

Effective: July 1, 2010

Schedule of Rates and Charges Together
With Rules and Regulations Applicable To
Services Provided In The Territories Served By
FRONTIER NORTH INC.
(formerly GTE North Incorporated and Verizon North Inc.),

Effective: March 1, 2012

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EXPLANATION OF SYMBOLS

- (C) - To signify changed regulation
- (D) - To signify discontinued rate or regulation
- (I) - To signify increase
- (N) - To signify new rate or regulation
- (R) - To signify reduction
- (T) - To signify a change in text but no change in rate or regulation
- (S) - To signify reissued material

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GENERAL REGULATIONS

1. INFORMATION ON THE TERMS AND CONDITIONS FOR YOUR SERVICE IN OHIO

1.01. APPLICATION

- 1.01.01. The Product Guide sets forth the terms and conditions under which Customers ("Customer," "you" or "your") agree to use the Services (as defined below) and under which Frontier North Inc. ("Frontier", "Company" or "we") agrees to provide the Services to Customers, unless otherwise noted.
- 1.01.02. The Product Guide is set forth on the Frontier website (the "Website") at <http://www.Frontieronline.com> and you may request a copy of the terms and conditions applicable to the ordered Service by telephoning Frontier at 800-921-8101 for residential customers and 800-921-8104 for business customers.
- 1.01.03. The Product Guide becomes a binding contract following your acceptance of the terms and conditions applicable to the ordered Service. You are deemed to have accepted the terms of the Product Guide applicable to your Service upon your use of the Service following notification to you of the availability of the Product Guide either at the Frontier Website or upon request by telephone or by mail.
- 1.01.04. Unless expressly stated otherwise, the Product Guide 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, the terms in the separate contract shall control with respect to Services subject to that contract.

1.02. GENERAL TERMS AND CONDITIONS

- 1.02.01. Services. If you are a business customer, "Service" or "Services" are all retail telecommunications products or services offered to businesses by Frontier in Ohio, except business local exchange service with 3 or less lines, basic caller identification (number delivery only services), call waiting, call trace (*57), per line number identification blocking, nonpublished number service, and N-1-1 access and usage. If you are a residential customer, "Service" or "Services" are toll services which are detariffed.
- 1.02.02. Prices. You are responsible for all charges associated with the Services and rate plan selected, including all taxes, usage charges, telecommunications surcharges (e.g., Universal Service Fund fees) or other applicable governmental charges due on account of the Services. Such taxes, fees and/or surcharges are subject to change without notice to Customer except as may be required by law. Charges for ancillary services, including but not limited to, charges for installation, change orders, directory assistance and operator services used by Customer will be imposed at Frontier's current rates and such charges are also subject to change without notice to Customer except as may be required by law. Promotional pricing and terms will expire in accordance with the terms applicable to each promotion, without further notice to you.
- 1.02.03. Credit Check/Deposit. Customer authorizes Frontier to conduct a credit search which Frontier will use to determine the credit worthiness of the Customer. Frontier may terminate any or all Services if, in the sole opinion of Frontier, Customer's financial condition is deemed unacceptable. Frontier's additional credit measures will be in accordance with Frontier's existing policies that are subject to change without notice to the Customer.
- 1.02.04. Unauthorized Use. Frontier shall not be liable for any damages, including charges for Services that Customer may incur as a result of the unauthorized use or misuse of the Services by Customer's family, guests, employees, third parties, or the public. Customer shall remain responsible for such charges.

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GENERAL REGULATIONS

1. INFORMATION ON THE TERMS AND CONDITIONS FOR YOUR SERVICE IN OHIO (Continued)

1.02. GENERAL TERMS AND CONDITIONS (Continued)

1.02.05. Indemnification. Customer agrees to defend, indemnify and hold Frontier, our employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever, arising from any use of the Services by you or any person you permit to use the Services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, any combination of the Services with other products or services not provided by Frontier, any modification of the Services or any infringement of intellectual property.

1.02.06. WARRANTY DISCLAIMER. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE PRODUCT GUIDE, FRONTIER DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF WE KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. YOU AGREE THAT THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. FRONTIER DOES NOT WARRANT THAT THE SERVICES WILL MEET YOUR NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.

1.02.07. Limitation of Liability.

A. EXCEPT FOR DAMAGES RESULTING FROM THE UNAUTHORIZED OR ILLEGAL USE OF THE SERVICES BY YOU OR YOUR FAMILY, GUESTS OR EMPLOYEES, NEITHER PARTY (NOR ITS SUPPLIERS OR AFFILIATES) SHALL BE LIABLE TO THE OTHER PARTY FOR PUNITIVE, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES INCLUDING WITHOUT LIMITATION, LOSS OF BUSINESS PROFITS, OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING OUT OF THE USE OR INABILITY TO USE THE SERVICES, EVEN IF THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

B. FRONTIER'S LIABILITY TO YOU FOR ANY OTHER DAMAGES DUE TO FAILURES OR DISRUPTIONS IN THE SERVICES ARISING FROM OUR NEGLIGENCE OR BREACH OF OUR OBLIGATIONS UNDER THE PRODUCT GUIDE SHALL BE LIMITED TO THE CHARGES FOR THE SERVICES AFFECTED BY THE FAILURE FOR THE PERIOD OF SUCH FAILURE. THIS LIABILITY SHALL BE IN ADDITION TO ANY AMOUNTS THAT MAY OTHERWISE BE DUE YOU UNDER THE TERMS OF THE PRODUCT GUIDE AS AN ALLOWANCE FOR INTERRUPTIONS. THIS SHALL BE YOUR EXCLUSIVE REMEDY FOR SUCH FAILURES OR DISRUPTIONS.

C. IN THE EVENT THE DISCLAIMER OF CERTAIN WARRANTIES, THE LIMITATION OF LIABILITY OR THE EXCLUSION OF CERTAIN DAMAGES, OR ANY PORTIONS THEREOF, ARE UNENFORCEABLE FOR ANY REASON, OUR LIABILITY SHALL BE LIMITED TO THE MAXIMUM EXTENT PERMITTED BY LAW.

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GENERAL REGULATIONS

1. INFORMATION ON THE TERMS AND CONDITIONS FOR YOUR SERVICE IN OHIO (Continued)

1.02. GENERAL TERMS AND CONDITIONS (Continued)

- 1.02.08. Termination of Services. Frontier may discontinue or limit use of the Services by a Customer without liability and without notice, for the following reasons: a) The Services are being used in violation of any applicable law or regulation; b) The Services are being used in an unauthorized or fraudulent manner; c) The use of the Services adversely affects Frontier's equipment or its service to others; or d) Such action is necessary to meet the exigencies of an emergency. Frontier may discontinue the Services without liability and with notice as required by law if a) Customer fails to pay undisputed charges for Services provided; b) Customer fails to perform any other material obligation or violates any material term or condition of this Product Guide, and such failure or violation is not cured within thirty (30) calendar days following notice by Frontier; or c) Frontier has other good cause to terminate service. Termination of the Services, for any cause, shall not release Customer from any liability which at the time of termination had already accrued to Customer or which thereafter accrues for any act or omission occurring prior to the termination or from an obligation which, by its nature, survives termination.
- 1.02.09. Performance Excused. Frontier's performance shall be excused if said performance is delayed or prevented due to events known as force majeure, acts of any third party, or any cause(s) beyond our reasonable control, including, but not limited to, fire, vandalism, cut cable, power failures or labor difficulties.
- 1.02.10. Customer Responsibilities. You agree to provide us with the access and support required to allow us to implement, maintain and provide the Services. You shall ensure that the facilities or equipment provided by you are properly interconnected with the Services, facilities and equipment provided by Frontier. Frontier shall not be liable for any damages or losses caused by the failure of equipment, inside wire or other facilities provided by you or a third party and you shall be liable if such facilities cause damage to Frontier, our customers, and/or our providers. You are solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of Services and Frontier shall have no liability therefore.
- 1.02.11. Miscellaneous.
- A. The Product Guide, including these general terms and conditions, constitutes the entire agreement of the parties with respect to the Services and takes the place of all prior agreements, negotiations, and representations, whether written or oral, concerning the Services. Frontier may revise the terms and conditions of this Product Guide. We may decrease prices without prior notice. Increases to the prices or material changes to the Product Guide shall be effective no sooner than fifteen (15) days after notice is provided in a bill insert, as a message printed on your bill, in a separate mailing, by Email, or by any other reasonable method at our discretion. If you do not agree to the revision(s), you must terminate your Service(s) immediately, subject to the termination provisions of the Product Guide. By continuing to use the Service(s) after revisions are in effect, you are accepting and agreeing to all revisions.
 - B. Either party's failure to enforce any of the provisions of the Product Guide or to exercise any right or option is not a waiver of any such provision, right, or option, and shall not affect the validity of the Product Guide. Any waiver must be written and signed by the Parties. The invalidity or unenforceability of any part of the Product Guide will not affect the other parts thereof, and the remaining terms and conditions of the Product Guide shall continue to apply as necessary to reflect the original intention of the parties.
 - C. Customer shall not transfer, assign or resell the Services without the prior written consent of Frontier. Frontier may freely assign or transfer all or part of our rights under the Product Guide without notice.
 - D. Services are offered in locations where made available by Frontier in its sole discretion.

