service line. This charge does not apply when lines are used as, or in, multiline hunt groups. In those cases, the trunk/multiline hunt group charge will apply. The monthly rate per line will be based on the number of telephone numbers with Custom Routing Service. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

(3) Rearrangement Charges

A nonrecurring charge will apply to each rearrangement performed by the Telephone Company in addition to applicable Service Charges as specified in Section 4 of this Product Guide. Each change to a directory number will result in a nonrecurring charge. For example, (215) 555-1354 is presently programmed to redirect to (215) 555-1234, but is changed to redirect to (717) 555-6767. A number that is moved by the Telephone Company from one group to another group will also incur a nonrecurring charge. Each number added by the Telephone Company will incur a nonrecurring charge.

b. Type II Charges

(1) Service Establishment Charges

The Service Establishment Charge will apply for the original order for Custom Routing Service. This charge will never apply again unless the customer cancels the service and reestablishes Custom Routing Service at a later date. If Custom Routing Service is ordered for both Type I and Type II services at the same time, the Service Establishment Charge will only apply once. The charge will be determined by whichever is the larger amount, Type I or Type II. The Service Establishment Charge specified herein is in addition to applicable Service Charges as specified in Section A4 of this Product Guide.

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S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.7 Custom Routing Service (Continued)

S103.7.5 Application of Rates (Continued)

b. Type II Charges (Continued)

(2) Monthly Charge Per Trunk

A monthly charge will apply for each trunk or line number that terminates in a multiline hunt group. Unless the customer has made other arrangements, Custom Routing Service will be provisioned only on the pilot number of the hunt group; however per line charges will be based on the number of lines currently in the customer's hunt group. If the customer wishes to provision numbers in a separate group, additional per line charges will apply based on the number of numbers actually included in the group. The charge per trunk will be based on the number of trunk telephone numbers installed. In addition, a nonrecurring charge will apply to each trunk or multiline hunt number installed.

(3) Rearrangement Charges

A nonrecurring charge will apply to each rearrangement performed by the Telephone Company in addition to applicable Service Charges as specified in Section A4 of this Product Guide. Each change to a primary trunk number will incur a nonrecurring charge. For example, (215) 555-1354 is presently programmed to redirect to (215) 555-1234, but is changed to redirect to (717) 555-6767. A trunk number that is moved from one group to another group will also incur a nonrecurring charge. Each trunk number added will incur a nonrecurring charge. Examples include an addition of trunk number; moving a trunk number from one group to another; or changing a number to which a trunk was routed.

c. Personal Identification Number Change

- (1) This charge applies each time, after service establishment, the customer requests the Telephone Company to change the Personal Identification Number. A service order will be generated after the initialization takes place and a PIN change charge will apply.

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S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.7 Custom Routing Service (Continued)

S103.7.5 Application of Rates (Continued)

d. Group Charges

- (1) There will be no additional charges for the first group ordered. A nonrecurring charge will apply to each additional group.
- (2) The Type I or Type II charges, whichever are applicable, apply to Group Rearrangements.

e. Optional Feature Charges

(1) Flexible Call Forward

- (a) Flexible Call Forward can only be ordered for lines (like the Type 1 service).
- (b) The Time-of-Day/Day-of-Week functionality is the same as that for Group Redirect.

(2) Incoming Number Identification Redirection

A monthly charge and a nonrecurring charge will apply to each 100 telephone numbers, or fraction thereof, listed for Incoming Number Identification Redirecting.

(3) Percentage Redirecting

A nonrecurring charge will apply at the time of the establishment of this feature. In addition to a flat monthly rate, a charge per telephone number to be redirected will apply. For changes made by the Telephone Company on behalf of the customer, rearrangement charges will apply.

(4) Time-of-Day/Day-of-Week

A nonrecurring charge will apply at the time of the establishment of this feature. In addition to a flat monthly rate, a charge per telephone number to be redirected will apply. For changes made by the Telephone Company on behalf of the customer, rearrangement charges will apply.

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S103. DISCONTINUED SERVICE OFFERINGS

S103.7 Custom Routing Service (Continued)

S103.7.6 Rates and Charges

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a.	Group Redirect Service		
	(1) <u>Group-Based Service for Type I</u>		
	Service Establishment Charge	\$ -	\$200.00
	Monthly, per Line or DID Number*		
	2 - 50	3.00	2.50
	51 - 100	2.70	2.50
	101 - 500	2.40	2.50
	501 - 1000	2.10	2.50
	1001 Plus	1.75	2.50
	 <u>Line/DID Number Rearrangement Charges</u>		
	System Charge, per Rearrangement	-	96.50
	Per Number Changed/Moved	-	2.50
	(2) <u>Basic Service for Type II</u>		
	Service Establishment Charge	-	255.00
	Monthly, per Line, or DID Number*		
	11 - 50	8.00	5.90
	51 - 100	7.75	5.90
	101 - 250	7.50	5.90
	251 - 500	7.25	5.90
	501 Plus	7.00	5.90
	 <u>Trunk/Multiline Hunt</u>		
	<u>Rearrangement Charges</u>		
	System Charge, per Rearrangement	-	107.50
	Per Number Changed/Moved	-	5.90

* A six-month term commitment period will apply. In the event the customer terminates the service prior to the completion of the six-month term commitment, the Termination Liability in Section S2.4.16 of this Product Guide will apply.

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S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.7 Custom Routing Service (Continued)

S103.7.6 Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Group Redirect Service (Continued)		
(3) <u>Type I and Type II Charges:</u>		
<u>Group Charges</u>		
Each Additional Group (Note 1)	\$ -	\$ 19.00
Each Supergroup	-	19.00
<u>Group Rearrangement Charges</u>	Same as Line or Trunk Rearrangement Charges	
<u>Time-of-Day/Day-of-Week Redirection</u>		
Per Number	-	19.60
Per Number	.40	-
<u>Percentage Redirecting</u>		
Per Number	-	19.60
Per Number	.30	-
<u>Incoming Number Identification</u>		
<u>Redirecting</u>		
<u>(Each 100 Numbers)</u>	-	93.00
Per Number	.30	-

Note 1: There is no monthly rate or Nonrecurring Charge associated with the First Group ordered.

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S103. DISCONTINUED SERVICE OFFERINGS -
MISCELLANEOUS SERVICE ARRANGEMENTS

S103.7 Custom Routing Service (Continued)

S103.7.6 Rates and Charges (Continued)

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
b.	Flexible Call Forward Service		
	(1) <u>Basic Service</u>		
	<u>Service Establishment Charge</u>	-	227.00
	Monthly, per Line or DID Number (Note 1)		
	5 - 50	3.00	2.50
	51 - 100	2.70	2.50
	101 - 500	2.40	2.50
	501 - 1000	2.10	2.50
	1001 Plus	1.75	2.50
	<u>Line/DID Number Rearrangement Charges</u>		
	System Charge, per Rearrangement	-	96.50
	(2) <u>Optional Charges</u>		
	<u>Time-of-Day/Day-of-Week Redirection</u>	-	19.60
	Per Number	.35	-
c.	Charges Applicable to Group Redirect & Flexible Call Forward		
	(1) <u>PIN Number Change (Per Occasion)</u>	-	27.25

Note 1: A six-month termination liability will apply. If the service is discontinued prior to six months, the remaining months up to a maximum of six must be paid in a lump sum.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS**

S104.1 Local Private Line Service

(Type D) - These rates are applicable to circuits in-service prior to September 26, 1986. Any new circuits or additions to existing circuits will be installed at the applicable rates shown in Section S15.

S104.1.1 Regulations

Local private lines connect two or more customer locations within the same exchange service area for telephone communication, but are not connected to general telephone facilities for either exchange or toll service. These local private lines are measured on a direct airline basis from customer location to customer location.

S104.1.2 Rates and Charges

Private Line Channels including channels for Metering, Control, Alarm, Limited Distance Modems and other purposes not involving telephonic communications.

	<u>Monthly Rate</u>
(a) For the first mile or fraction thereof, air line measurement	\$ 9.75
(b) For each additional quarter mile or fraction thereof, airline measurement	2.45

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.2 Channels for Piped Music Systems (Main Loops)

(Type D) - These rates are applicable to circuits in-service prior to the effective date of this Product Guide. These music loops are measured on a direct airline basis from customer location to customer location. Any new circuits or additions to existing circuits will be installed at the applicable rates shown in Section 15.

S104.2.1 Rates and Charges

	<u>Monthly Rate</u>
(1) Main Loops	
First airline mile or fraction thereof	\$ 9.75
Each additional quarter-mile or fraction thereof, airline measurement	2.45

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS**

S104.3 Data Access Arrangements

(Obsolete 2-18-81. Not available for new installations, except with services exempted from the FCC Registration Program (i.e., party-line service and semi-public coin service. See Section S13). Reconnections subject to regulations in Section S13).

a. General

Except as otherwise provided in S15.6 of this Product Guide, installations of new connecting arrangements will not be made for connection of terminal equipment, for connection of communications systems and for equipment-to-equipment connections. Treatment with respect to grandfathered installations which include such connecting arrangements is covered in S15.6 of this Product Guide.

(1) For connection of data terminal equipment or data communications systems.

		<u>Installation Charge</u>	<u>Monthly Rate</u>
(a)	Basic arrangement for manual operations, each ¹	\$ 6.50	\$ 12.70
(b)	Arrangement for unattended sending and receiving through a voltage type control interface, each	12.00	14.90
(c)	Arrangement for unattended sending and receiving through a contact closure type control interface, each ¹	12.00	13.25
(d)	Power supply for use with contact closure type interface when not supplied by customer ¹	6.50	2.60

Note 1: No Installation Charge applies when Data Access Arrangement is installed or moved at the same time as the terminal with which it is associated.

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS**

S104.4 Dataphone® Digital Service

S104.4.1 General

- a. Dataphone® Digital Service consists of digital access lines and equipment which provide only for the simultaneous two-way transmission of digital signals at synchronous speeds of 2.4, 4.8, 9.6, or 56 Kilobits per second (Kbps) for intraLATA interexchange service.
- b. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in this Product Guide and other tariffs of the Company.
- c. Multipoint Service and/or Secondary Channel capability may not be available in all Dataphone® Digital Service locations.

S104.4.2 Regulations
(Obsoleted 08-04-93). This service is not available for new customers. Existing customers may move or add to existing channel service.

- a. Explanation of Terms

Bit - A "bit" is the smallest unit of information in the binary system of notation.

Channel Service Unit - The term "Channel Service Unit" denotes equipment provided by the customer, to terminate a Dataphone® Digital Service at a customer's, user's or Other Carrier's premises.

Data Service Unit - A "data service unit" is equipment provided by the customer which performs such functions are proper coding and decoding of signals, timing recovery, synchronous sampling, formatting, plus the generation and recognition of control signals.

Digital Access Line - A "Digital Access Line" is a path for digital transmission furnished between the Principal Company Central Office and the customer's or user's premises.

Multipoint Service - The term "Multipoint Service" denotes a service which provides communications capability between more than two Digital Access Line points by means of a bridging or hubbing arrangement.

Point - A "point" is a location on the customer's or user's premises at which a Digital Access Line is terminated.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.4 Dataphone® Digital Service (Continued)

S104.4.2 Regulations (Continued)

a. Explanation of Terms (Continued)

Principal Company Central Office - A "Principal Company Central Office" is the central office to which Digital Access Lines or channels between Digital Serving Areas are routed and where access is provided to such lines and associated equipment for testing purposes.

Secondary Channel Capability - The term "Secondary Channel Capability" denotes the offering of a companion digital transmission capability over the same physical facility as the primary channel at a lower bit rate. Terminal equipment required to support secondary channel capability must be provided by the customer.

User - A "user" is a person, firm, or corporation who is designated by the customer as a user of Dataphone® Digital Service furnished to the customer and who may share such service with the customer in accordance with the provisions set forth herein.

b. Availability of Service

Dataphone® Digital Service can only be provided subject to regulations specified in S104.4.2 and S104.4.4. The number and transmission speeds of Digital Access Lines that may be provided for a given digital service may be limited by operating and transmission characteristics.

c. Provision of Service

(1) The service options available to the customer are as follows:

(a) Two-Point Service

Two-Point Service consists of two Digital Access Lines furnished between two customer or user locations.