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GENERAL REGULATIONS

2. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY

2.01. AVAILABILITY OF FACILITIES

The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain without unreasonable expense suitable facilities and rights for the construction, installation, testing and maintenance of the necessary pole lines, circuits and equipment.

2.02. LIABILITY OF TELEPHONE COMPANY

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

- 2.02.01. The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or facilities and not caused by customer-provided equipment or facilities or by the negligence of the customer, or by negligence of the Telephone Company in failing to maintain proper standards or maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs. However, if, in the case of such interruption, service is restored on or before the day after said interruption is reported to or detected by the Telephone Company, no allowance will be made.

Approval of the above tariff language by the Public Utilities Commission of Ohio does not constitute a determination by the Commission that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

- 2.02.02. The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander, fraudulent or misleading advertisements or infringement of copyright arising from the improper use of material transmitted over its facilities including that which is recorded, claims for infringement of patents arising from combining with, or using in connection with; facilities of the Telephone Company, any apparatus or systems of the customer and all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.
- 2.02.03. The customer for explosive atmosphere equipment indemnifies and saves the Telephone Company harmless from and against any and all losses, costs, charges, expenses, payments, and reasonably incurred attorney's fees resulting from injury to or death of persons or damage to property and from and against any and all claims, demands, actions or judgments, for such injury, death or damage, arising out of, resulting from, or in any manner caused by the presence, location, use, operation, installation, maintenance, repair, replacement or removal of such explosive atmosphere equipment or other equipment used in connection therewith, or the acts or omissions of the employees or agents of the customer in connection with such equipment, or other equipment used in connection therewith, except only when such injury, death or damage is caused by the sole negligence of the Telephone Company, its employees or agents.

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GENERAL REGULATIONS

2. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY (Continued)

2.02. LIABILITY OF TELEPHONE COMPANY (Continued)

2.02.04. Telephone service provided by the Telephone Company is not represented as adapted to the recording of telephone conversations, incoming messages, or to the transmission of pre-recorded messages. The use of customer provided recording, reproducing, automatic answering and recording equipment, other customer provided terminal equipment and other customer provided facilities in connection with the facilities of the Telephone Company are permitted only on the condition that the liability of the Telephone Company shall in no instance be greater than that provided in the preceding and that the Telephone Company will not be liable for any loss, damage, impairment or failure of service, arising from or in connection with, the use of customer provided facilities or equipment not caused solely by negligence of the Telephone Company.

2.03. PRIORITY OF SERVICE

In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of local and message toll telephone service shall take precedence over all other services.

2.04. DIRECTORY ERRORS AND OMISSIONS

The Telephone Company's liability arising from errors or omissions in its directories or in accepting listings presented by customers or prospective customers shall be limited to resulting impairment of the customer's service and the Company may discharge such liability by issuing a credit equal to three months' regulated local service charge in accordance with the parameters set forth in Ohio Administrative Code 4901:1-5-16(F). The Telephone Company will not be a party to controversies arising between customers or others as a result of listings published in its directories.

Approval of the above tariff language by the Public Utilities Commission of Ohio does not constitute a determination by the Commission that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

2.05. TRANSMITTING MESSAGES

Except as otherwise specifically provided in this tariff, the Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons.

2.06. ACTS OF OTHER COMPANIES

When the lines of another telephone company are used in establishing connections to points not reached by the Telephone Company's lines, the Telephone Company shall not be held liable for any act or omission of the other company.

2.07. DEFACEMENT OF PREMISES

The Telephone Company is not liable for any defacement of or damage to the premises of a customer resulting from the attachment of the Telephone Company's instruments, apparatus, and associated wiring on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Telephone Company.

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GENERAL REGULATIONS

2. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY (Continued)

2.08. VOICE RECORDINGS

Since the customer and calling parties have exclusive control over the quality and characteristics of speech used in the messages recorded, the Telephone Company has no liability for the quality of, or defects in, the recordings of such messages.

2.09. PROVISION OF FACILITIES

All equipment and other facilities necessary for the providing of a given service will be furnished by the Telephone Company, except as otherwise provided in this tariff.

2.09.01. Ownership and Use of Equipment

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

2.09.02. Telephone Numbers

The customer has no property right in the telephone number which is assigned by the Telephone Company nor any right to continuance of service through any particular central office. The Telephone Company reserves the right to change the telephone number of the central office designation, or both, whenever it is deemed necessary to do so in the conduct of its business.

2.09.03. Standard Equipment

The rates and charges set forth in this and other tariffs of the Telephone Company contemplate the use of equipment and other facilities considered standard by the Telephone Company.

2.09.04. Special Equipment and Arrangements

In cases where customers desire some special type of service for which provision is not otherwise made, a monthly rate and charge is quoted based on the actual cost of furnishing such service, whenever in the judgment of the Telephone Company there is no reason for refusing to render the special service desired.

2.09.05. Installation, Maintenance and Repairs

All ordinary expense of installation, maintenance and repair, in connection with equipment, facilities and services provided, is borne by the Telephone Company unless otherwise specified in the Telephone Company's tariffs.

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GENERAL REGULATIONS

2. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY (Continued)

2.09. PROVISION OF FACILITIES (Continued)

2.09.06. Overtime Work

The charges specified in the Telephone Company's tariffs are based on work being performed by Telephone Company employees during regular working hours. The additional expense incurred by the Telephone Company for work performed outside the regular working hours, at the request of the customer for his convenience or other reasons beyond the control of the Telephone Company may be billed to the customer in addition to the charges normally applicable.

2.09.07. Standby Workmen

In situations such as sporting events, one-time entertainment events, etc., where the customer requests that "standby workmen" be provided to safeguard the continuity of service, the entire cost of providing those "standby workmen" may be billed to the customer, regardless of whether such "standby workmen" were provided during regular or overtime working hours.

2.09.08. Customer Work

A customer is not permitted to install, rearrange, disconnect, remove, repair or allow other than Telephone Company employees to install, rearrange, disconnect, remove or repair any instruments, apparatus or wiring of the Telephone Company, except as otherwise specified in this tariff.

2.09.09. Hazardous Locations

Except as otherwise provided in this tariff, the Telephone Company will require the customer to install and maintain service at locations which are or may be hazardous or dangerous to its employees or property.

2.09.10. Outdoor Locations

The Telephone Company will refuse to provide, maintain or restore service at outdoor locations unless the customer agrees in writing to indemnify and save harmless the Telephone Company from and against any and all loss or damage that may result to telephones, apparatus, wiring or other equipment furnished by the Telephone Company at such locations.

2.09.11. Data Speed Limitation

While Basic Exchange Telephone Service (i.e. Switched Local Exchange Access Line Service) as delineated in P.U.C.O. No. 6 may be used by the customer for dial-up Internet access, the Company makes no guarantee as to the maximum obtainable data transmission speed beyond the Commission-specified minimum standard. Therefore, the vendor advertised speeds of modems owned or operated by the customer may not be attainable with this service. Basic Exchange Telephone Service is engineered to perform at speeds no lower than the mandatory minimum speed specified by the Public Utilities Commission of Ohio, in the Local Service Guidelines, Section XIII.A., as modified February 20, 1997.

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GENERAL REGULATIONS

2. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY (Continued)

2.09. PROVISION OF FACILITIES (Continued)

2.09.12. Special Construction, Facilities and Arrangements

When an applicant, requires a special type of construction, or a type of facilities not normally provided, or where conditions imposed by the applicant, such as to time and place involved, make the installation abnormally or excessively expensive, the applicant or customer shall be required to pay the actual or estimated additional expense incurred by the Telephone Company, determined as follows: The difference between the expense incurred by the Telephone Company for such construction, facilities or installations and the expense which would otherwise be incurred for a normal type of construction or facilities or a normal installation.

3. USE OF SERVICE AND FACILITIES

3.01. USE OF CUSTOMER SERVICE

3.01.01. Customer service, as distinguished from public and semi-public service, is furnished only for use by the customer, his family, employees or representatives, persons residing in the customer's household, or guests of the customer. Subject to the provision of 3.01.02. following, use of the customer's service may also be extended to the following:

- A. Joint users
- B. Guests and tenants of hotels, motels, hospitals, apartment houses and apartment hotels
- C. Members of a club
- D. Persons temporarily subleasing a customer's residential premises
- E. Patrons of the customer and the public in connection with automatic dialing equipment arranged for the origination of the telephone calls only to prerecorded or preset telephone numbers
- F. The public in connection with municipal emergency fire and police reporting stations
- G. Customer-Owned, Coin-Operated Telephone Services
- H. Shared Tenant Service

3.01.02. Shared Tenant Service

A. General

Shared Tenant Service, as outlined herein, is a shared service arrangement which allows a business customer subscribing to Shared Tenant Service to share or resell local service to individuals, firms, corporations, etc. (herein called tenants) located within the Shared Tenant Service customer's premises.

B. Conditions

1. A Shared Tenant Service customer may provide service only within a single building or contiguous complex of buildings under common ownership or management (such complex may be intersected by public thoroughfares provided that the property segments created would be continuous in the absence of the thoroughfares);
2. Where separate buildings are involved, they must have a related business purpose (e.g., industrial park, shopping center, college or university, etc.);
3. Customer Premises Equipment and intrasystem wiring provided by the Shared Tenant Service customers must comply with Part 68 of the Federal Communications Commission's Rules and Regulations.

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GENERAL REGULATIONS

3. USE OF SERVICE AND FACILITIES (Continued)

3.01. USE OF CUSTOMER SERVICE (Continued)

3.01.02. Shared Tenant Service (Continued)

B. Conditions (Continued)

4. Participation in Shared Tenant Service systems shall be limited to occupants of a building or contiguous complex of buildings which compose a Shared Tenant Service system.
5. Application for Shared Tenant Service, and application for changes in service therewith, must be made by the Shared Tenant Service customer. The Shared Tenant Service customer is responsible for payment of all charges incurred, whether such charges are associated with services provided for the use of the Shared Tenant Service customer or services provided for the use of tenants that are served by the Shared Tenant Service arrangement.
6. The Telephone Company will not be responsible for the manner in which the use of service or charges are allocated to others by a customer who resells or shares service. All applicable rates and charges for such service will be billed to the customer.
7. The Shared Tenant Service customer is entitled to one listing in the alphabetical section of the directory. Directory listings for the patrons of customers who resell or share service will be provided at the rates for business additional listings as set forth in Section 4 of this tariff. When notified by the Shared Tenant Service provider, the Telephone Company will place listings of residential customers of Shared Tenant Service providers in the residential section of its directories.
8. Shared Tenant Service is provided only in conjunction with business individual line and/or trunk service. Direct interconnection of PBXs serving different Shared Tenant Service Systems is prohibited.
9. Network access to Shared Tenant Service customers is to be provided on a measured (Usage Sensitive Service) basis where measured service is available. Where measured (USS) service is not available, Shared Tenant Service customers will be charged the applicable flat business individual line and/or trunk rate for access to the local network.
10. Private Line Services, described in Section 6 of this tariff, may be ordered by the Shared Tenant Service customer to meet the needs of the tenants. The Shared Tenant Service customer will be responsible for payment of all charges incurred.
11. The tenants of Shared Tenant Service customers who resell or share service under a Shared Tenant Service arrangement may obtain local exchange service directly from the Telephone Company. The Telephone Company will obtain access to such tenants either by leasing the existing intra-building wiring at compensatory rates from the Shared Tenant Service provider, or by utilizing or installing its own facilities.
12. The provision of Shared Tenant Service is subject to the rules and regulations found in other parts of this tariff as they apply to business individual line and/or trunk service.
13. Shared Tenant Service is terminated and charges for Shared Tenant Service are discontinued upon termination of the Shared Tenant Service customer's telephone service.

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GENERAL REGULATIONS

3. USE OF SERVICE AND FACILITIES (Continued)

3.01. USE OF CUSTOMER SERVICE (Continued)

3.01.03. Limited Conversations

The Telephone Company reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.

3.02. ABUSE OR FRAUDULENT USE

Service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes, but is not limited:

- 3.02.01. The use of service or facilities of the Telephone Company for a call or calls anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another.
- 3.02.02. The use of profane or obscene language.
- 3.02.03. The impersonation of another with fraudulent intent.
- 3.02.04. The use of the service in such a manner as to interfere with the service of others or to prevent others from making or receiving calls over their telephone service.
- 3.02.05. The use of the service for any purpose other than as a means of communication.
- 3.02.06. The use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without the payment of the applicable local message charge or message toll charge.
- 3.02.07. The obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain, local or message toll telephone service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or part, of the regular charge for such service.

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GENERAL REGULATIONS

3. USE OF SERVICE AND FACILITIES (Continued)

3.03. AUTHORIZED ATTACHMENTS AND CONNECTIONS

No equipment, apparatus, circuit or device not furnished by the Telephone Company shall be attached to or connected with facilities furnished by the Telephone Company, whether physically, by induction, acoustically, or otherwise, except as provided in this tariff and in Part 68 of the Federal Communication Commission's Rules and Regulations, or otherwise authorized in writing by the Telephone Company. In case any unauthorized attachment or connection is made, the Telephone Company shall have the right to remove or disconnect the same or to terminate the service. The Telephone Company is responsible for giving actual notice to customers of impending disconnection of his service before any action is taken to do so.

3.03.01. Grades of Service

Unless otherwise specified, connecting equipment for customer-provided equipment is available only for use with individual central office lines, centrex system station lines, private branch exchange station lines and private line services.

Connection of customer-provided equipment with coin box telephone services is not permitted and connecting equipment is not provided for this purpose.

3.03.02. Excessive Calling Volumes

Customer-provided recording, reproducing and automatic answering and recording equipment may be connected with facilities of the Telephone Company only when and for so long as the customer contracts for a sufficient number of telephone lines to handle adequately the volume of telephone calls received without interfering with any of the services offered by the Telephone Company. In the event the use of customer-provided equipment causes interference, the Telephone Company shall have the right to discontinue service after the customer has been notified of the Company's intentions to do so.

3.03.03. Advertising and Announcements

Customer-provided recording, reproducing and automatic answering and recording equipment connected with the facilities of the Telephone Company may be used for advertising, public announcements or promotional purposes. The customer may be required to designate the kind of announcements (such as news or sports announcements, inspirational messages, etc.) and the nature of the advertising messages to be delivered and, based on the use to be made of the service and the anticipated incoming call volume, the Telephone Company may specify the number of lines required. Once the service has been so established, the customer may not, without the express advance consent of the Telephone Company, deliver announcements of any other kind or advertising messages significantly different in nature as to engender a volume of calls in excess of that contemplated at the time service was established.

3.04. RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS

The recording of two-way telephone conversations is governed by state and federal laws and regulations.

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GENERAL REGULATIONS

3. USE OF SERVICE AND FACILITIES (Continued)

3.05. RECORDING OF INCOMING MESSAGES ONLY

3.05.01. Recorder Tone

When connection equipment is used for the recording of incoming messages only, a recorder tone is not required.

3.06. TRANSMISSION OF PRERECORDED MESSAGES ONLY

3.06.01. Telephone lines connected only to unattended customer-provided reproducing equipment shall be non-published individual business lines or non-published stations of a Centrex System as provided for in the Directory Listings section of this Product Guide.

3.06.02. Identification on Recorded Announcements

Use of Telephone Company facilities for public announcements is subject to the following conditions:

- A. For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Telephone 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.
- B. Customers transmitting factual public announcements, such as time, time-temperature, weather, stock market quotation, airline schedules and similar information, are excluded from the preceding condition.
- C. Failure to comply with the provisions of this Product Guide shall be cause for termination of the service.
- D. The Telephone Company will reveal, to the extent the information is available from its records, on request, the name of the customer responsible for the service with which the recorded public announcements are associated, and the address at which the service is provided.

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GENERAL REGULATIONS

4. OBLIGATION OF THE CUSTOMER

4.01. DAMAGE TO TELEPHONE COMPANY FACILITIES

In the event Telephone Company property is damaged, lost, stolen or destroyed through the negligence or willful act or 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 Telephone Company in connection with its restoration to original condition or its replacement.

4.02. COMMERCIAL POWER

Suitable commercial power including outlets, where required for the operations of any equipment or system furnished by the Telephone Company on the premises of the customer, shall be furnished by the customer.

4.03. SPACE

The customer shall provide suitable and sufficient space for any switching, distributing and other equipment associated with a given service.

4.04. OPERATING AT THE PREMISES

All operation at the customer's premises is performed by, and at the expense of the customer and must conform with the operating practices and procedures the Telephone Company may adopt to maintain a proper standard.

4.05. CUSTOMER-PROVIDED FACILITIES AND EQUIPMENT

It is an obligation of the customer to insure that the magnitude and character of voltage and current transmitted from customer-provided facilities and equipment, the operation and maintenance of such facilities and equipment shall be such as not to interfere with any of the service offered by the Telephone Company or to interfere with others. The characteristics of customer-provided facilities and equipment shall be such that its connection to the line of the Telephone Company will not interfere with service over these lines, or impair privacy of the conversations over such lines. The character and location of customer-provided equipment and of the apparatus and sources of power to which such equipment may be connected shall be such as not to cause damage to Telephone Company plant or injury to Telephone Company employees or customers. Upon notice from the Telephone Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

The Telephone Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from the preceding compatibility requirements.

Effective: July 1, 2010

GENERAL REGULATIONS

5. PAYMENT ARRANGEMENTS

5.01. APPLICATION FOR SERVICE

The Telephone Company reserved the right to require that applications for service be made in writing on forms it provides, as approved by The Public Utilities Commission of Ohio. Requests from customers for additional service, equipment or facilities may be made orally or in writing and upon installation of the equipment or service, becomes a part of the original contract.