(b) Multipoint Service

Multipoint Service consists of three or more Digital Access Lines furnished between three or more points connected together by means of a bridging or hubbing arrangement. A multipoint arrangement is required per Digital Access Line to provide this service.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.4 Dataphone® Digital Service (Continued)

S104.4.2 Regulations (Continued)

c. Provision of Service (Continued)

- (2) Service is provided to the customer for the transmission of communications to or from any point, either the customer's or user's, via Digital Access Lines. Two types of Digital Access Lines are offered as follows:
 - (a) Type I Digital Access Lines

Type I Digital Access Lines are furnished to serve customer or user points within the baseband transmission serving area of the Principal Company Central Office.
 - (b) Type II Digital Access Lines

Type II Digital Access Lines are furnished to serve customer or user points outside the baseband transmission serving area of the principal Company central office. The central offices that permit Type II Digital Access Lines have been designated by the Company: Service Inquiry must be made to determine availability of service. Rates and charges are distance sensitive.
- (3) Dataphone® Digital Service is designed to provide an average performance exceeding 99.5% error-free seconds for operation at all speeds. When such service is operating at an error performance level which is unsatisfactory to the customer or user and it is determined by the Company that the error performance level is below that specified preceding, the period of substandard performance will be considered as an interruption to service, and a credit allowance will be made in accordance with d. following.
- (4) Equipment is required at each point to perform such functions as proper coding and decoding of signals, timing recovery, synchronous sampling, formatting, plus the generation and recognition of control signals. Such equipment must be provided by the customer or user.

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS**

S104.4 Dataphone® Digital Service (Continued)

S104.4.2 Regulations (Continued)

c. Provision of Service (Continued)

- (5) The customer shall be responsible for ordering and specifying the type and transmission speed of Digital Access Lines for operation with equipment and systems provided by the customer or user.
- (6) Connection of Channel Service Units

A Channel Service Unit (CSU) must be provided by the customer to connect a Company-provided digital facility. In accordance with Part 68 of the FCC's Rules and Regulations, new grandfathered CSUs may be connected, moved, and reconnected until June 30, 1987. After this date only registered and previously connected grandfathered CSUs may be connected to Company-provided digital facilities.

Grandfathered CSU equipment must comply with the requirements outlined in the Bell System Technical Reference Publication 62310, dated September, 1983. This publication is now available from Publisher's Data Center, Inc., P. O. Box C738, Pratt Street Station, Brooklyn, New York 11205. Registered technical requirements for CSUs are outlined in Part 68 of the FCC's Rules and Regulations. A copy may be obtained from the Federal Communications Commission, Room BB300, Washington, D.C. 20054.

d. Allowance for Interruptions

When service is interrupted due to causes other than the negligence of the customer or user, or the failure of facilities furnished by the customer or user, a credit allowance will be made as follows for the portion of the service which is affected. All such credit allowances shall begin from the time of notice by the customer or user to the Company that an unsatisfactory performance level has occurred, provided that the customer or user promptly releases the service as required by the Company to perform testing and maintenance.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.4 Dataphone® Digital Service (Continued)

S104.4.2 Regulations (Continued)

d. Allowance for Interruptions (Continued)

(1) Interruptions for 24 Hours or Less

(a) Length of Interruption

Credit

(1)	Less than 30 minutes	None
(2)	30 minutes and up to, but not including, 3 hours	1/10 day
(3)	3 hours and up to, but not including, 6 hours	1/5 day
(4)	6 hours and up to, but not including, 9 hours	2/5 day
(5)	9 hours and up to, but not including, 12 hours	3/5 day
(6)	12 hours and up to, but not including, 15 hours	4/5 day
(7)	15 hours and up to 24 hours inclusive	One day

Two or more interruptions of 30 minutes or more, during any period up to, but not including 3 hours, shall be considered as one interruption.

(2) Interruptions of over 24 Hours

Credit will be allowed in 1/5 day multiples for each 3 hour period of interruption or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

e. Creation of Additional Bit Streams

The customer or user, by use of its own channel derivation equipment, may create digital bit streams from a Dataphone® Digital Service. This equipment may be connected at the customer's or user's premises with the telecommunications network and private line service in accordance with applicable regulations for the transmission of such bit streams over these facilities.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.4 Dataphone® Digital Service (Continued)

S104.4.2 Regulations (Continued)

f. Mileage Measurements

(1) Type II Digital Access Line

(a) Mileage is measured airline distance between the Principal Telephone Company Central Office and the Central Office that serves the distant station.

(b) Airline distance between Company central offices shall be developed using the methodology in Section S14.3.2 of this Tariff and Vertical (V) and Horizontal (H) coordinates contained in the National Exchange Carrier Association (NECA) Tariff FCC No. 4. Fractional mileage shall be rounded up to the next full mile.

S104.4.3 Rates and Charges

a. Digital Access Lines IntraLATA Only

		<u>Installation Charge</u>	<u>Monthly Rate</u>
(1)	Type I		
	(a) Transmission Speed 2.4 Kbps	\$ 92.25	\$124.55
	(b) Transmission Speed 4.8 Kbps	92.25	132.05
	(c) Transmission Speed 9.6 Kbps	139.00	165.45
	(d) Transmission Speed 56 Kbps	205.00	330.05
(2)	Type II Fixed Charge		
	(a) Transmission Speed 2.4 Kbps	127.75	162.50
	(b) Transmission Speed 4.8 Kbps	127.75	171.80
	(c) Transmission Speed 9.6 Kbps	127.75	193.05
	(d) Transmission Speed 56 Kbps	248.25	306.80
(3)	Type II Per Mile Charge ¹		
	(a) Transmission Speed 2.4 Kbps	-	2.20
	(b) Transmission Speed 4.8 Kbps	-	2.60
	(c) Transmission Speed 9.6 Kbps	-	2.90
	(d) Transmission Speed 56 Kbps	-	7.50

Note 1: Refer to Section S14.3.2, for mileage measurement methodology and NECA Tariff FCC No. 4 for wire center V&H coordinates.

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PRIVATE LINE CHANNELS

S104.4 Dataphone® Digital Service (Continued)

S104.4.3 Rates and Charges (Continued)

b. Service Options

(1)	Multipoint Arrangement	<u>Installation Charge</u>	<u>Monthly Rate</u>
(a)	Each Access Line ¹	\$ 23.50	\$ 15.05
(2)	Analog Digital Adaptor ²		
(a)	2.4 Kbps	117.50	321.50
(b)	4.8 Kbps	117.50	346.05
(c)	9.6 Kbps	159.75	488.35
(3)	Secondary Channel Capability		
(a)	Each Access Line ^{1,3}	58.00	14.50

c. Service Connection Charges

(1) Service Ordering Charges are applicable for receiving and recording information and/or taking action in connection with a customer's request and processing the necessary data. These charges include the engineering design function. Only one Service Ordering Charge applies for (1) a two point channel service, (2) a multipoint channel service where all points are ordered and installed at the same time, and (3) more than one channel service ordered and installed at the same time of the same type for termination at the same premises.

(a)	Per Service Order	<u>Nonrecurring Charge</u>
		\$ 191.75

Note 1: Not available at all service locations.

Note 2: Analog extensions may not be available from all Digital Serving Areas.

Note 3: Nonrecurring charge is applicable only if Secondary Channel service is being added subsequent to the installation of basic service.

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S104.4 Dataphone® Digital Service (Continued)

S104.4.3 Rates and Charges (Continued)

c. Service Connection Charges (Continued)

- (2) Premises Visit Charges are applicable for termination of a Digital Access Line on a customer's premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated at the same premises at the same time.

Nonrecurring
Charge

- (a) Per Access Line \$ 30.50

- (3) Channel Connection Charges are applicable for the connection and testing of Digital Access Lines. The charges applicable are those nonrecurring charges associated with those rate elements in a preceding.

(4) Moves and Changes

- (a) When a Digital Access Line is moved to a different location in the same building on the same premises, a charge of one-half the installation charge applies.
- (b) When a Digital Access Line is relocated to a different premises or to a different building on the same premises, installation charges apply.
- (c) When at the request of the customer, an existing Dataphone® Digital Service is replaced by a Dataphone® Digital Service of a different Kbps, the charge applicable is the same as that for a new installation of the replacing Dataphone® Digital Service.

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS**

S104.4 Dataphone®¹ Digital Service (Continued)

S104.4.3 Rates and Charges (Continued)

d. Restoration Priority

- (1) The Company will arrange a private line service for restoration priority on receipt of certification in conformance with Part 64, Subpart D, Appendix A of the Federal Communications Commission's Rules and Regulations. A charge applies when a request to provide or change a restoration priority is received subsequent to the issuance of an order to establish the service. No charge applies when a restoration priority is discontinued.

Nonrecurring
Charge

(a) Per Channel Service¹

\$ 55.50

S104.4.4 Digital Serving Areas

a. Digital Access Lines - Types I and II IntraLATA Only

- (1) Charlotte
(2) Greensboro
(3) Raleigh

S104.5 SynchroNet® Service

(Obsoleted 08-04-93). The provision of SynchroNet® service will be continued for circuits in place as of August 4, 1993, under the following Product Guide provisions. Additions to SynchroNet® service arrangements being provided from S104.5 must be made from S104.5. New circuits, not directly connected to the original SynchroNet® service arrangement provided from S104.5, that are established on or after August 4, 1993, will be provided from S15.11. Customers with existing SynchroNet® service arrangements provided from S104.5 may move a portion of that arrangement. In such case, the customer's arrangement will continue to be provided from S104.5. Nonrecurring charges do not apply for customers desiring to change existing service from S104.5 to S15.11 of this Product Guide.

Note 1: Only one charge is applicable when equipment and its associated channels are arranged to have restoration priority at the same time.

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS**

S104.5 SynchroNet® Service (Continued)

S104.5.1 General

- a. SynchroNet® Service is furnished for IntraLATA interexchange Communications by the Company.
- b. The service is provided for the transmission of digital signals only and is furnished only via digital transmission facilities.
- c. SynchroNet® Service provides for the simultaneous two-way transmission of synchronous digital signals at speeds of 2.4, 4.8, 9.6 and 56.0 Kbps between customer locations where appropriate digital facilities for this service are available as determined by the Company.
- d. Multipoint Service and/or Secondary Channel capability may not be available in all SynchroNet® Service locations.
- e. To ensure satisfactory operation, the terminal equipment provided by the customer must be compatible with the channel facility provided by the Company.
- f. Unless specified following, the regulations for SynchroNet® Service specified herein apply in addition to the regulations set forth in Section S15.11 preceding.
- g. The rates specified for SynchroNet® service are in S104.5.3 following. The Company will provide a digital facility over existing interoffice carrier equipment and/or transmission facilities compatible with SynchroNet® service.

S104.5.2 Regulations

- a. Description of Service
 - (1) Service is furnished for the simultaneous two-way transmission of digital signals at synchronous rates of 2.4, 4.8, 9.6 and 56 Kbps between two or more points located within a LATA.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.5 SynchroNet® Service (Continued)

S104.5.2 Regulations (Continued)

a. Description of Service (Continued)

- (2) Service is furnished for duplex operation only. This service may also be furnished on a link (partial channel) basis when connected to Digital Channel Service and/or Customer Network Control Service.
- (3) A minimum initial service period of three months is required.
- (4) The design, maintenance and operation of SynchroNet® service contemplates communications originating or terminating at stations of the customer or user. While connections to communications systems provided by others may be made on a permissive basis as provided for in Section S15.6, the Company does not represent this service as adapted for such connections, and shall not be responsible for the through transmission of signals, or the quality of such transmission on such connections.
- (5) A Channel Service Unit provided by the customer is required at a customer's or authorized user's premises to perform such functions as:
 - proper termination of the service
 - amplification
 - signal shaping
 - remote loop-back

b. Definitions

Channel Service Unit - The term "Channel Service Unit" (CSU) denotes equipment provided by the customer to terminate a digital facility on the customer's, user's or Other Common Carrier's premises.

Digital Internodal Channel - The term "Digital Internodal Channel" denotes a path (or paths) for digital transmission between Node Central Offices within a LATA. An internodal channel may be furnished in such a manner as the Company may elect.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.5 SynchroNet® Service (Continued)

S104.5.2 Regulations (Continued)

b. Definitions (Continued)

Digital Interoffice Channel - The term "Digital Interoffice Channel" denotes a path (or paths) for digital transmission between Serving Wire Centers and Node Central Offices, within a LATA. An interoffice channel may be furnished in such manner as the Company may elect.