5.01.01. Superseding Contracts

Superseding contracts may be taken to cover changes in, to or from any type of service provided the same customer, whether such service is continued at the same or different location within the customer's local service area, subject to proper charges for moves, changes of location to different premises or buildings or for additions to facilities furnished in accordance with Product Guide provisions. Superseding contracts become effective upon completion of the required work.

No equipment, apparatus, circuit or device not furnished by the Telephone Company shall be attached to or connected with facilities furnished by the Telephone Company, whether physically, by induction, acoustically, or otherwise, except as provided in this Product Guide and in Part 68 of the Federal Communication Commission's Rules and Regulations, or otherwise authorized in writing by the Telephone Company. In case any unauthorized attachment or connection is made, the Telephone Company shall have the right to remove or disconnect the same or to terminate the service. The Telephone Company is responsible for giving actual notice to customers of impending disconnection of his service before any action is taken to do so.

5.01.02. Cancellation of Application

When an application for service is cancelled before service is established, the applicant or customer may be required to reimburse the Telephone Company for expenses incurred incident to such application before notice of cancellation is received. However, such amount is not to exceed the installation servicing and termination charges total that would have been applicable had the service been established.

5.01.03. Establishment of Credit

A. Business Service

In order to insure the payment of all charges due for its service, the Telephone Company may require any applicant or customer to establish and maintain his credit by furnishing acceptable references or by making a cash deposit. Cash deposit requirements will be calculated separately for the customer's local service and toll service.

Effective: July 1, 2010

GENERAL REGULATIONS

5. PAYMENT ARRANGEMENTS

5.01. APPLICATION FOR SERVICE - Continued

5.01.04. Rejection of Application

A. Indebtedness

Where an applicant has an outstanding account balance due the Telephone Company, the Telephone Company may reject his application for service until the amount due has been paid in full.

B. Objection by Governmental Authority

The company shall have the right and duty to refuse to institute service for a potential customer or to terminate service to an existing customer only if such action would be in compliance with Rule No. 21.12 of the Commission's Code of Rules and Regulations, or the order of any court. Said Rule No. 21.12 is as follows:

1. Each such telephone or telegraph company shall refuse to install or furnish service if it has good cause to believe that such service will be used in furtherance of gambling.
2. Whenever a telephone or telegraph company has reasonable cause to believe that telephone or telegraph facilities are being used in the furtherance of gambling, it shall be the duty of such telephone or telegraph company to immediately make an investigation of the use of said equipment and facilities and immediately thereafter to make a report in writing to this Commission and to the local law enforcement authority of all facts relating thereto.
3. Copies of contracts for all private leased wire service, by such telegraph and telephone companies, shall be furnished to this Commission and to local law enforcement authority immediately upon the execution of such contracts.
4. Upon receipt of written notice, from any law enforcement agency, that such agency has reason to believe such utility facilities and service are being used in furtherance of gambling, such company shall forthwith discontinue said service.

The Telephone Company incorporates by reference and will adhere to, the rules for denial or disconnection of local and toll service, as found in the Ohio Administrative Code 4901:1-5-17.

Effective: July 1, 2010

GENERAL REGULATIONS

5. PAYMENT ARRANGEMENTS

5.02. ADVANCE PAYMENTS

The Telephone Company may require an advance payment for construction charges, moves, change in location, installation charges and charges for special installation. Advance payments, when required, will be requested from new applicants for local service and customers at the time the applications are accepted.

The Telephone Company may refuse an application for toll service if the applicant refuses to pay an advance payment or deposit for toll service when requested by the Telephone Company or an Interexchange carrier (IXC) for whom the Telephone Company is an authorized agent.

5.03. DEPOSITS

The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Telephone Company's regulation as to advance payments and the prompt payment of bills on presentation nor constitutes a waiver or modification of the regular practices of the Telephone Company regarding discontinuance of service for non-payment of any sums due the Telephone Company for service rendered. Deposits for local service shall be calculated separately from deposits for toll service. Local service shall be provided to local service applicants who meet the local service deposit requirements regardless of whether the applicant meets the deposit requirements for toll service.

- 5.03.01. The Telephone Company shall not require a cash deposit to establish or reestablish credit for local service in an amount in excess of two-hundred-thirty percent (230%) of the estimated or historical monthly average of local service charges.

The Telephone Company shall not require a cash deposit to establish or reestablish credit for toll service in an amount in excess of two-hundred-thirty percent (230%) of the estimated or historical monthly average of toll service charges.

The Company 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 Public Utilities Commission of Ohio.

- 5.03.02. Upon receiving a cash deposit, the Company shall furnish to the applicant for service or customer a receipt showing: 1) The name of the applicant for service or customer, 2) the address of the premises to be served or served, 3) the billing address for such service, and 4) the amount of deposit and a statement that the rate of interest to be paid on said deposit will be not less than the rate established by The Public Utilities Commission of Ohio from time to time.

- 5.03.03 The Company shall pay interest on a deposit at the rate of 6% per annum. In no event shall such interest rate be less than that prescribed by order of the Commission. Interest on a deposit shall accrue annually and shall either be paid to the customer when his deposit is refunded or deducted from the customer's final bill for service. The Company shall not be required to pay interest on a deposit held less than 180 days, and shall not be required to pay interest on a deposit after termination or discontinuance of service, if the Company has made a reasonable effort to refund the deposit. Thereafter, an unclaimed deposit, plus accrued interest, shall be disposed of in conformity with Chapter 169 of the Ohio Revised Code.

Effective: July 1, 2010

GENERAL REGULATIONS

5. PAYMENT ARRANGEMENTS

5.03. DEPOSITS - Continued

5.03.04. Refund of Deposit

- A. Upon termination or discontinuance of local or toll service, the Company shall promptly apply the customer's local or toll service deposit, including interest accrued to date, to the final bill for the applicable service. The remainder, if any, in excess of the final bill for either local or toll service, shall be promptly refunded to the customer. A transfer of service from one premises to another within the service area of the Company shall not be deemed a discontinuance within the meaning of these rules.
- B. After the customer has paid bills for local or toll service for twelve consecutive months without having had service discontinued for non-payment of the bill, and without having had more than two occasions on which his bill was not paid by the time specified by the regulations of the Company regarding prompt payment of bills, and the customer is not delinquent in the payment of local service bills, the Company shall promptly refund the local or toll service deposit plus interest accrued to date. If the customer has had service discontinued for non-payment of his bill, or had more than two such past due bills for such period, the Company shall thereafter review the account every twelve months and shall promptly refund the local or toll service deposit plus interest accrued to date after the customer has neither had service discontinued for non-payment of his bill nor had more than two such past due bills during the twelve consecutive months prior to any review, and the customer is not then delinquent in the payment of the local or toll service bills.
- C. The Company shall promptly return the deposit plus interest accrued to date at any time upon request, if the customer's credit has been otherwise established or reestablished in accordance with these rules.

5.03.05. Record of Deposit

The Company holding a cash deposit shall keep a record thereof until the deposit is refunded or otherwise disposed of in accordance with applicable law. The record shall show: 1) the name and current billing address of each depositor, 2) the amount and date of the deposit, and 3) each transaction concerning the deposit.

5.03.06 Appeal by Applicant or Customer

The Company shall direct its personnel engaged in initial contact with an applicant for service or customer, seeking to establish or reestablish credit under the provisions of this section, 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 applicant or customer, who expresses dissatisfaction with the decision of such supervisory personnel and requests government review, of his right to have the problem reviewed by an official of the Commission and shall furnish him the business address and telephone number of the Commission. The payment of a deposit as requested by the utility shall not foreclose or in any manner affect the applicant's right to appeal hereunder.

Effective: July 1, 2010

GENERAL REGULATIONS

5. PAYMENT ARRANGEMENTS

5.04. PAYMENT FOR SERVICE

The Telephone Company will endeavor to mail its bills for telephone service on or before the same date each month.

The Customer is responsible for prompt payment monthly of all charges for facilities and services furnished, including charges for all calls originated from his station or accepted by him as third number or as special billed calls or received at his station when the charges have been reversed with the consent of the person called. Charges are payable at the Telephone Company's business offices or at any agency authorized to receive such payments.

Bills include charges for local service for the current service month and are due upon presentation.

If the bill is not paid within twenty (20) calendar days following the date of the bill (the closing date of the customer's account as shown on the bill), the account will be considered delinquent.

A delinquent local service account may subject the customer's local service to temporary or permanent disconnection, pursuant to the provisions of Paragraphs 5.06.01 Abandonment of Service, 5.06.03 Disconnection for Nonpayment, and 5.07 Restoration of Service of this Product Guide.

Charges for telephone service, equipment and facilities are payable monthly in advance except that when service is established, the initial charge for local service, equipment and facilities for the fractional part of the current billing month is the pro-rata share of the monthly charge.

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

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

For the purpose of computing charges, each month shall be considered to have thirty (30 days), and shall be the basis for determining fractional portions of monthly billing, pro-rata charges and adjustments to customer accounts for local service, equipment and facilities, except cases involving allowances for interruptions in service.