Digital Local Channel - The term "Digital Local Channel" denotes a path for SynchroNet® service furnished from the Serving Wire Center to the demarcation point on the customer's premises.

Multipoint Service - The term "Multipoint Service" denotes a service which provides communications capability between more than two points by means of a bridging or hubbing arrangement. For the provision of SynchroNet® service, the bridging or hubbing arrangement shall be located at the same Node Central Office.

Node Central Office - The term "Node Central Office" denotes that physical location the Company has designated as a test, maintenance and monitoring center to service one or more Serving Wire Centers. There may be more than one Node Central Office within a LATA.

Point - A point is a location on the customer's or user's premises at which a Digital Local Channel is terminated. Each SynchroNet® Service point requires service from a Node Central Office.

Secondary Channel Capability - The term "Secondary Channel Capability" denotes the offering of a companion digital transmission capability over the same physical facility as the primary channel at a lower bit rate. Terminal equipment required to support secondary channel capability must be provided by the customer.

Serving Wire Center - The term "Serving Wire Center" denotes the local telephone central office assigned to customers in a well defined area. A Serving Wire Center may be further designated by the Company as a Node Central Office.

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS**

S104.5 SynchroNet® Service (Continued)

S104.5.2 Regulations (Continued)

c. Method of Applying Rates

- (1) A Digital Local Channel is furnished between a Serving Wire Center and the demarcation point on the customer's premises. The rate is based on 1/2 mile increments, or fraction thereof, for the airline distance measured between the serving wire center and the customer's premises.
- (2) A Serving Wire Center Termination charge is applicable for each Digital Local Channel to cover those fixed charges to terminate each local channel in the Company's Wire Center.
- (3) Node Terminations are applied to each termination within the Node Central Office. A charge is applicable for each Local Channel or equivalent.
- (4) A Digital Interoffice Channel will be required when a Digital Local Channel terminates in a Serving Wire Center that is not a Node Central office. The rate is based on airline mileage, or fraction thereof, between the Serving Wire Center and the Node Central Office.
- (5) An Internodal Channel will be required between Nodes when a customer has a requirement to connect premises located in separate Nodal Service Areas. The rate is based on airline mileage, or fraction thereof, between Node Central Offices.¹
- (6) Airline distance between Company central offices shall be developed using methodology and Vertical (V) and Horizontal (H) coordinates contained in the National Exchange Carrier Association (NECA) Tariff FCC No. 4. Fractional miles are to be rounded up to the next full mile.

Note 1: When more than one Node Central Office is required, mileage will be calculated from the customer's designated Service Wire Center to the first Node, from that Node to the subsequent Node, then to the Remote Serving Wire Center.

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS**

S104.5 SynchroNet® Service (Continued)

S104.5.2 Regulations (Continued)

d. Connections

- (1) Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provided Communications Systems may be connected to SynchroNet® service when such a connection is made in accordance with the provision specified in (2) and (3) following.
- (2) The responsibility of the Company shall be limited to the furnishing and maintenance of service to a network interface on the customer's or user's premises where provision is made for the connection of local service. If the customer requires a different location in the same building, it can be provided under Section S104.5.3.d. of this Product Guide. The customer or user are responsible for installing and testing their premises equipment or facilities to insure that when they are connected with the SynchroNet® service such equipment or facilities are operating properly.
- (3) The customer responsibility shall include cooperative testing with the Company as may be necessary. Where regeneration and/or equalization adjustments or changes may be required to compensate for rearrangements and/or changes in outside plant facilities, the customer or user will be responsible for all expenses incurred in changes to their premises equipment.
- (4) The customer shall be responsible for payment of a service charge, as set forth in Section S15.6.1. of this Product Guide, for visits by the Company to the premises of the customer or user where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer or user.
- (5) Connection of Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provided Communications Systems.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.5 SynchroNet® Service (Continued)

S104.5.2 Regulations (Continued)

d. Connections (Continued)

(5) (Continued)

(a) The following provisions will apply:

1. Customer-Provided Terminal Equipment, Customer-Provided Communications Systems may be connected at the premises of the customer, or user to SynchroNet® Service.
2. Customers or users, by use of their own derivation equipment, may create digital bit streams from SynchroNet® Service. Such equipment may be connected for transmission of such bit streams when connected thru a customer-provided CSU.

(b) Connections to Other Services Furnished by the Company to the Same Customer.

SynchroNet® Service as furnished by the Company may be connected to another service or to other services furnished by the Company as specified following.

1. At the premises of the customer or user to Series 2000 analog data channels furnished under the rates and regulations in this Product Guide.

(c) Connections to other services furnished by the Company to different customers.

SynchroNet® Service as furnished by the Company to a customer may be connected at the premises of the customer or user to other services furnished by the Company to different customers as specified in d.(2) preceding.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.5 SynchroNet® Service (Continued)

S104.5.2 Regulations (Continued)

d. Connections (Continued)

(5) (Continued)

(d) Connection of Channel Service Units

A Channel Service Unit (CSU) must be provided by the customer to connect a Company-provided digital facility. In accordance with Part 68 of the FCC's Rules and Regulations, new grandfathered CSUs may be connected, moved, and reconnected until June 30, 1987. After this date only registered and previously connected grandfathered CSUs may be connected to Company-provided digital facilities.

Grandfathered CSU equipment must comply with the requirements outlined in the Bell System Technical Reference Publication 62310, dated September, 1983. This publication is now available from Publishers' Data Center, Inc., P. O. Box C738, Pratt Street Station, Brooklyn, New York 11205. Registered technical requirements for CSUs are outlined in Part 68 of the FCC's Rules and Regulations. A copy may be obtained from the Federal Communications Commission, Room BB300, Washington, D.C. 20054.

(e) Responsibility of the Company

1. The Company shall not be responsible for installation, operation or maintenance of any terminal equipment or communications systems provided by a customer or user. SynchroNet® Service is not represented as adapted to the use of such equipment or system. Where such equipment or system is connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for SynchroNet® Service and to the maintenance and operation in a manner proper for such digital service. The Company shall not be responsible for:

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.5 SynchroNet® Service (Continued)

S104.5.2 Regulations (Continued)

d. Connections (Continued)

(5) (Continued)

(e) Responsibility of the Company (Continued)

1. (Continued)

- the through transmission of signals generated by such equipment or system, or for the quality of, or defects in such transmission or
- the reception of signals by such equipment or systems, or
- damage to terminal equipment or communications systems provided by a customer or authorized user due to testing.

2. The Company shall not be responsible to the customer or user if changes in any of the facilities, operations or procedures of the Company utilized in the provision of SynchroNet® service render any facilities or equipment provided by a customer or user obsolete, or require modification or alteration of such equipment or system, or otherwise affects its use or performance.

3. The Company undertakes to maintain and repair the facilities which it furnishes. The customer or user may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company without prior written consent of the Company.

4. The Company has set a design objective of 99.5 percent error free seconds of operation at all speeds with SynchroNet® service.

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS**

S104.5 SynchroNet® Service (Continued)

S104.5.2 Regulations (Continued)

- e. Payment Arrangements and Credit Allowance
 - (1) The minimum period for which service is furnished and for which charges are applicable is three months.
 - (2) Suspension of service is not allowed.
 - (3) When service is interrupted due to causes other than the negligence of the customer or user, or the failure of facilities furnished by the customer or user, a credit allowance will be made upon request for the portion of the service which is affected. For the purpose of determining the amount of allowance every month is considered to have thirty days and only those stations on the interrupted portions of a service shall be considered in determined the number of stations affected. All such credit allowances shall begin from the time of notice by the customer or user to the Company that an unsatisfactory performance level has occurred, provided that the customer or user promptly releases the service as requested by the Company to perform testing and maintenance.
 - (a) Interruption of less than three hours - no credit is applied.¹
 - (b) Interruptions of three hours or over are credited to the customer at the proportionate monthly charge in half-hour multiples for each half-hour or major fraction thereof of interruption.

Note 1: Two or more interruptions of thirty minutes or more, during any period up to, but not including three hours, shall be considered as one interruption.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.5 SynchroNet® Service (Continued)

S104.5.2 Regulations (Continued)

e. Payment Arrangements and Credit Allowance (Continued)

(3) (Continued)

(c) Interruption for a period of twenty-four hours or more, credit is allowed for the proportionate part of the monthly charge in multiples of one day for each twenty-four hours or major fraction thereof of interruption for the portion of the service affected by the interruption.

S104.5.3 Rates and Charges

a. Service wholly within the same LATA.

(1) A Digital Local Channel is furnished between a Serving Wire Center and the customer's premises. Charges are based on the airline distance between the Serving Wire Center and the customer's premises. Digital Local Channel Monthly rates are per 1/2 mile, or fraction thereof. The Digital Local Channel nonrecurring charge is per local channel.

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(a)	2.4 Kbps	\$ 158.75	\$ 12.16
(b)	4.8 Kbps	158.75	12.77
(c)	9.6 Kbps	158.75	13.62
(d)	56.0 Kbps	183.00	15.69

(2) A Serving Wire Center Termination is required in the Company's Local Central Office. Serving Wire Center Terminations per local channel, each.

(a)	2.4 Kbps	58.00	38.45
(b)	4.8 Kbps	58.00	38.65
(c)	9.6 Kbps	58.00	38.65
(d)	56.0 Kbps	67.75	58.61

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.5 SynchroNet® Service (Continued)

S104.5.3 Rates and Charges (Continued)

a. (Continued)

(3) A Node Channel Termination is required at the Company's Node Central Office. Node Channel Termination per local channel or equivalent, each.

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(a)	2.4 Kbps	\$ 84.25	\$ 25.74
(b)	4.8 Kbps	84.25	25.74
(c)	9.6 Kbps	84.25	25.74
(d)	56.0 Kbps	94.00	38.65

(4) A Digital Interoffice Channel is furnished between serving wire centers and the Node Central Office(s). Digital interoffice channel, each airline mile or fraction thereof.¹

(a)	2.4, 4.8, or 9.6 Kbps	-	2.11
(b)	56.0 Kbps	-	4.23

b. Internodal IntraLATA arrangements as required to provide service.

(1) Internodal Channels are required between Node Central Offices within the same LATA. Internodal Channel each airline mile, or fraction thereof.¹

(a)	2.4, 4.8, or 9.6 Kbps	-	2.11
(b)	56.0 Kbps	-	4.23

c. Service Options

(1) Multipoint Service, per local or interoffice channel bridged.²

(a)	2.4, 4.8, or 9.6 Kbps	29.00	24.20
(b)	56.0 Kbps	48.50	33.85

Note 1: Refer to the National Exchange Carrier Association (NECA) Tariff F.C.C. No. 4 for mileage measurement methodology and wire center Vertical (V) and Horizontal (H) coordinates.

Note 2: Not available at all service locations.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.5 SynchroNet® Service (Continued)

S104.5.3 Rates and Charges (Continued)

c. Service Options (Continued)

- (2) Secondary Channel Capability, per local channel

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(a) Each ^{1,2,3}	\$ 58.00	\$ 14.50

d. Service Connection Charges

- (1) Service Ordering Charges are applicable, per service order, for receiving and recording information and/or taking action in connection with a customer's request and processing the necessary data. These charges include the engineering design function. Only one Service Ordering Charge applies for, (1) a two-point channel service or (2) more than one channel service ordered and installed at the same time of the same type for termination at the same premises.
- (2) Premises Visit Charges are applicable, per Digital Local Channel, for the termination of a channel within the same building or for inside moves. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated at the same premises at the same time.

Note 1: Not available at all service locations.

Note 2: This option can not be provided where 56 Kbps repeaters are required for digital local channels.

Nonrecurring charge is applicable only if Secondary Channel service is being added subsequent to the installation of basic service.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.5 SynchroNet® Service (Continued)

S104.5.3 Rates and Charges (Continued)

d. Service Connection Charges (Continued)

(3) Channel Connection Charges are applicable for the connection and testing of Digital Local Channels, Serving Wire Center Terminations, Node Terminations and for Inside Moves. The charges applied are those nonrecurring charges associated with this service. Connection charges for moving a channel termination from one point within a building to another point within the same building (Inside Moves) are per termination and are as specified in (5) following.