5.05. OPTIONAL PAYMENT ARRANGEMENTS

Optional payment arrangements provide a customer a choice of methods of paying for specified services and equipment.

5.05.01. Noncontract Rate Plan

The noncontract rate plan includes an installation servicing charge and a single monthly rate with a one month initial service period unless specified otherwise. The monthly rates apply for the service life and are subject to change by filing with The Public Utilities Commission of Ohio.

Effective: July 1, 2010

GENERAL REGULATIONS

5. PAYMENT ARRANGEMENTS

5.06. TERMINATION OF SERVICE

5.06.01. Abandonment of Service

In the event of the abandonment of the service, the Telephone Company may either temporarily deny or terminate the local service. The Telephone Company is responsible for giving actual notice to a customer of impending disconnection of his local service before any action taken to do so.

5.06.02. Improper Use of Service

The Telephone Company may either temporarily deny local service or terminate the local service of a customer upon his conviction of violating a law with respect to the use of telephone service or willfully violates the Company's Product Guide, rules and regulations. The Telephone Company is responsible for giving actual notice to a customer of impending disconnection of his local service before any action is taken to do so.

5.06.03. Disconnection for Nonpayment

The Telephone Company may disconnect the local exchange service of a customer who fails to pay charges for local service provided by the Company pursuant to this Product Guide and Ohio Administrative Code 4901:1-5-17. The Telephone Company may not disconnect a customer's local service for nonpayment of toll service. For purposes of this rule, local service is defined as every regulated service provided by the company other than toll service and excluding 900 and 976-like services.

Disconnection of a customer's toll service for nonpayment of Company or IXC toll charges shall be made in accordance with the rules as set forth in this Product Guide and other tariffs of the Company and Ohio Administrative Code 4901:1-5-17.

The Telephone Company shall respond promptly to customer inquiries pertaining to charges for IXC toll services, either by handling the inquiry itself, or referring it to the IXC, depending on the nature of the customer's inquiry.

5.06.04 Abuse or Fraudulent Use

The Telephone Company reserves the right to discontinue or refuse service because of abuse or fraudulent use of service. Abuse or fraudulent use includes the use of services of the Telephone Company to transmit a message, to locate a person or otherwise to give or obtain information, without payment of the applicable local message charge or message toll charge. The Telephone Company is responsible for giving actual notice to a customer of impending disconnection of his service before any action is taken to do so.

Effective: August 29, 2017

GENERAL REGULATIONS

5. PAYMENT ARRANGEMENTS

5.07. RESTORATION OF SERVICE

5.07.01. After Temporary Denial

When service is restored after a temporary denial, and the established restoral of service charge has been paid, the Telephone Company will make a pro-rata allowance at the schedule rate for the local service denied for the entire period of denial, except when local service is restored within a twenty-four (24) hour period following denial no allowance will be made.

5.07.02. After Termination

Subsequent to the completion of an order to terminate local service, such service will be reestablished only on the basis of a new application for local service. Refer to paragraph 13 of this Product Guide for reestablishment of toll service.

5.08. ASSIGNMENT OR TRANSFER OF SERVICE

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 Subsequent Service Ordering Charge, specified in Section 2, 1.02.01, will be applied to the new customer's account for such transfers.

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.

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Effective: March 11, 2015

GENERAL REGULATIONS

6. CONNECTIONS

Terminal equipment and communications systems provided by the customer may be connected at the customer's premises to telecommunications services furnished by the Telephone Company where such connections are made in accordance with the provisions of this section and Part 68 of the Federal Communications Commission's Rules and Regulations.* Telecommunications services as used herein includes Exchange Service, Message Toll Telephone Service and Wide Area Telecommunications Service (WATS).

6.01. RESPONSIBILITY OF THE CUSTOMER

6.01.01. Where telecommunications service is available under this Product Guide for use in connection with customer-provided equipment, the operating characteristics of such equipment shall be such as not to interfere with any of the services offered by the Telephone Company.

6.01.02. Such use is subject to the further provisions that the customer-provided equipment does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system; or otherwise injure the public in its use of the Telephone Company's services.

6.01.03. Upon notice from the Telephone Company that the customer-provided equipment 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.

6.01.04. Whenever equipment or facilities of the customer are connected to equipment or facilities of the Telephone Company, it is contemplated that when trouble develops, the customer will make appropriate tests of his equipment or facilities to determine whether such trouble is in his or in the Telephone Company's equipment or facilities before reporting an out of service or other trouble condition to the Telephone Company.

6.01.05. The customer shall be responsible for the payment of nonregulated isolation charges for visits by a Telephone Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided terminal equipment or communications system. (C)

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Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.02. RESPONSIBILITY OF THE TELEPHONE COMPANY

6.02.01. The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer-provided facilities. Exchange and long distance message telecommunications service is not represented as adapted to the use of customer-provided facilities and where such facilities are connected to Telephone Company facilities, the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for exchange and long distance message telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility, the Telephone Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided facilities or for the quality of, or defect in, such transmission, or (2) the reception of signals by customer-provided facilities, or (3) address signaling where such signaling is performed by customer-provided or other common carrier-provided tone-type signaling equipment.

6.02.02. The Telephone Company shall not be responsible to the customer or otherwise if changes in the criteria contained in this section or in any of the facilities, operations or procedures of the Telephone Company render any customer-provided facilities obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. However, in the event such changes noted in the foregoing adversely affect customer-owned equipment, both The Public Utilities Commission of Ohio and the affected customer will be so advised prior to such change with a reasonable length of time to permit the customer to modify, alter, or replace the affected customer's facilities.

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

6.03. VIOLATION OF REGULATIONS

Should any customer-owned equipment that is connected to the facilities of the Company be found to be adversely affecting those facilities, the customer shall be notified of that fact and given a reasonable length of time to do one of the following:

6.03.01. Disconnect and/or cease the use of the offending equipment.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.03. VIOLATION OF REGULATIONS - Continued

6.03.02. Install and maintain a standard "interconnect" device that will block offending signals, impulses or voltages from reaching the Company's network;

6.03.03. Modify his equipment to become non-offending.

6.03.04. If, after reasonable efforts to effect a settlement by the above methods have failed, or if the customer's use of his equipment or its attachments to Company facilities creates an emergency condition such as potential damage to the Company's system or to any person or property, the Company shall disconnect the customer's service and shall only reconnect such service when it is satisfied that the offending condition has been corrected and after its standard reconnection charge has been paid.

6.03.05. The Telephone Company is responsible for giving actual notice to a customer of impending disconnection of his service before any action is taken to do so, except in emergency situations.

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.01. General

Connections Subject to Part 68 of the Federal Communications Commission's Rules and Regulations.

Pursuant to Rules and Regulations promulgated by The Federal Communications Commission, customer-provided terminal equipment and communications systems to be connected to the telecommunications network must, except as otherwise provided, be either grandfathered or registered.

6.04.02. Grandfathered Terminal Equipment

A. "Grandfathered Terminal Equipment" is customer-provided terminal equipment (non-key telephone sets, data sets, ancillary devices, including protective circuitry, if any) considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such terminal equipment is connected to the telecommunications network prior to July 1, 1979 and is of a type of terminal equipment which was directly connected (i.e. without telephone company-provided connecting arrangements) to the telecommunications network, in accordance with any telephone company's tariffs and this Product Guide, as of October 17, 1977.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.02. Grandfathered Terminal Equipment - Continued

- B. Grandfathered terminal equipment may remain directly connected and be moved and reconnected at the customer's premises to the telecommunications network for the life of the equipment without registration and may not be modified unless in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations, subject to the following:
 - 1. The customer shall notify the Telephone Company when such grandfathered terminal equipment is to be connected and shall notify the Telephone Company when such grandfathered terminal equipment is to be permanently disconnected; such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment; and
 - 2. All such connections shall comply with the minimum protection criteria set forth elsewhere in this Section.

6.04.03. Grandfathered Communications Systems

- A. "Grandfathered Communications Systems" are customer-provided communications systems (e.g., PBX and Key telephone systems and their associated equipment, premises wiring and protective circuitry, if any) considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such systems were connected to the telecommunications network prior to January 1, 1980 and are of a type of system which was directly connected (i.e. without telephone company-provided connecting arrangements) to the telecommunications network, in accordance with any telephone company's tariffs and this Product Guide, as of June 1, 1978.
- B. Grandfathered communications systems may remain directly connected for the life of the equipment without registration, and may not be modified unless in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations, subject to the following:
 - 1. All such connections shall comply with the minimum protection criteria set forth elsewhere in this Section.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.03. Grandfathered Communications Systems - Continued

2. No changes may be made to equipment so connected except by the manufacturer thereof, or a duly authorized agent of the manufacturer.
3. Premises wiring shall conform to Part 68 of the Federal Communications Commission's Rules and Regulations.
4. The customer shall, upon request of the Telephone Company, notify the Telephone Company when such communications systems are to be connected or permanently disconnected; such notification may include a description of the equipment including the manufacturer's name, model number, and type of equipment.
5. Additions to grandfathered communications systems specified in preceding may be made without registration of any additional equipment if equipment so added is being reconnected, i.e., was previously directly connected prior to January 1, 1980, in accordance with Telephone Company Tariffs and this Product Guide.