(4) Changes

Changing from one type of service to another type of service is considered as a disconnect and a new connect.

Customer required changes of data transmission rate for a SynchroNet® service, subject to initial installation and where no premises visit is required, will not be treated as a change of service. One-half of the standard Nonrecurring Channel Connection Charges as outlined under S104.5.3.a., b., and c. will be applicable for these data transmission rate changes.

(5) Charges for SynchroNet® Service

(a) Service Ordering Charge

1. Per Service Order

	<u>Nonrecurring Charge</u>
a. Point-to-Point Service	\$186.75
b. Multipoint Service	234.25
c. Inside Moves	122.00
d. Secondary Channel Capability ¹	193.50

Note 1: This charge is applicable only if Secondary Channel service is being added subsequent to the installation of basic service.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.5 SynchroNet® Service (Continued)

S104.5.3 Rates and Charges (Continued)

d. Service Connection Charges (Continued)

(5) Charges for SynchroNet® Service (Continued)

(b) Premises Visit Charge

1. Per Digital Local Channel or for an Inside Move¹

Nonrecurring
Charge

a. Per Visit

\$ 38.75

(c) Connection Charge²

1. Per Inside Move

a. Each Termination

122.00

Note 1: This charge is applicable to additional stations installed subsequent in a building.

Note 2: Connection Charges for service other than Inside Moves are as specified in S104.5.3.a. and b.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.6 Multi-Media Data Service (MMDS)

Discontinued as a new service offering effective March 15, 1995. The following MMDS rate structure will be continued for existing customers only. This Product Guide provides for the additions, deletions and changes to their existing MMDS service.

a. General

Multi-Media Data Service is an intraexchange multi- purpose transmission service that has an aggregate channel speed of 100 megabits per second. This service can be used to connect customer locations in a point to point or multi-point configuration depending on the number of customer premises, with a maximum of eight locations. The transmission facility between the multiplexers will be provided by fiber optic cable using a transmission speed of 100 megabits per second (Mbps).

MMDS Service will only be offered to customers where existing fiber optic facilities are available. This service can be used by customers to extend campus networks to off-site locations. The type of networks that can be extended include Local Area Networks (LANS) computer to computer channel extension, high speed printers and other high speed data applications depending on the interface cards provided with this service. This service is designed for customers that require higher channel speeds than presently offered in network services.

The customer interface to the MMDS multiplexer is the electrical port side of the Company provided I/O interface module. This interface module must be provided by the Company. The type of interface to the customer point of demarcation is dependent upon the service ordered (i.e., Ethernet, Token Ring, IBM 3270). The customer provided equipment must deliver the data signal for MMDS transport within the industry specifications for the subscribed data service.

MMDS service does not require routing through the central office and data security will not be provided with this service offering.

The MMDS service is provisioned by use of a fiber optic multiplexer. The multiplexer chassis has eight card slots that can be used to provide customer I/O services. The chassis configuration of the interface cards is as follows:

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.6 Multi-Media Data Service (MMDS)

a. General (Continued)

<u>Service</u>	<u>Bandwidth</u>	<u>Slots Required</u>	<u>Maximum per 8 slot Chassis</u>
Ethernet 10	Mbps	2	4
Token Ring	4 Mbps	1	8
Token Ring	16 Mbps	4	2
V.35	4 Mbps	1	8
IBM 3270	2.35 Mbps	1	8

IBM 3270 service is offered in two configurations. The first configuration provides for eight BNC coax connections per interface module. Each module can support up to 8 terminals. In this arrangement each MMDS chassis can support up to two customer provided 3274 controllers.

The second configuration, an interface module can support up to four coaxial Terminal Adapter Port (TAP) connections. Each TAP connection can support up to four customer provided 3299 type multiplexers. Each 3299 type multiplexer can support eight terminal devices.

The maximum distance limitation of the connection in the IBM 3270 environment is contingent upon whether the CPE connected to the MMDS equipment is equipped with RPQ remote polling capability. With RPQ, the connection between nodes can be up to 12,000 cable feet. Without RPQ, the maximum distance between nodes is 3,200 feet.

b. Definitions

- (1) Ethernet 802.3 Module - An interface card for linking two local area networks that operate at IEEE standard 802.3 Ethernet Protocol. The transmission speed between the interface cards is 10 Mbps.
- (2) IBM 3270 Module - Interface card with the capability of extending terminals that operate using the 3270 bisynchronous protocol.
- (3) NFDS-I - Non-Framed DS-1 service provides for a 1.544 Mbps transmission between two customer locations. This service is not clocked and can not be channelized. FRONTIER will not monitor this service nor will this service necessarily comply with any published network standard regarding bit error rate or BI polar violations.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.6 Multi-Media Data Service (MMDS) (Continued)

b. Definitions (Continued)

- (4) RS449 4 Mb - Data standard for transmitting serial data and is designed for higher speed transmissions.
- (5) Token Ring 802.5 Module - An interface card for linking two local area networks that operate at IEEE standard 802.5 token ring protocol. The transmission speed between the interface cards can be either 4 Mbps or 16 Mbps.
- (6) V.35 4 Mb - Standard interface for transmitting serial data at rates greater than 19.2 Kbps.

c. Rates and Charges

	<u>Monthly Rate</u>	<u>Installation Charge</u>
(1) Common Equipment, required for all systems and consists of a chassis, one DC power supply and one common logic module. Each chassis can support up to eight (8) interface cards	\$300.00	\$2,000.00
(2) An additional chassis may be added to allow for an additional eight interface cards	100.00	500.00
(3) Redundant Power and Logic Module (Optional), Per Common Equipment Chassis	150.00	500.00

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.6 Multi-Media Data Service (MMDS) (Continued)

c. Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>Installation Charge</u>
<p>(4) Data interface modules listed below are required to provide customer electrical interface and chassis connection for optical transport. An interface module is required at each terminating point on the circuit. The same type of module is not required at each terminating point.</p>		
<p>a) Ethernet 802.3 AUI (10 Mbps) Single slot/single port card, 3 per chassis- Distance between nodes limited to -31db system loss budget, each</p>	<p>\$120.00</p>	<p>\$200.00</p>
<p>(b) IBM 3270 Eight channel card, maximum cable distances: with IBM RPQ - 12,000 cable feet, with out IBM RPQ - 3,200 cable feet, each</p>	<p>\$120.00</p>	<p>\$200.00</p>
<p>(c) NFDS-1, two port 1.544 Mbps card, not framed, clocked or channelized, each</p>	<p>120.00</p>	<p>200.00</p>
<p>(d) RS449/422 High speed interface (4 Mbps) Single port card Distance between nodes limited to -31db system loss budget, each</p>	<p>100.00</p>	<p>200.00</p>

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE CHANNELS

S104.6 Multi-Media Data Service (MMDS) (Continued)

c. Rates and Charges (Continued)

		<u>Monthly Rate</u>	<u>Installation Charge</u>
(4)	(Continued)		
(e)	Token Ring 802.3 (4/16 Mbps) single port card. (Speed is jumper select- able) Distance between nodes limited to -31db system loss budget, each	\$100.00	\$200.00
(f)	V.35 High speed interface (4Mbps) Single port card Distance between nodes limited to -31db system loss budget, each	100.00	200.00
(5)	Fiber transport between nodes. (Note 1) Includes two single mode fibers, per 1/4 airline mile measured as shown in S15.1	135.00	-
(6)	Redundant Fiber (Note 1) Includes two additional sin- gle mode fibers between nodes, per 1/4 airline mile, measured as shown in S15.1.	135.00	-

Note 1: These rates and charges can only be provided in conjunction with Multi-media Data Service. Each fiber transport must be terminated in a Company provided common logic module and each redundant fiber must be terminated in a Company provided redundant logic module.

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE SERVICE AND CHANNELS**

S104.7 Local Private Line Service

S104.7.1 General

The following Local Private Line Service rate structure is obsoleted with the Effective Date of this Product Guide. However, these Regulations, Rates and Charges are applicable to customers on record prior to the Effective Date of this Product Guide. A grace period will be granted to customers who placed an order for this Service prior to the Effective Date of this Product Guide, provided said service is installed within two weeks after the Effective Date of this Product Guide. Changes and/or additions, requested by existing customers, will be provided under this obsolete rate structure. Existing customers will continue to be provided Local Private Line Service until such time as they remove the service.

This discontinued Local Private Line Service rate structure is not available for resale.

S104.7.2 Regulations

a. Scope of Service

- (1) Local private lines connect two or more points within the same exchange service area for telephone communication, but are not connected to general telephone facilities for either exchange or toll service.
- (2) Both two-point and multi-point service ordinarily contemplates communication between two stations only at the same time.

In connection with multi-point service, arrangements may be made to permit communication between three or more stations at the same time. Special arrangements which may be required to furnish such service are furnished at rates and charges based upon estimated costs.

- (3) The minimum contract period for local private line telephone service is one month.

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE SERVICE AND CHANNELS**

S104.7 Local Private Line Service (Continued)

S104.7.2 Regulations (Continued)

a. Scope of Service (Continued)

- (4) It is expressly declared that fully metallic facilities are in continually decreasing supply, and the Company is not obligated to continue to make such facilities available or to furnish to existing customers fully metallic facilities.

Existing customers will be notified at least ninety (90) days in advance of the discontinuance of fully metallic facilities and advised of alternatives for continued service.

b. Allowance for Interruptions

No allowance is made for interruptions of less than twenty-four hours. For interruptions of twenty-four hours or more, credit is allowed for the proportionate part of the monthly charge in multiples of one day for each twenty-four hours or major fraction thereof, of interruption for the portion of the facilities rendered inoperative by reason of the interruption.

c. Channel Measurement

Local private line channels are measured point-to-point on an airline basis. Routing of the circuits is determined by the Telephone Company. If routing is by way of one or more central offices within the same exchange, the airline measurement will be by way of those central offices.

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE SERVICE AND CHANNELS**

S104.7 Local Private Line Service (Continued)

S104.7.3 Rates and Charges

a.	Channels	<u>Monthly Rate</u>
(1)	For the first mile or fraction thereof	\$ 9.97 (I)
(2)	For each additional quar mile or fraction thereof	2.51 (I)

NOTE: Where because of the characteristics of the customer's equipment or operation or at the request of the customer, it is necessary to provide two pairs of circuits, a charge for two local channels will apply.

b.	Other Equipment	
(1)	Line equipped for ringdown signaling, per termination	\$ 2.55
	Line equipped for two-way automatic or one-way auto- matic and one-way ringdown signaling, per termination	3.15
(2)	Relay equipment for use with automatic ring, each, per month	12.45

c. Service Charges

The following charges are applied in accordance with the Rules and Regulations as specified in Section S4 of this Product Guide.

	<u>Nonrecurring Charge</u>
Service Ordering:	
(1) Primary	\$26.45
(2) Secondary	11.60
(3) Records	10.40
Premises Visit, each	13.10
Central Office Line Connection Work, each	26.95

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE SERVICE AND CHANNELS**

S104.7 Local Private Line Service (Continued)

S104.7.3 Rates and Charges (Continued)

d. Channel Conditioning Arrangement

(1) Type C1 - Description (For a two-point or multi-point channel)

The envelope delay distortion shall not exceed:

Between 1000 and 2400 CPS, a maximum difference of 1000 MCS.

The loss deviation with frequency (from 1000 CPS reference) shall not exceed:

Between 1000 and 2400 CPS, - 1 dB to +3dB

Between 300 and 2700 CPS, - 2 dB to +6DB

(+ means more loss)

(2) Type C2 - Description (For two-point or multi- point)

The envelope delay distortion shall not exceed:

Between 1000 and 2600 CPS, a maximum difference of 500 MCS.

Between 600 and 2600 CPS, a maximum difference of 1500 MCS.

Between 500 and 2800 CPS, a maximum difference of 3000 MCS.