Such additions are subject to the provisions of B-3, through 4. preceding.

Additions of registered equipment to grandfathered communications systems are subject to 6.04.05. following.

Systems connected pursuant to 6.04.03. preceding may remain connected and be moved and reconnected to the telecommunications network, in accordance with B-3, through 4. preceding, for the life of the equipment and may not be modified unless in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.04. Grandfathered Connections

A. General Provisions

1. Connections of customer-provided terminal equipment are considered to be grandfathered under Part 68 of the FCC's Rules and Regulations if such connections are made to the telecommunications network via telephone company-provided connecting arrangements prior to July 1, 1979 and such connecting arrangements are of a type of connecting arrangement connected to the telecommunications network, in accordance with any telephone company's tariffs and this Product Guide, as of October 17, 1977.
2. Connections of customer-provided communications systems (including their equipment and premises wiring) are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations if such connections are made to the telecommunications network via telephone connecting arrangements prior to January 1, 1980 and such connecting arrangements are of a type of connecting arrangement connected to the telecommunications network, in accordance with any telephone company's tariffs and this Product Guide, as of June 1, 1978.
3. Basis of Connection
 - a. Grandfathered connections of terminal equipment and grandfathered connections of communications systems may remain connected and be moved and reconnected for the life of the equipment. Such equipment may not be modified unless in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.
 - b. New customer-provided devices or system components that are non-registrable under Part 68 of the Federal Communications Commission's Rules and Regulations, and are connected at the customer's premises to terminal equipment or communications systems provided by the Telephone Company prior to July 1, 1980, may remain connected and be moved and reconnected for the life of such devices or system components or for the life of the Telephone Company-provided terminal equipment or communications system. Such devices and system components may not be modified unless in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.
 - c. Separate, identifiable and discrete protective circuitry (i.e., connecting arrangements) used for grandfathered connections of communications systems to the telecommunications network may be removed or replaced with apparatus of lesser protective function, provided that any equipment, and any premises wiring whose classification is changed thereby, conforms to Part 68 of the Federal Communications Commission's Rules and Regulations.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.04. Grandfathered Connections - Continued

B. Data Terminal Equipment

Subject to the provisions of A-3. preceding, customer-provided data terminal equipment (including telephotograph, electrocardiogram and electroencephalogram equipment) may be connected at the customer's premises to the telecommunications network through a network control signaling unit and a data access arrangement in accordance with the following:

1. The customer shall furnish the equipment which performs the function of:
 - a. conditioning the data signals generated by the customer-provided terminal equipment to signals suitable for transmission by means of Telephone Company services, and
 - b. conditioning signals transmitted by means of Telephone Company services to data signals suitable for reception by customer-provided equipment.
2. The customer-provided data terminal equipment must comply with the minimum protection criteria specified in E. following.
3. Where a data access arrangement is furnished in connection with customer-provided terminal equipment and such terminal equipment is used for both voice and data communication, the data access arrangement may be used to connect the provided terminal equipment for voice communication.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.04. Grandfathered Connections - Continued

C. Voice Terminal Equipment

Subject to the provisions of A-3. preceding, customer-provided voice terminal equipment may be connected at the customer's premises to the telecommunications network in accordance with the following:

1. The connection shall be made through a network control signaling unit and a connecting arrangement. A connecting arrangement is not required for the connection of Attested Equipment or Conforming Answering Devices.
2. Where customer-provided terminal equipment is used for both voice and data communication, see B-3. preceding.
3. The customer-provided voice terminal equipment must comply with the minimum protection criteria specified elsewhere in this section.

D. Communications Systems

Subject to the provisions of A-3. preceding, customer-provided communications systems may be connected at the customer's premises to telecommunications services in accordance with the following:

1. The connection shall be made through a network control signaling unit and a connecting arrangement.
2. The provisions relating to minimum protection criteria set forth elsewhere in this section shall apply to the connection of customer-provided communications systems.

E. Minimum Network Protection Criteria

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

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.04. Grandfathered Connections - Continued

E. Minimum Network Protection Criteria - Continued

1. Direct Electrical Connections

Where the customer-provided equipment or system is connected with exchange and long distance message telecommunications service through a connecting arrangement and network control signaling unit the customer-provided equipment or system must comply with the following criteria: (The Telephone Company will cooperate with the customer in the selection of appropriate connecting devices to achieve compatibility of customer-owned equipment with the Telephone Company's system and the Telephone Company shall, if its recommendations are followed, be responsible for the correct functioning of the apparatus furnished by it.)

- a. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12db below one milliwatt when averaged over any three second interval. To insure that this limit is not exceeded, the power of the signal which may be applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises will be specified for each type of voice connecting arrangement or for each customer's location in the case of a data access arrangement, but in no case shall it exceed one milliwatt.
- b. To protect other services it is necessary that the signal which is applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises meets the following limits:
 - 1.) The power in the band from 3,995 Hertz to 4,005 Hertz shall not exceed 18db below the power of the signal as specified in A. preceding.
 - 2.) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
 - 3.) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
 - 4.) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
 - 5.) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.04. Grandfathered Connections - Continued

E. Minimum Network Protection Criteria - Continued

1. Direct Electrical Connections - Continued

- c. To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Telephone 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 to 2450 Hertz band.
- d. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling be performed (1) by equipment furnished, installed and maintained by the Telephone Company or other common carrier; or (2) by signaling functions performed by Conforming Answering Devices, or (3) by customer-provided tone-type address signaling through a Telephone Company-provided connecting arrangement.

2. Acoustic and Inductive Connections

Where the customer-provided equipment or system is connected with exchange and long distance message telecommunications service through customer-provided equipment which effects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving, the customer-provided equipment or system must comply with the following criteria:

- a. To prevent excessive noise and crosstalk in the network it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input to the Telephone Company line) does not exceed 9db below one milliwatt when averaged over any three second interval.
- b. Customer-provided tone-type address signaling is also permitted through acoustic or inductive connections provided such connections are effected externally to a Telephone Company network control signaling unit. However, the facilities of the Telephone Company are not designed for such use and the Telephone Company makes no representation as to the reliability of address signaling which is performed in such manner.
- c. Regulations for Direct Electrical Connections, 1-b. thru c., preceding also apply to Acoustic and Inductive Connections.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.04. Grandfathered Connections - Continued

F. Attested Equipment Connection Prior to July 1, 1980

1. Customer-provided headsets and nonpowered conferencing equipment which meet the standards and procedures set forth by the Telephone Company in Technical References for Attested Equipment connected at the customer's premises to the telecommunications network prior to July 1, 1980 in accordance with a. through e. following, may remain connected and be moved and reconnected in accordance therewith for the life of the equipment unless subsequently modified:
 - a. The Identification Number issued by the Telephone Company to the manufacturer or supplier must appear on each unit of Attested Equipment utilized.
 - b. Customers must notify the Telephone Company of their intention to connect Attested Equipment. Such notification must include the Identification Number of the equipment and the location at which that equipment is to be used.
 - c. Attested Equipment may not:
 - be connected to a source of electrical power which is external to the telecommunications network;
 - be grounded;
 - perform any network control signaling functions prior to and including the establishment of the intended transmission path;
 - have amplification in the transmission path (other than single ended terminal devices with the maximum gain limited so that the output power meets the minimum protection criteria set forth in E. preceding); and
 - use wiring external to such equipment that is permanently affixed at the site of the installation other than portable connections compatible with the interface termination provided by the Telephone Company.
 - d. Attested Equipment must comply with the minimum protection criteria set forth elsewhere in this section.
2. Customer-provided terminal equipment which does not meet standards and procedures set forth by The American Telephone and Telegraph Company in its Technical References, although previously attested by the manufacturer, may not be used with the services of the Telephone Company except in accordance with the provisions of E-1.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.04. Grandfathered Connections - Continued

G. Connection of a Conforming Answering Device

1. Customer-provided Conforming Answering Devices which meet the standards and procedures set forth by the Telephone Company in Technical References for Conforming Answering Devices and which are connected at the customer's premises to the telecommunications network prior to July 1, 1979, in accordance with a. through g. following, may remain connected and be moved and reconnected in accordance therewith for the life of the equipment, unless subsequently modified.
 - a. The customer shall notify the Telephone Company of his intention to connect a Conforming Answering Device. Such notification shall include the location at which the Conforming Answering Device is to be used as well as the Conformance Number of the Conforming Answer Device.
 - b. The Conforming Answering Device shall not be used to transmit or receive data signals.
 - c. The Conforming Answering Device shall not be used with public or semi-public coin telephone service, and only with individual line service.
 - d. The Conforming Answering Device shall not be used to originate calls.
 - e. The Conforming Answering Device shall be operated and maintained in accordance with those instructions furnished with such Conforming Answering Device as required by American Telephone and Telegraph's Technical Reference for Conforming Answering Devices.
 - f. The Conforming Answering Device shall comply with the minimum network protection criteria set forth in this section.

Effective: March 11, 2015

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.05. Registered Equipment

A. General

"Registered Equipment" is equipment which complies and has been approved within the Registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

B. Connections of Customer-Provided Registered Equipment

1. Customer-provided registered equipment may be directly connected at the customer's premises for use with telecommunications services provided by the Telephone Company, subject to the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations and this section.
2. The use of customer-provided registered equipment shall not require change in, or alteration of, the equipment or other services of the Telephone Company.
3. The Telephone Company may make changes in its communications services, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations or the provisions specified in this section.
4. The customer shall be responsible for the payment of nonregulated isolation charges for a visit by the Telephone Company to the customer's premises where the service difficulty or trouble report results from the use of customer-provided equipment. (C)
5. All combinations of customer-provided registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the Federal Communications Commission's Rules and Regulations are continually satisfied.

No combinations of customer-provided registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall cause electrical hazards to Telephone Company personnel, damage to Telephone Company equipment, malfunction of Telephone Company billing equipment, or degradation of service to persons other than the user of the subject equipment, or the user's calling or called party.

The Telephone Company may discontinue service or impose other remedies as provided for in Part 68 of the Federal Communications Commission's Rules and Regulations for failure to comply with these provisions.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.05. Registered Equipment

C. Connections Involving National Defense and Security

In certain cases Part 68 of the Federal Communications Commission's Rules and Regulations permit the connection of non-registered terminal equipment or communications systems to the telecommunications network provided that:

1. The Secretary of Defense; the head of any other governmental department (having requisite Federal Communications Commission approval); or their authorized representative certifies in writing to the Telephone Company that:
 - a. The connection is required in the interest of national defense and security;
 - b. The equipment to be connected neither complies with the technical requirements of Part 68 or will not cause harm to the telecommunications network or Telephone Company employees; and
 - c. The work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.06. Connections of Customer-Provided Communications Systems Not Subject to Part 68 of the Federal Communications Commission's Rules and Regulations

A. Direct Electrical Connections

Customer-provided communications systems not subject to Part 68 of the Federal Communications Commission's Rules and Regulations may be connected with exchange telephone service on a direct electrical basis at the Customer's premises provided that:

1. The connection is made through:
 - a. A connecting arrangement furnished by the Telephone Company, or
 - b. Registered or grandfathered terminal equipment, multi-line terminating system, or protective circuitry which, either singularly or in combination, assures that the requirements of Part 68 of the FCC's Rules and Regulations are met at the interface.

In lieu of these requirements for total hardware protection, an optional, alternative method, as described in B. following, is available for the control of signal power only.

2. The connection is:
 - a. through switching equipment, or
 - b. to a Customer-provided communications system that is arranged to promptly return the exchange telephone service to an idle (on hook) state should the communications system fail. In addition, the Customer must notify the Telephone Company when the communications system fails.
3. Minimum protection criteria set forth in 6.04.04.E. preceding are complied with when the connection made through equipment or systems that are not registered.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.06. Connections of Customer-Provided Communications Systems Not Subject to Part 68 of the Federal Communications Commission's Rules and Regulations

B. Institutional Procedures for Signal Power Control

1. When Customer-provided communications systems are connected through, (a) a Telephone Company-provided connecting arrangement or, (b) registered or grandfathered terminal equipment, multiline terminating system or protective circuitry which assures that all of the requirements of Part 68 of the FCC's Rules and Regulations are met at the interface, no further action is required. However, when a Customer elects to connect a communications system to the network and the registered or grandfathered equipment, system or protective circuitry through which the connection is made does not provide protection for signal power control, the Customer must comply with the following institutional procedures:
 - a. The Customer-provided communications system must be installed operated and maintained so that the signal power (within the frequency range of 200-4000 Hertz) at the interface continuously complies with Part 68 of the FCC's Rules and Regulations.
 - b. The operator(s)/maintainer(s) responsible for the establishment, maintenance and adjustment of the voice frequency signal power present at the interface must be trained to perform these functions by successfully completing one of the following:
 - (1) a training course provided by the manufacturer of the equipment used to control voice frequency signal power; or
 - (2) a training course provided by the Customer or authorized representative, who has responsibility for the entire communications system, using training materials and instructions provided by the manufacturer of the equipment used to control the voice frequency signal power; or
 - (3) an independent training course (e.g., trade school or technical institution) recognized by the manufacturer of the equipment used to control the voice frequency signal power; or
 - (4) in lieu of the preceding training requirements, the operator(s)/maintainer(s) is under the control of a supervisor trained in accordance with (1) through (3) preceding.

Upon request the Customer is required to provide the proper documentation to demonstrate compliance with the requirements in (b) preceding.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.06. Connections of Customer-Provided Communications Systems Not Subject to Part 68 of the Federal Communications Commission's Rules and Regulations

B. Institutional Procedures for Signal Power Control – Continued

1. Continued

- c. At least 10 days advance notice must be given to the Telephone Company in the form of a notarized affidavit before the initial connection of the Customer-provided communications system. A copy of the affidavit must also be maintained at the Customer's premises. The affidavit must contain the following information:
 - (1) The full name, business address, business telephone number and signature of the Customer or authorized representative who has responsibility for the operation and maintenance of the communications system.
 - (2) The line(s) which the communications system will be either connected to or arranged for connection to.
 - (3) A statement that all operations associated with establishment, maintenance and adjustment of the signal power present at the interface will comply with Part 68 of the FCC's Rules and Regulations.
 - (4) A statement describing how each operator/maintainer of the communications system will meet and continue to meet the training requirements for person installing adjusting or maintaining the communications system.

2. Extra-ordinary Procedures

- a. The Telephone Company may invoke extra-ordinary procedures to protect the network where one or more of the following conditions are present:
 - (1) Information provided in the affidavit gives reason to believe that a violation of Part 68 of the FCC's Rules and Regulations or the Institutional Procedures set forth in B. preceding is likely.
 - (2) Harm has occurred and there is reason to believe this harm was a result of operations performed under the Institutional Procedures set forth in B. preceding.
- b. The extra-ordinary procedures, which can be invoked by the Telephone Company, include:
 - (1) Requiring the use of protective apparatus which either protects solely against signal power or which assures that all of the requirements of Part 68 are met at the interface. This protective apparatus may be provided by either the Telephone Company or the Customer.
 - (2) Disconnecting service.

Effective: March 11, 2015

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.06. Connections of Customer-Provided Communications Systems Not Subject to Part 68 of the Federal Communications Commission's Rules and Regulations

B. Institutional Procedures for Signal Power Control – Continued

2. Continued

c. Nonregulated isolation charges will apply when: (C)

- (1) It is necessary to send a repairperson to the premises where the connection is made because a condition set forth in a. preceding exists, and
- (2) A failure to comply with Part 68 of the FCC's Rules and Regulations or the Institutional Procedures for Signal Power Control is disclosed.

6.04.07. Other Connections

A. General Provision

Customer-provided terminal equipment and communications systems connected to the telecommunications network prior to January 1, 1980, in accordance with B. through F. following, may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New installations of customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations must be connected to the telecommunications network in accordance with 6.04.05. preceding.

B. Army, Navy and Air Force

1. In the case of a telephone system of the Department of the Army, the Department of the Navy, or the Department of the Air Force, of the United States, which serves an establishment operated and administered under the direction of such Department and commanded by authorities of such Department, and which is located generally within the boundaries of such establishment, facilities of such system may, in lieu of the provisions of 6.04. preceding, be connected with facilities of the Telephone Company for exchange and long distance message telecommunications service where the Secretary of the Department certifies in writing that reasons of military necessity require that the establishment for maneuvers, mobilization tests or technical service tests will be so connected. Services and facilities are furnished by the Telephone Company under a contract specifying the charges to be applied.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.06. Connections of Customer-Provided Communications Systems Not Subject to Part 68 of the Federal Communications Commission's Rules and Regulations

C. United States Coast Guard

Telephone lines owned and maintained by or at the expense of the Coast Guard between Coast Guard Stations and between Coast Guard Stations located outside a municipality and a point of connection designated by the Telephone Company may, in lieu of the provisions of 6.04. preceding, be connected with exchange and long distance message telecommunications service of the Telephone Company.

D. Federal Aviation Agency

Private mobile systems provided by the Federal Aviation Agency may, in lieu of the provisions of 6.04. preceding, be connected, by means of connecting equipment furnished by the Telephone Company, to Telephone Company facilities for exchange and long distance message telecommunications service in cases of emergency involving communications with sites of aircraft disasters.