The loss deviation with frequency (from 1000 CPS reference) shall not exceed:

Between 500 and 2800 CPS, -1dB to +3dB

Between 300 and 3000 CPS, -2dB to +6dB

(+ means more loss)

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE SERVICE AND CHANNELS**

S104.7 Local Private Line Service (Continued)

S104.7.3 Rates and Charges (Continued)

d. Channel Conditioning Arrangement (Continued)

(3) Type D1 - For a two-point channel not arranged for switching

Certain data transmission characteristics necessary for high performance data transmission cannot be assured on all facilities generally available for data transmission. However, Type 3002 voice grade two-point channels may be specially arranged to provide for the following technical parameters at the request of the customer:

Signal to C-Notched Noise Ratio	28db
---------------------------------	------

Nonlinear distortion:

(1) Signal to second order distortion	35db
(2) Signal to third order distortion	40db

When the channel equipped with this conditioning is utilized for voice communications, the Telephone Company does not undertake to represent that the channel will be suitable for such voice transmission.

(4) When, at the request of the customer, a channel is conditioned in accordance with the specifications in d.(1), (2) and (3) preceding, a channel conditioning charge applies to the first station only at each building except that two channel conditioning charges apply for a channel located within the same building, at the following charges:

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE SERVICE AND CHANNELS

S104.7 Local Private Line Service (Continued)

S104.7.3 Rates and Charges (Continued)

d. Channel Conditioning Arrangement (Continued)

(4) (Continued)

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Between buildings in the same ex- change on a two- point or multi- point channel (not arranged for switching)		
Type C1, each	\$ 24.55	\$ 23.50
Type C2, each	52.20	23.50
Type D1, each	11.65	323.25

S104.8 Channels for Metering Control, or Other Purposes Not Involving Telephonic Communications

Rates and charges are as specified for Local Private Line Service in S104.7 preceding.

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE SERVICE AND CHANNELS**

S104.9 Channels for Piped Music Systems

S104.9.1 General

The following Channels for Piped Music Systems rate structure is obsoleted with the Effective Date of this Product Guide. However, these Regulations, Rates and Charges are applicable to customers on record prior to the Effective Date of this Product Guide. A grace period will be granted to customers who placed an order for this service prior to the Effective Date of this Product Guide, provided said service is installed within two weeks after the Effective Date of this Product Guide. Changes and/or additions, requested by existing customers, will be provided under this obsolete rate structure. Existing customers will continue to be provided Channels for Piped Music Systems until such time as they remove the service.

- a. Channels for Piped Music Systems will be provided where the necessary facilities are available, and at the routing measurement shown in S104.7 for the main loop.
- b. Leg loops will be furnished from the same distribution terminal to such number of other music-receiving customer location provided the additional location can be served by a drop from the same distribution terminal serving the original music-receiving location with when such drop will not exceed 1,000 feet in length or bypass any existing distribution terminal.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE SERVICE AND CHANNELS

S104.9 Channels for Piped Music Systems (Continued)

S104.9.1 General (Continued)

c.	Loops		<u>Monthly Rate</u>
(1)	Main Loops		
	First mile or fraction thereof		\$ 7.50
	Each additional quarter-mile or fraction thereof		1.90
(2)	Leg Loops		
	Per quarter-mile or fraction thereof, airline measurement		1.90
(3)	Service Charges		

The following charges as applied in accordance with the Rules and Regulations as specified in Section S2 of this Product Guide.

	<u>Nonrecurring Charge</u>
Service Ordering:	
(1) Primary	\$26.45
(2) Secondary	11.60
(3) Records	10.40
Premises Visit, each	13.10
Central Office L	
Connection Work, each	26.95

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**S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE SERVICE AND CHANNELS**

S104.9 Channels for Piped Music Systems (Continued)

S104.9.1 General (Continued)

d. Equalization

Nonrecurring Charge

One channel, or two channels
between the same points and
equalized at the same time

\$14.10

Equalization of channels is done by the Telephone Company only at the request of the customer.

e. Amplifiers

	<u>Monthly Rate</u>	<u>Basic* Termination Charge</u>
10 lines	\$21.30	\$218.54

* Reducible 1/60 for each month of service.

S104.10 Channels for Use with Limited Distance Modems (LDM)

The following Channels for Use with Limited Distance Modems (LDM) rate structure is obsoleted with the Effective Date of this Product Guide. However, these Regulations, Rates and Charges are applicable to customers on record prior to the Effective Date of this Product Guide. A grace period will be granted to customers who placed an order for this service prior to the Effective Date of this Product Guide, provided said service is installed within two weeks after the Effective Date of this Product Guide. Changes and/or additions, requested by existing customers, will be provided under this obsolete rate structure. Existing customers will continue to be provided Channels for Use with Limited Distance Modems (LDM) until such time as they remove the service.

S104.10.1 General

- a. Channels required for LDM service are provided at the rates and charges specified for Local Private Line Service in S104.7 preceding.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE SERVICE AND CHANNELS

S104.10 Channels for Use with Limited Distance Modems (LDM) (Continued)

S104.10.2 Regulations

- a. Limited Distance Modem Channels require unloaded cable facilities, and channels will be furnished only where operating and facility conditions exist. In the event that only loaded facilities are available, the Company will, at the customer's request, unload the facilities at the charges shown in S104.10.4.
- b. Channels will be furnished only to connect customer locations within the same central office serving area and where the total route mileage of the channel does not exceed six miles.
- c. When the Company is required to make changes in any of the channels, operations or procedures of the Company, the Company does not guarantee the continued availability of the Limited Distance Modem Channels furnished. In such cases the Company reserves the right, after thirty days' written notice to the customer, to discontinue the provision of such channels.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE SERVICE AND CHANNELS

S104.10 Channels for Use with Limited Distance Modems (LDM) (Continued)

S104.10.3 Basic Parameters and Specifications for Channels Used with LDM Service

			SPECIFICATION OR LIMIT	
<u>BASIC PARAMETERS</u>			<u>NON-LOADED CHANNEL</u>	<u>LOADED CHANNEL</u>
Channel	Interface	and	As specified in applicable Bell System Technical Reference.	As specified in applicable Bell System Technical Reference.
Restrictions				
DC Resistance			Shall not exceed 3060 ohms.	Shall not exceed 3150 ohms.
Attenuation Distortion			The attenuation distortion with respect to 1000 Hertz loss when terminated in 135 ohms shall not exceed an additional 9db at 2400 Hertz, 20db at 4800 Hertz and 33 db at 9600 Hertz.	
			The attenuation distortion with respect to 1000 Hertz Loss when terminated in 600 ohms shall not exceed an additional 12db at 2400 Hertz, 25db at 4800 Hertz and 40db at 9600 Hertz.	The attenuation distortion with respect to 1000 Hertz loss when terminated in 600 ohms shall not exceed an additional 3db at 2400 Hertz.
Noise			As measured with appropriate noise measuring equipment with 50 Hertz to 25,000 Hertz weighting network.	As measured with appropriate noise measuring equipment with C-message weighting network.
Background			When terminated in 135 ohms shall not exceed -53dbm.	
Impulse			When terminated in 600 ohms shall not exceed -59dbm.	When terminated in 600 ohms shall not exceed -70dbm.
			When terminated in 135 ohms shall not exceed 7 counts in 15 minutes above a threshold of -37dbm.	
			When terminated in 600 ohms shall not exceed 7 counts in 15 minutes above a threshold of -43dbm.	When terminated in 600 ohms shall not exceed 15 counts in 15 minutes above a threshold of -31dbm.

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S104. DISCONTINUED SERVICE OFFERINGS -
PRIVATE LINE SERVICE AND CHANNELS

S104.10 Channels for Use with Limited Distance Modems LDM) (Continued)

S104.10.4 Rates and Charges

a.	Channels	<u>Monthly Rate</u>	<u>Installation Charge</u>
	(1) Per Two Wire Circuit	Rates and Charges as specified in S104.7.	
b.	Channel Modification Charge (Deloading Cable)		
	(1) Removal of Load Coils in Underground Cable, each location	-	\$ 752.00
	(2) Removal of Load Coils in Aerial or Buried Cable, each location	-	423.00
	(3) Each Additional Pair Modified at the Same Point and the Same Time as the First Pair (Underground, Aerial, or Buried), Per Point Unloaded	-	7.50

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.1 Frame Relay *

S105.1.1 General

Effective July 1, 2003, Frame Relay Service is no longer available to new customers. Existing OPP customers may continue their service until their OPP expires or their service is disconnected, whichever occurs first. Existing month-to-month customers may continue their service until July 1, 2008, or until their service is disconnected, whichever occurs first. Moves, additions, or changes will not be permitted.

Frame Relay Service (FRS) is a "fast packet" network service that permits the two-way transmission of data at speeds from 56 Kbps to 1.544 Mbps using Permanent Virtual Circuits (PVCs).

Permanent Virtual Circuits (PVCs) are logical circuits that define a specific one-way path for data sent by Customer to another Customer location. These circuits are virtual because they are established in software tables and do not tie up capacity when not in use. This also allows multiple PVCs to be defined over a single access line, thereby providing a single access line the capability to transmit data to multiple destinations.

In the operation of Frame Relay Service, Customer Premises Equipment (CPE), such as routers, encapsulate data into variable length frames. These frames contain information identifying which PVC in the network should be used to forward the frame to the proper destination. The CPE then sends the frame into the Frame Relay network. The Frame Relay switch reads identifying information and routes the frame to the proper destination based on a pre-established PVC.

The statistical multiplexing Frame Relay switches are able to provide shared network resources to end users of this service.

Frame Relay Service conforms to Consultative Committee for International Telegraph and Telephone (CCITT) and American National Standards Institute (ANSI) standards set forth in technical publications.

Frame Relay Service, as provided for in this Product Guide section, is offered for intraLATA intraCompany use only.

The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other sections of this Product Guide.

The rates and charges set forth for Frame Relay Service provide for the furnishing of service where suitable facilities are available.

* Limited to existing customers as of July 1, 2003.

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.1 Frame Relay * (Continued)

S105.1.2 Regulations

Frame Relay is a transport service that facilitates the exchange of variable length information units (frames) between end user connections by way of PVCs. Each frame is passed to the Frame Relay Network with an address that specifies the virtual connection.

Variable frame length capability is useful in communications between asynchronous Local Area Networks (LAN) and for transport of synchronous data traffic. Frame Relay is capable of handling the requirements of bursty data sources because of the ability of the service to allocate additional bandwidth when not in use by other sources.

Frame Relay is provided to Customer in the form of Frame Relay Port with Access Line or Frame Relay with Port only and the Permanent Virtual Circuits (PVC). The Frame Relay Access Line forms the local access component which provides the Customer access to Customer's serving central office and a primary address associated specifically with that Customer. The Logical Link consists of the Frame Relay network and the interoffice transport and facilities from Customer's Serving Central Office to the Frame Relay Office(s). The Frame Relay Access Line is provided for use only with Frame Relay Service. The Frame Relay with Port Only is provided for digital special access line connections to the network supporting Frame Relay Service.

The actual throughput of aggregated PVC bandwidths in use at the same time on the same port cannot exceed the port speed.

Since all PVCs are typically not in use at the same time, it is possible for the total bandwidth of all PVCs associated with one Frame Relay Access Line to exceed the bandwidth of that Frame Relay Access Line. This relationship is referred to as over-subscription and when this occurs, there can be no guarantee that the bandwidth defined for that PVC will be available at any point in time.

*Limited to existing customers as of July 1, 2003.

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.1 Frame Relay * (Continued)

S105.1.2 Regulations (Continued)

If the information provided by Customer on the requested PVC's results in an interstate arrangement, the PVC falls under federal jurisdiction and the PVC CIR capacity as specified in Frontier Advanced Data Inc. , FCC No. 1 Tariff will apply.

No PVC can have a greater bit rate than the bit rate of the associated Access Line.

The PVC must be associated with at least one Frame Relay Port. A Frame Relay Port can be associated with multiple PVCs.

Customer subscribing to a PVC will be referred to as the Controller of the Frame Relay Port. Customer may request data transmission capability to another Customer. Both Customers must subscribe to Frame Relay Service. The Controller of the Frame Relay Access Line must have written permission from the Controller of the other Frame Relay Access Line for this data transmission capability.

The Frame Relay Port with Access Line or Frame Relay Port only and PVC are ordered and billed independently and can have different Customers as Controllers. A request by one Customer to discontinue a PVC does not result in the disconnection of the Frame Relay Access Line and Port. Only the Controller of a Frame Relay Access Line may authorize a disconnect of that Frame Relay Port with Access Line.

Company does not undertake to originate data, but offers the use of its service components, where available, to Customers for the purpose of transporting Customer-originated data.

At service subscription, Customer must specify the CIR and the Burst Rate for each PVC ordered.

Error correction is the responsibility of Customer's Frame Relay terminal equipment. When the FRS network is congested, Customer data that exceeds the CIR ordered at service subscription may be discarded. The FRS nodes will discard frames with errors.

* Limited to existing customers as of July 1, 2003.

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.1 Frame Relay * (Continued)

S105.1.3 Definitions

Burst Rate – The upper bandwidth limit the permanent virtual circuit is allowed to send data through the FRS network. The burst rate is limited by the actual physical port access speed.

Committed Information Rate (CIR) – The CIR represents the base-level bandwidth the permanent virtual circuit is allowed to send data through the network.

Customer Premises – The geographic location designated by the customer at which an access component of the customer's service is first considered to enter the Company's network.

Data Link Connection Identifier (DLCI) – The address information contained in the Frame Relay header which conveys to the network how an individual frame should be routed. The DLCI essentially defines to which customer end point a particular frame should be sent.

Frame – A sequence of contiguous bits delimited by beginning and ending flag sequences.

Frame Relay Access Line (FRAL) – Frame Relay Access Lines provide access to the Frame Relay Service (FRS) Network, connecting customer facilities at the Network Interface with a corresponding Frame Relay Port.

Frame Relay Port – For Frame Relay Service, the physical entry points for Permanent Virtual Circuits (PVCs). Ports include the electronic equipment used in connecting these service elements to the Frame Relay Network, and enable customers to allocate bandwidth to applications, as needed, at customer designated transmission speeds of between 56 Kbps to 1.544 Mbps.

Frame Relay Service – A fast packet network service that permits the transmission of data at speeds of 56 Kbps to 1.544 Mbps using Permanent Virtual Circuits (PVCs).

Local Area Network (LAN) – A network permitting the interconnection and intercommunication of a group of computers, primarily for the sharing of resources such as data storage devices and printers.

Logical Channel – A communications channel which allows two-way simultaneous transmission of sequenced data packets through the network. No circuit capability is preassigned to a logical channel. Capacity is made available as the data is transmitted. Each permanent virtual circuit is one logical channel.

Network Interface (NI) – The point at which a customer's data transmission first enters the network supporting Frame Relay Service. It is the point of interconnection between Company communications facilities and customer terminal equipment.

Permanent Virtual Circuit (PVC) – A permanent Virtual Circuit (PVC) is a logical channel from one end user location to another end user location within the Frame Relay Service (FRS) Network. PVCs are provisioned on either 56 Kbps ports or 1.544 Mbps ports, depending on the customer's data networking requirements.

Protocol – A set of conditions for conducting interactions between two or more terminals, host or peripherals. These conditions consist of syntax (header structure), semantics (actions and reactions that are supposed to occur) and timing (relative ordering and duration of states and events).

Statistical Multiplexing – A multiplexing technique in which timeslots are dynamically allocated on the basis of need rather than being predetermined. The data is typically transmitted on a first come, first served basis.

* Limited to existing customers as of July 1, 2003.

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.1 Frame Relay * (Continued)

S105.1.4 Obligations of Customer

Customer's Frame Relay compatible terminal equipment has the responsibility for retransmitting frames which are discarded due to errors or network congestion.

Where Frame Relay Service is available for use in connection with communications systems or equipment provided by Customer or user, the operating characteristics of such systems or equipment shall be such as not to interfere with any services offered by Company. Such use is subject to the further provisions that the equipment provided by Customer or user does not endanger the safety of Company's employees or the public; damage, harm, require change in or alteration of the equipment or other services of Company; interfere with the proper operation of Company's equipment or otherwise injure the public in its use of Company's services. Upon notice from Company that the equipment provided by Customer or user is causing, or is likely to cause, such hazard or interference, Customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

Customer, upon request, shall furnish such CPE information as may be required to permit Company to configure and maintain the Frame Relay Service it offers.

It shall be the responsibility of Customer to ensure the continuing compatibility of Customer-provided equipment that is used in conjunction with the Frame Relay Service. The CPE shall be in compliance with rules and regulations as specified in Section S13 of this Product Guide.

Customer shall be responsible for obtaining permission for Company's agents or employees to enter the premises of Customer at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of the service, removing the service components of Company.

Customer shall be responsible for the payment of a nonrecurring Maintenance of Service Charge for each repair visit to the premises of Customer where the service difficulty or trouble results from the use of equipment or service components provided by Customer.

Customer may use a Frame Relay Access Line only with Frame Relay Service.

* Limited to existing customers as of July 1, 2003.

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.1 Frame Relay * (Continued)

S105.1.5 Obligations of Company

The responsibility of Company shall be limited to furnishing network equipment suitable for Frame Relay Service and to the maintenance and operation of such equipment in a manner proper for such service. Subject to this responsibility, Company shall not be responsible for the through transmission of signals generated by Customer-provided equipment or system, or for the quality of, or defects in, such transmission or the reception of signals by such equipment or systems.

Company shall not be responsible for installation, operation or maintenance of any terminal equipment, data unit or communications system provided by Customer or user. Company is not responsible for adapting Frame Relay Service to the technological requirements of any specific Customer equipment.

When Customer orders Frame Relay Service which is relayed to other Local Exchange Carriers, Interexchange Carriers or other Frame Relay networks, Company will provide advisory assistance as a part of the establishment of this service.

Company shall not be responsible to Customer or user if changes in any of the equipment, operations or procedures of Company used in the provision of Frame Relay Service render any facilities provided by Customer or user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance, provided Company has met any applicable information disclosure requirements otherwise required by law.

Company undertakes the responsibility to maintain and repair the service which it furnishes. Network equipment installed by Company on Customer's premises shall be and remain the property of Company. Customer or user may not rearrange, disconnect, remove, attempt to repair, remote test, or interface with any network equipment installed by Company without prior written consent by Company.

Company, by written notice to Customer, may discontinue the furnishing of Frame Relay Service in accordance with the Rules and Regulations as specified in Section 2 of this Product Guide.

Company has the service responsibility up to and including the network interface.

* Limited to existing customers as of July 1, 2003.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.1 Frame Relay * (Continued)

S105.1.6 Optional Payment Plan (OPP)

a. General

Payment periods of one year, three years, and five years are available to all Customers at the applicable rates set forth in Section 105.1.8 regardless of when they subscribe to an OPP arrangement.

Customer must designate at order time the payment period described for the OPP.

b. Changes in Length of OPP Period

Prior to the completion of the selected OPP period, Customer may elect to convert to a new OPP period of the same or different length, subject to the following conditions:

- No credit toward the new payment period will be given for payments due and made under the original OPP arrangement.
- Nonrecurring charges will not be reapplied for existing service(s).
- If the new OPP period is shorter in length than the time remaining under the existing OPP, the change to the new OPP period constitutes a disconnect of the existing OPP service and termination liability charges apply.

* Limited to existing customers as of July 1, 2003.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.1 Frame Relay * (Continued)

S105.1.6 Optional Payment Plan (OPP) (Continued)

c. Renewal Options

At the expiration of an OPP period, Company will continue to provide the service at the month-to-month rates unless Customer chooses to renew for the same OPP period, convert to a different OPP period or discontinue service.

Conversion to a different OPP period will require Customer to submit a change order. Conversion to a different OPP period will be allowed without application of any nonrecurring or ordering charges.

Conversion to month-to-month rates will be treated as a disconnect of service and establishment of new service. If no other changes are ordered, only the Primary Service Ordering Charge, as specified in Section 4.3 of this Product Guide, will apply per required order.

d. Notification of Discontinuance

An Order for Discontinuance of an OPP arrangement must be received by Company at least 30 days prior to actual disconnect of service. Monthly charges will apply for a period of 30 days from the date Company receives disconnect notification or until the requested disconnect date, whichever period is longer.

* Limited to existing customers as of July 1, 2003.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.1 Frame Relay * (Continued)

S105.1.6 Optional Payment Plan (OPP) (Continued)

e. Upgrade to Higher Speed Service

Customers may elect to upgrade service(s) to a higher speed during an OPP period, subject to the following conditions:

- The upgraded service will be subject to nonrecurring charges.
- Termination liability charges will not apply as long as the upgraded service remains connected at the same point(s) of termination.
- If the upgrade involves establishing a multiplexing arrangement, termination liability charges will not apply if the serving wire center is the same one associated with the Customer designated location.

* Limited to existing customers as of July 1, 2003.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.1 Frame Relay * (Continued)

S105.1.6 Optional Payment Plan (OPP) (Continued)

f. Termination Liability

When an OPP service is discontinued prior to the end of the period, termination liability charges, as set forth below, will apply based on the remainder of the OPP period in effect at the time of disconnect.

One Year OPP - 50% of any remaining portion of the first year's recurring charges.

Three Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second and third years, Customer will be liable for 10% of the total monthly recurring charges in that time period.

Five Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second through fifth years, Customer will be liable for 10% of the total monthly recurring charges in that time period.

g. Termination without Liability

During an OPP period, should the currently effective rate for Customer's service increase, Customer may, at their option, terminate the OPP arrangement without penalty or liability.

* Limited to existing customers as of July 1, 2003.

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.1 Frame Relay * (Continued)

S105.1.7 Rates and Charges

The minimum contract period for Frame Relay Service is one month.

A subsequent order to add Frame Relay Access Line(s) or Frame Relay Port(s) to an existing installation will be for a minimum contract period of one month.

A customer may access Frame Relay Service (FRS) via a Frame Relay Access Line or via Company-provided digital private line facilities. If a customer utilizes a private line facilities, or private line transport with a Frame Relay Access Line, to access FRS, the associated regulations, rates and charges for such private line facilities shall apply in addition to the rates and charges associated with the FRS rate elements.

Customer utilizing private line facilities to access FRS would not incur a nonrecurring charge, or monthly rate for a Frame Relay Access Line, but would incur all other monthly rates and nonrecurring charges normally associated with the ordering, installation and provisioning of Frame Relay Service.

The total number of additional Frame Relay Permanent Virtual Circuits (PVCs) per port purchased by Customer within the LATA determines the rate category for all the additional PVCs per port of that Customer, within the LATA. For example, if 15 additional PVCs are subscribed, then all 15 PVCs for that port will be rated at the monthly rate for 11 to 20 PVCs, since 15 falls into that range.

When Customer subsequently orders additional PVCs, the sum total of all PVCs subscribed to by Customer shall be used to determine Customer's PVC monthly rate category for all PVCs then subscribed.

When Customer orders additional PVCs or changes PVC assignments on a given FRS port after the initial port installation, the Frame Relay PVC nonrecurring charge shall apply.

* Limited to existing customers as of July 1, 2003.

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.1 Frame Relay * (Continued)

S105.1.7 Rates and Charges (Continued)

a. Service Rearrangements

Service rearrangements are changes to existing (installed) services which do not result in a change in the physical location of the network interface. (Changes in the physical location of the network interface are treated as moves and are described and charged for as set forth herein.)

1. Additions to Service

When service elements are added to an existing service, the added elements must meet the minimum period requirements associated with the service to which they are added.

When PVCs are added to an existing Frame Relay Service, the minimum period for the added PVCs is one month.

An addendum to the existing fixed-period service agreement is required when service elements are added to an existing fixed-period service. PVCs may be added to existing fixed-period service on a month-to-month basis without an addendum to the existing fixed-period service agreement.

Nonrecurring charges will apply for all additions to existing services, service elements, or optional features for which nonrecurring charges normally apply at installation.

Nonrecurring charges for additional PVCs will be required if PVCs are not purchased with a Frame Relay Port at the time of the original service request.

Related monthly rates and nonrecurring charges for addition(s) to service are the rates and charges in effect at the time of the addition(s).

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.1 Frame Relay * (Continued)

S105.1.7 Rates and Charges (Continued)

a. Service Rearrangements (Continued)

2. Upgrades in Speed or Capacity

Should Customer upgrade either a portion or the entire service provided under a fixed-period service agreement to a higher speed or greater capacity, discontinuance charges will not apply, provided all the following conditions are met:

- Both the existing and new services and/or service element(s) are of the same service type; e.g., both Frame Relay Service;
- Both the existing and the new services and/ or service element(s) are provided solely by Company;
- The order to discontinue a service at an existing speed or capacity and the order for the upgraded service are received by Company at the same time;
- The new service will be provided at the same Customer location as the discontinued service;
- The fixed-period plan for the upgraded service(s) and/or service element(s) meets or exceeds the remaining length of the existing fixed-period plan; and
- The total monthly rate of the new agreement is equal to or greater than the total monthly rate of the existing agreement period.

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.1 Frame Relay * (Continued)

S105.1.7 Rates and Charges (Continued)

a. Service Rearrangements (Continued)

2. Upgrades in Speed or Capacity (Continued)

The monthly rates for the upgraded services and/or service elements will be those rates in effect at the time of the service upgrade. The related nonrecurring charges which apply for the upgrade are the charges in effect at the time of the service upgrade.

Should the order to upgrade exclude one or more of the conditions of the conditions listed above, it will be treated as a discontinuance of the existing service and the establishment of a new service. All outstanding minimum period charges and discontinuance charges will apply.

3. Administrative Changes

Administrative changes to existing service will be made without charge(s) to Customer. Administrative changes are as follows:

- Change of Customer name, i.e., Customer of record does not change but rather Customer of record changes its name, e.g., XYZ Company to XYZ Communications,
- Change of Customer premises address when the change of address is not a result of a physical relocation of facilities,
- Change in billing data (name, address, or contact name or telephone number),
- Change of Customer contact name or telephone number, and
- Change of Customer service element identification.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.1 Frame Relay * (Continued)

S105.1.7 Rates and Charges (Continued)

b. Rate Elements

1. Frame Relay Service with Access Line

A nonrecurring charge and monthly rate, both based on the speed of the port connection (i.e., 56 Kbps or 1.544 Mbps), apply per port for each physical connection to the network supporting Frame Relay Service (FRS).

2. Frame Relay Service Without Access Line

A monthly rate, based on the speed of the port connection (i.e., 56 Kbps or 1.544 Mbps) and the number of unidirectional PVCs assigned to the port, applies per port for each Frame Relay Access Line or digital private line connection to the network supporting FRS. Each port can have multiple PVCs. The first PVC is included with the purchase of the port.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.1 Frame Relay * (Continued)

S105.1.7 Rates and Charges (Continued)

b. Rate Elements (Continued)

3. Frame Relay PVC (FR-PVC)

A nonrecurring charge and a monthly rate apply for each unidirectional PVC. A monthly rate based on the speed of the port connection (i.e., 56 Kbps or 1.544 Mbps) and the number of unidirectional PVCs assigned to the port, applies per port. PVC rates are applied and accumulated on a per port basis.

A nonrecurring charge applies for each subsequent order of PVC(s) to be added to PVC assignment(s) changed on an existing FRS.

If the information provided by Customer on the requested PVC's results in an interstate arrangement, the PVC falls under federal jurisdiction and the PVC CIR capacity as specified in Frontier Advanced Data Inc.'s, FCC No. 1 Tariff will apply.

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S105. DISCONTINUED SERVICE OFFERINGS -
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S105.1 Frame Relay * (Continued)

S105.1.8 Rates

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. Frame Relay Service with Access Line		
56 Kbps		
Month-to-Month	\$ 95.00	\$ 110.00
One Year	95.00	105.00
Three Years	95.00	100.00
Five Years	95.00	90.00
128 Kbps		
Month-to-Month	250.00	170.00
One Year	250.00	160.00
Three Years	250.00	150.00
Five Years	250.00	140.00
256 Kbps		
Month-to-Month	250.00	250.00
One Year	250.00	245.00
Three Years	250.00	235.00
Five Years	250.00	220.00
384 Kbps		
Month-to-Month	250.00	350.00
One Year	250.00	345.00
Three Years	250.00	335.00
Five Years	250.00	320.00
1.544 Mbps		
Month-to-Month	250.00	530.00
One Year	250.00	510.00
Three Years	250.00	490.00
Five Years	250.00	470.00

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.1 Frame Relay * (Continued)

S105.1.8 Rates (Continued)

		Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
b.	Frame Relay Service Port Only		
	56 Kbps		
	Month-to-Month	\$ 95.00	\$ 45.00
	One Year	95.00	40.00
	Three Years	95.00	35.00
	Five Years	95.00	30.00
	128 Kbps		
	Month-to-Month	250.00	70.00
	One Year	250.00	60.00
	Three Years	250.00	50.00
	Five Years	250.00	40.00
	256 Kbps		
	Month-to-Month	250.00	95.00
	One Year	250.00	80.00
	Three Years	250.00	65.00
	Five Years	250.00	55.00
	384 Kbps		
	Month-to-Month	250.00	115.00
	One Year	250.00	100.00
	Three Years	250.00	85.00
	Five Years	250.00	75.00
	1.544 Mbps		
	Month-to-Month	250.00	400.00
	One Year	250.00	375.00
	Three Years	250.00	365.00
	Five Years	250.00	350.00
c.	Additional Frame Relay Permanent Virtual Circuit (PVC), Per port, per PVC, ^(Note 1)		
	(1) 2 to 10 PVCs	10.00	8.00
	(2) 11 to 20 PVCs	10.00	7.25
	(3) 21 or more PVCs	10.00	6.50

Note 1: For PVCs which are deemed to be interstate in nature the interstate PVC CIR charge in Frontier Telephone Companies, FCC No. 20 will apply.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.1	<u>Frame Relay</u> * (Continued)	
S105.1.9	Miscellaneous Charges	
		Nonrecurring <u>Charge</u>
a.	Primary Service Ordering Charge	\$ 26.45
b.	Maintenance of Service Charge	
	First 30 minutes	\$ 43.50
	Each additional 30 minutes or fraction thereof	16.45

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode *

Effective December 9, 2004, ATM Service as provided in Section 105 of this Product Guide, is no longer available to new customers. Existing OPP customers may continue their service until their OPP expires or their service is disconnected, whichever occurs first. Moves, additions or changes will not be permitted. Termination Liability as described in this section will not apply if a customer with an existing OPP discontinues service to subscribe to Asynchronous Transfer Mode Cell Relay Service on an Extended Service Plan of equal or greater value than the remaining OPP.

S105.2.1 Service Description

Asynchronous Transfer Mode (ATM) Service is a form of "fast packet" switching service for high speed networks which require flexible bandwidth, high-performance transport and switching for connectivity between and among widely distributed Customer locations. ATM is a cell-based, connection-oriented, switching and multiplexing technology designed to be a fast, general-purpose transfer mode for multiple services.

ATM Network Service conforms to protocol standards created by the ITU-T (Telecommunication Standardization Bureau of the International Telecommunication Union, formerly Consultative Committee for International Telegraph and Telephone (CCITT) and American National Standards Institute (ANSI)), publications T1.511, T1.627 and T1.630.

ATM is a high-bandwidth medium with low delay and has the capability to be switched to a specific destination.

ATM Service is available where facilities and conditions permit.

* Limited to existing customers as of December 9, 2004.

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.2 Service Provisioning

ATM is a data networking technology that uses 53 byte cells, consisting of a 5 byte header which contains addressing, payload type and network priority information and a 48 byte payload for data. The cells are transmitted through an ATM network in a "real time" (low delay in transmission) or "non-real time" sensitive manner on virtual channels.

ATM Service can be provisioned over DS1, DS3, OC3c, and OC12c access channels.

a. UNI Port and Access Line

Customers can subscribe to ATM Service based on the speed of the port connection (i.e., DS1, DS3, OC3c or OC12c facilities) applicable for each physical connection to the network switch supporting ATM service. A port is the entry point on the switch to which Customer is connected. Ports are available which allow connection to the ATM network at speeds of DS1 to OC12c. Each port can accommodate multiple PVCs. UNI Port and Access Lines are available on a one-, three- or five-year Optional Payment Plan (OPP).

b. UNI Port Only

Customers can order port only access based on the speed of port connection (i.e., DS1, DS3, OC3c or OC12c facilities) applicable for each access line or digital private line connection to the network switch supporting ATM Service. Each port can accommodate multiple PVCs. UNI Port Only is available on a one-, three- or five-year Optional Payment Plan (OPP).

The associated regulations, rates and charges from the Facilities for Intrastate Access Tariff, Section 5, are in addition to the rates and charges associated with ATM rate elements. Special access rate elements for DS3, OC3c, and OC12c access channels and/or interoffice channels shall be provisioned on an Individual Case Basis (ICB).

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.2 Service Provisioning (Continued)

Permanent Virtual Circuits (PVCs) are logical circuits that define a specific path for data sent by Customer to another location. These circuits are virtual because they are established in software tables and do not tie up capacity when not in use. This also allows multiple paths (PVCs) to be defined on any given port, thereby providing a single access line the capability to transmit data to multiple destinations.

Permanent Virtual Path (PVP) provides for aggregation of multiple PVCs into a single path. The traffic management parameters for all PVCs in the PVP must be defined at the same level of service. All PVCs in the PVP must have the same originating and terminating end ports. The applicable Sustained Cell Rate (SCR) and Peak Cell Rate (PCR) rates apply for the aggregate SCR and PCR of all the PVCs in the PVP.

Customers can subscribe to pricing scheme(s), which charge for Sustained Cell Rate. SCR is an amount of bandwidth which Company commits to providing in the network for Customer traffic. SCR is set for every PVC defined.

Company ATM switches are responsible for guaranteeing the traffic priority parameter ordered by Customer. Traffic prioritization parameters refer to priorities given to cell transmissions and sensitivity of cells to delay variation and loss within the network. Constant Bit Rate (CBR) traffic is given first priority, Variable Bit Rate-Real Time (VBR-rt) traffic is given second priority and Variable Bit Rate-Non Real Time (VBR-nrt) traffic is given third priority, based upon the traffic in the network at any given point in time.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.2 Service Provisioning (Continued)

There are three traffic prioritization parameter categories:

- Constant Bit Rate (CBR): An ATM management parameter that supports the transmission of a continuous bit stream of traffic from those applications such as video, voice, and circuit emulation, which require rigorous timing control and performance parameters.
- Variable Bit Rate-Real Time (VBR-rt): An ATM traffic management parameter that allows for applications where a PVC requires low cell delay variation. For example, VBR-rt would be utilized for applications such as variable bit rate video compression, and packet voice and video, which are somewhat tolerant of delay.
- Variable Bit Rate-Non Real Time (VBR-nrt): An ATM traffic management parameter that allows for applications where a PVC can tolerate larger cell delay variation than VBR-rt. For example VBR-nrt would be utilized for applications such as data file transfers.

In ATM transmission, Peak Cell Rate (PCR) is the highest available rate of information that can be transferred on a Variable Bit Rate connection, and the continuous cell rate allowed for Constant Bit Rate. Cells exceeding the Sustained Cell Rate and below the Peak Cell Rate will be limited to a maximum burst size.

Customers may purchase PCR in 1 Mbps increments.

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.2 Service Provisioning (Continued)

Frame Relay to ATM Service Interworking:

An end user may send data from a premise location with a Frame Relay User to Network Interface (UNI) or a Network to Network Interface (NNI) to another premise with an Asynchronous Transfer Mode (ATM) Service UNI. Frame Relay to ATM Service Interworking provides for the conversion of Frame Relay packets to ATM cells and the conversion of ATM cells to Frame Relay packets. Frame Relay Service(s) and ATM Service(s) must be established in order to provision a Frame Relay to ATM Service Interworking PVC. This conversion occurs between bandwidth equivalent CIR (Committed Information Rates) and SCR (Sustained Cell Rates). Cell conversion occurs at VBR-nrt.

S105.2.3 Obligations of Company

Company is responsible for service up to and including the network interface device.

Company shall provision service over facilities suitable for ATM transmission, where available, for the effective maximum data rates of a DS1 (1.536 Mbps per second), DS3 (44.2 Mbps per second), OC3c (155 Mbps per second, concatenated) or OC12c (622.08 Mbps per second, concatenated).

Occasionally, in order to perform software updates and other maintenance, it may be necessary to take the ATM switch out of service, during the predetermined maintenance window of 12:01 a.m. to 6:00 a.m. In these cases, all attempts will be made to notify Customer in advance as to the time and duration of these outages. Company reserves the right to temporarily interrupt ATM Service at other times in emergency situations.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.4 Obligations of Customer

Customer must provide compatible equipment in accordance with interface specifications defined in ANSI Standards for ATM services.

Customer is responsible for the installation, operation and maintenance of any Customer provided equipment (CPE).

Customer must specify the speed for each ATM port ordered. Customer must specify the SCR, PCR, and traffic management parameters at the time of the order for each PVC.

Customer shall be responsible for obtaining permission for Company's agents or employees to enter Customer's designated location(s) at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of the service, removing the service components of Company.

Customer must provide to Company a point of contact with information to include the contact name, telephone number, mailing address, and electronic mail (e-mail) address for notification purposes.

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.5 Rate Regulations

a. Minimum Period

The minimum period for ATM Network Service is one year, except when provided under an Optional Payment Plan (OPP) arrangement. The regulations applicable to ATM Network Service provided under an OPP arrangement are specified under Section S105.2.6.

b. Rate Elements

1. ATM UNI Port and Access Line

A nonrecurring charge and a monthly rate, based on the speed of the port connection (i.e., DS1, DS3, OC3c, or OC12c) apply per port for each ATM access line connection to the network supporting ATM Service. Each port can accommodate multiple Permanent Virtual Circuits (PVCs).

2. ATM UNI Port

A nonrecurring charge and a monthly rate, based on the speed of the port connection (DS1, DS3, OC3c or OC12c), apply per port for each ATM access channel connection to the network supporting ATM Service. Each port can accommodate multiple Permanent Virtual Circuits (PVCs).

Special access rates to the nearest Company ATM switch are in addition to the ATM UNI Port charges and are available from the Facilities for Intrastate Access Tariff, Section 5. DS3, OC3c, and OC12c special access rate elements shall be provided on an Individual Case Basis (ICB).

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.5 Rate Regulations (Continued)

b. Rate Elements (Continued)

3. Sustained Cell Rate-Permanent Virtual Circuit (SCR-PVC)

A monthly rate applies for each PVC based on the SCR and traffic management parameter requested by Customer. SCR cannot exceed the port size.

4. Sustained Cell Rate - Additional

Sustained Cell Rate - Additional provides for Customer to order additional SCR above the 50 Mbps capacity available in this Price List. A monthly recurring charge applies for each 5 Mbps of Sustained Cell Rate - Additional ordered based on the traffic management parameter selected. This charge is in addition to the Sustained Cell Rate.

5. Peak Cell Rate (PCR)

Peak Cell Rate is the maximum data rate Customer may send data into the ATM network on a Permanent Virtual Circuit (PVC). The Peak Cell Rate on a PVC is defined as the Sustained Cell Rate plus the incremental Peak Cell Rate. Incremental Peak Cell Rate is available in 1 Mbps increments and is in addition to the Sustained Cell Rate.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.5 Rate Regulations (Continued)

b. Rate Elements (Continued)

6. Frame Relay to ATM Service Interworking

A monthly recurring charge applies based on SCR ordered. Frame Relay to ATM Service Interworking provides for the conversion of Frame Relay packets to ATM cells and the conversion of ATM cells to Frame Relay packets. This conversion occurs between bandwidth equivalent CIR (Committed Information Rates) and SCR (Sustained Cell Rates). Cell conversion occurs at VBR-nrt. Service includes SCR-PVC rates and equivalent Frame Relay CIR-PVC rates and provides for bandwidth transmission through the network. The minimum period for a Frame Relay Service to ATM Service Interworking PVC is one month.

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**S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES**

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.6 Optional Payment Period (OPP)

a. General

The terms and conditions specified herein are applicable to ATM Service and are in addition to other regulations as specified in this Product Guide.

The ATM UNI Port with Access Line and ATM UNI Port Only rate elements are available under an OPP. Nonrecurring charges apply for initial OPP orders. NRCs will not be applied for changes in OPP lengths of Ports or Port and Access Lines. Digital special access lines and additional features are available at their Product Guide rates and regulations.

Three-year and five-year OPP rates will be equal to or less than the one-year OPP rates. Decreases to the one-year OPP rates will flow through to the three-year and five-year OPP rates.

Payment periods of one-year, three-years, and five-years are available to all Customers at the applicable rates set forth in S105.2.7 regardless of when they subscribe to an OPP arrangement.

Customer must designate the payment period for the OPP.

Inside moves as specified in the Facilities for Intrastate Access Tariff, Section 5.6.4(A), will not incur termination liability charges.

Outside moves as specified in the Facilities for Intrastate Access Tariff, Section 5.6.4(B), will allow Customer to retain the same OPP payment period. Any other move will be treated as a disconnect of the service and termination liability charges will apply.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.6 Optional Payment Period (OPP) (Continued)

b. Changes in Length of an OPP Period

Prior to the completion of the selected OPP period, Customer may elect to convert to a new OPP period of the same or different length, subject to the following conditions:

- No credit toward the new payment period will be given for payments made under the First Revised OPP arrangement.
- Nonrecurring charges will not be reapplied for existing service(s).
- If the new OPP period is shorter in length than the time remaining under the existing OPP, the change to the new OPP period constitutes a discontinuance of the existing OPP service and termination liability charges apply.

c. Renewal Options

At the expiration of an OPP period, Company will automatically renew the service at the same OPP period unless Customer chooses to convert to a different OPP period or discontinue service.

Conversion to a different OPP period will require Customer to submit a change order. Conversion of existing OPP service to a different OPP period will be allowed without application of any nonrecurring or ordering charges.

d. Notification of Discontinuance

A request for discontinuance of an OPP arrangement must be received by Company at least 30 days prior to actual disconnect of service. Recurring charges will apply for a period of 30 days from the date Company receives disconnect notification or until the requested disconnect date, whichever period is longer.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.6 Optional Payment Period (OPP) (Continued)

e. Upgrade to Higher Speed Service

Customers may elect to upgrade service(s) to a higher speed during an OPP period, subject to the following conditions:

- The order to discontinue a service at an existing speed or capacity and the order for the upgraded service are received by Company at the same time.
- The fixed period plan for the upgraded service(s) meets or exceeds the remaining length of the existing fixed-period plan.
- The total monthly rate of the new agreement is equal to or greater than the total monthly rate of the existing agreement period.
- The monthly rates for the upgraded service and/or service elements will be those in effect at the time of the service upgrade.
- Termination Liability charges will not apply as long as the upgraded service remains connected at the same point of termination(s) and is provided by Company.
- Nonrecurring Charges will not apply to the upgraded Port or Port and Access Line. Special construction charges, if appropriate, may apply.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.6 Optional Payment Period (OPP) (Continued)

f. Termination Liability

When an OPP arrangement is discontinued prior to the end of the period, termination liability charges, as set forth below, will apply based on the remainder of the OPP period in effect at the time of disconnect.

Charges will also be applicable if the number of services falls below the minimal amount of ATM services (port only or port and access) defined at the start of the contract. Charges are set forth below with the penalty assessed for each service that falls below the minimum number multiplied by the number of months required to attain the minimum contract commitment.

One-Year OPP - 50% of any remaining portion of the first year's recurring charges for the in-service quantity.

Three-Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second and third years, Customer will be liable for 10% of the total monthly recurring charges in that time period for the in-service quantity.

Five-Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second through fifth years, Customer will be liable for 20% of the total monthly recurring charges in that time period for the in-service quantity.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.6 Optional Payment Period (OPP) (Continued)

g. Termination Without Liability

During an OPP period, should the current effective rate for Customer's service increase, Customer may, at his/her option, terminate the OPP arrangement without penalty or liability.

h. Credit of Termination Liability

Credit of termination liability charges for ATM services may be applicable in the case of re-establishment of similar ATM service of equal to or higher speeds within six months of termination for the same length of the OPP. The amount of credit will be one-sixth of the penalty times the number of month's service is re-established until the sixth month.

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.7 Rates

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a.	UNI Port and Access Line		
	DS1		
	One Year	\$ 650.00	\$ 650.00
	Three Years	650.00	525.00
	Five Years	650.00	500.00
	DS3		
	One Year	1,500.00	1,950.00
	Three Years	1,500.00	1,750.00
	Five Years	1,500.00	1,700.00
	OC3c		
	One Year	1,500.00	2,100.00
	Three Years	1,500.00	1,950.00
	Five Years	1,500.00	1,800.00
	OC12c		
	One Year	3,000.00	4,800.00
	Three Years	3,000.00	4,600.00
	Five Years	3,000.00	4,350.00

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S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.7 Rates (Continued)

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
b.	UNI Port Only		
	DS1		
	One Year	\$ 650.00	\$ 180.00
	Three Years	650.00	175.00
	Five Years	650.00	170.00
	DS3		
	One Year	1,500.00	400.00
	Three Years	1,500.00	370.00
	Five Years	1,500.00	350.00
	OC3c		
	One Year	1,500.00	680.00
	Three Years	1,500.00	650.00
	Five Years	1,500.00	630.00
	OC12c		
	One Year	2,000.00	1,500.00
	Three Years	2,000.00	1,430.00
	Five Years	2,000.00	1,380.00

* Limited to existing customers as of December 9, 2004.

EFFECTIVE: November 18, 2014

S105. DISCONTINUED SERVICE OFFERINGS -
ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.7 Rates (Continued)

	<u>CBR</u>	<u>Monthly Rate</u> <u>VBR-rt</u>	<u>VBR-nrt</u>
c. Sustained Cell Rate - Permanent Virtual Circuit (SCR-PVC)			
0-32 Kbps	\$ 12.00	\$ 10.00	\$ 8.00
33-64 Kbps	22.50	18.75	15.00
65-96 Kbps	33.00	27.50	22.00
97-128 Kbps	43.50	36.25	29.00
129-192 Kbps	54.00	45.00	36.00
193-256 Kbps	63.00	52.50	42.00
257-320 Kbps	72.00	60.00	48.00
321-384 Kbps	81.00	67.50	54.00
385-512 Kbps	90.00	75.00	60.00
513-768 Kbps	97.50	81.50	65.00
769-1.152 Kbps	105.00	87.50	70.00
1,153-1.536 Mbps	112.50	93.75	75.00
1.537-4 Mbps	180.00	150.00	120.00
4-6 Mbps	270.00	225.00	180.00
6-8 Mbps	360.00	300.00	240.00
8-10 Mbps	450.00	375.00	300.00
10-15 Mbps	495.00	412.50	330.00
15-20 Mbps	615.00	512.50	410.00
20-25 Mbps	735.00	612.50	490.00
25-30 Mbps	855.00	712.50	570.00
30-35 Mbps	975.00	812.50	650.00
35-40 Mbps	1,095.00	912.50	730.00
40-45 Mbps	1,200.00	1,000.00	800.00
46-50 Mbps	1,305.00	1,087.50	870.00
Sustained Cell Rate (SCR) -Additional			
5 Mbps	105.00	87.50	70.00

* Limited to existing customers as of December 9, 2004.

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EFFECTIVE: November 18, 2014

S105. DISCONTINUED SERVICE OFFERINGS -
 ADVANCED DATA SERVICES

S105.2 Asynchronous Transfer Mode (Continued) *

S105.2.7 Rates (Continued)

	<u>Monthly Rate</u>
d. Peak Cell Rate (PCR)	
1 Mbps, each	\$ 5.00
e. Frame Relay to ATM Interworking, VBR-nrt only	
0-32 Kbps	\$ 14.00
33-64 Kbps	26.25
65-96 Kbps	38.50
97-128 Kbps	50.75
129-192 Kbps	63.00
193-256 Kbps	73.50
257-320 Kbps	84.00
321-384 Kbps	94.50
385-512 Kbps	105.00
513-768 Kbps	113.75
769-1.152 Kbps	122.50
1,153-1.536 Mbps	131.25
1.537-4 Mbps	210.00
4-6 Mbps	315.00
6-8 Mbps	420.00
8-10 Mbps	525.00
10-15 Mbps	577.50
15-20 Mbps	717.50
20-25 Mbps	857.50
25-30 Mbps	997.50
30-35 Mbps	1,137.50
35-40 Mbps	1,277.50
40-45 Mbps	1,400.00

* Limited to existing customers as of December 9, 2004.