E. Power, Pipe Line and Railroad Companies

1. Facilities provided by an electric power company or oil, oil products or natural gas pipe line company, or railroad company primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, townships or villages along the right-of-way) owned or controlled by such company, may, in lieu of the provisions of 6.04. preceding, be connected with exchange and long distance message telecommunications service, subject to the conditions set forth in the following paragraphs. Such connections will be made by means of switching or connecting equipment furnished by the Telephone Company, and will be provided at the rates and charges specified in this section and in other applicable sections of this Product Guide.
2. Facilities of the Telephone Company will be connected for exchange or long distance message telecommunications service with telephone facilities provided by the customer.
 - a. In cases of emergency involving safety of life or property; in addition, in cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or reliability of railroad service to the public, and related to the movement of passengers, mail, property, or equipment by railroad, or to the repair, maintenance, or construction of railroad rights-of-way, structures, or equipment.
 - b. In cases where the facilities provided by the customer serve locations where it is impracticable because of hazard or inaccessibility for the Telephone Company to furnish its facilities.
 - c. During an interim period in cases where the customer has arranged for replacement of said customer facilities with facilities of the Telephone Company.

Customer facilities referred to in b. and c. preceding do not include mobile radiotelephone facilities.

3. Connection of a telephone circuit provided by the customer as specified in 2. a., b., and c. preceding may be established at either end of such circuit, but shall not be established at both ends simultaneously.

Effective: July 1, 2010

GENERAL REGULATIONS

6. CONNECTIONS

6.04. CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

6.04.06. Connections of Customer-Provided Communications Systems Not Subject to Part 68 of the Federal Communications Commission's Rules and Regulations

E. Power, Pipe Line and Railroad Companies - Continued

4. Facilities of the Telephone Company, when connected with facilities provided by the customer, will not be used for communications of others than the customer, except that such facilities may be used for the communications of, and be connected with facilities furnished by the Telephone Company to other companies which:
 - a. Are operated with the customer as parts of an integrated electric power, oil, oil products, or natural gas pipe line system or railroad system under direct or common ownership or control.
 - b. Own or operate an electric power or pipe line or railroad system jointly with the customer.
 - c. Own or operate electric power or pipe line or railroad facilities inter-connected with those of the customer.

Telephone Company facilities when so connected may be used for exchange or long distance message telecommunications of other companies specified in a., b., and c. preceding, including calls originated by employees of such companies, only under the circumstances set forth in 2. a. preceding.

F. United States Government Executive Departments and Agencies

Where equipment of a Department or Agency of the Executive Branch of the United States Government used for the purpose of disguising or concealing the contents or meaning of communications is to be connected to Telephone Company facilities, the head of such Department or Agency, or his authorized representative, shall notify the Telephone Company in writing that such connection is necessary to safeguard official information which requires protection in the interests of national defense, or other confidential official information disclosure of which to unauthorized persons would be detrimental to the public interest.

7. INTERRUPTION OF SERVICE

7.01. GENERAL

A customer's basic telephone service may be interrupted from time-to-time due to equipment failures, accidental damage to the facilities of the Telephone Company, or damage caused by acts of nature (lightning, flooding, ice, falling trees, etc.). The Telephone Company will make every reasonable effort to correct these equipment failures or damages to facilities as quickly as possible. However, in some instances, service outages may extend beyond 24 hours.

Effective: September 7, 2023

GENERAL REGULATIONS

8. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

The TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations.

Regulations, rates and charges are as set forth in Frontier North Incorporated's P.U.C.O. No. 2, Facilities for Intrastate Access Tariff.

9. PROMOTIONS

9.01. The Company may from time to time engage in special promotional service offerings of limited duration (not to exceed ninety days on a per customer basis for recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular Product Guide offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the Commission.

9.02. The Company may occasionally engage in special promotions which reduce or waive installation and/or servicing charges for optional services. The reductions/waivers apply only when the applicable service is ordered or installed during the dates established for the promotional offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the Commission. (D)
(D)

Effective: April 1, 2024

GENERAL REGULATIONS

10. ROAD WORK RECOVERY SURCHARGE

10.01. 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 non-basic local exchange service from the Telephone Company under this product guide. The surcharge will be billed monthly per account.

10.02. 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.

10.03. RATES

	<u>Monthly Rate Per Account</u>
Business	\$3.00 (I)
Residence	\$3.00 (I)

Effective: July 1, 2010

GENERAL REGULATIONS

11. TERMINATION LIABILITY

11.01. 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:

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

11.02. 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.

11.03. End of Term Options

11.03.01. 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.

11.03.02. 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 the 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.

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

11.04.01 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;

11.04.02 Customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable;

11.04.03 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

Effective: July 1, 2010

GENERAL REGULATIONS

11. TERMINATION LIABILITY

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

11.04.04. 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.

11.05. P.U.C.O. approval of the above termination liability language is not intended to indicate that the P.U.C.O. has sanctioned any particular legal result should a dispute arise between the parties. In the event of a dispute, signatories to such term agreements may pursue whatever legal remedies they deem appropriate to resolve the dispute.

12. TELECOMMUNICATION RELAY SERVICES (TRS)

Customers may be assessed a charge per line per month to fund the Telecommunication Relay Services for the State of Ohio in accordance with section 4905.84 of the Revised Code. This charge shall in no event exceed the per end user line (or equivalent) assessment of the Public Utilities Commission of Ohio levied upon the Company.

Effective: July 1, 2010

GENERAL REGULATIONS

13. TOLL BLOCKING

FRONTIER NORTH INC. , when providing toll service, may “universally” block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any other 1+ presubscribed toll service provider who is obligated to provide such service under the terms of the Selective Access Policy.

Under the terms of the Selective Access Policy, Frontier, when providing toll service, may not deny establishment of 1+ presubscribed toll service on the grounds that the customer has failed to establish creditworthiness, if:

- A. the customer is able to establish creditworthiness using one of the means for doing so available under the Public Utilities Commission of Ohio's (PUCO) rules, or
- B. Frontier, when providing toll service, exercising its own discretion, does not require the customer to establish creditworthiness (through any of the means available for doing so under the PUCO's rules), or
- C. Frontier, when providing toll service, attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the PUCO's credit establishment policies and/or are not set forth within a PUCO approved tariff.

When a prospective customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select Frontier as his or her 1+ carrier of choice, the Company may, subject to our Product Guide toll deposit policies and the Commission's rules on establishment of service (See Rules 4901:1-5-14 and 4901:1-5-15, Ohio Administrative code, [O.A.C.]), require a deposit for toll service. This deposit shall be in accordance with Rule 4901:1-5-14 (A) (3), O.A.C., but Frontier may negotiate a lower deposit.

Frontier may furnish credit information, acquired from the Company's own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. FRONTIER will follow all requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the Federal Fair Credit Reporting Act.

Upon payment by the customer of all past due toll debt to Frontier, the Company will remove the block and all 1+ dialing capabilities, including 10-XXX, will be restored.

Effective: April 1, 2013

GENERAL REGULATIONS

14. RESIDENCE CUSTOMER INCENTIVE PROGRAM

14.01. General

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

14.02. Regulations

- A. This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
- B. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
- C. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
- D. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
- E. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in 14.03. following.
- F. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Product Guide and the amount does not exceed the maximum amount set forth in 14.03. following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- G. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 1. The sales channel through which the products are sold.
 2. A specific geographic area.
 3. Existing customers who request to have one or more products disconnected.
 4. Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under 14.03. following.
 5. Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- H. The Company reserves the right to discontinue this offer.

Effective: April 1, 2013

GENERAL REGULATIONS

14. RESIDENCE CUSTOMER INCENTIVE PROGRAM (Continued)

14.03. Rates and Charges

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

15. BUSINESS CUSTOMER INCENTIVE PROGRAM

15.01. General

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

15.02. Regulations

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

Effective: April 1, 2013

GENERAL REGULATIONS

15. BUSINESS CUSTOMER INCENTIVE PROGRAM (Continued)

15.02. Regulations (Continued)

- E. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in 15.03. following.
- F. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Product Guide and the amount does not exceed the maximum amount set forth in 15.03. following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- G. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - 1. The sales channel through which the products are sold.
 - 2. A specific geographic area.
 - 3. Existing customers who request to have one or more products disconnected.
 - 4. Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under 15.03. following.
 - 5. Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- H. The Company reserves the right to discontinue this offer.

15.03. Rates and Charges

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

Effective: February 13, 2017

GENERAL REGULATIONS

16. EXCHANGE TELEPHONE SERVICES

Exchange service is the furnishing of facilities for telephone communications within a local service area, in accordance with the regulations and charges specified in the Basic Local Exchange Service Tariff and this Product Guide. Exchange service includes the furnishing of the local facilities required to establish and maintain connection between an exchange station and the toll plant in connection with toll calls.

Although the location at which a customer's telephone service is established or the type directory listing desired may in most cases serve as a satisfactory basis for determining whether business or residence rates apply, determination as to whether such service should be classified as business or residence service is based upon the character and use to be made of the service, which will be controlling in all instances.

Class (category) of service restrictions: Resale of services is restricted to the intended class of end user customers. For instance, resellers cannot purchase residence service from the Company and resell it as business class service. This restriction applies uniformly to the retail categories of local exchange service of the Company, e.g., residential, business, centrex, PBX, multi-line business, key trunks, etc.

16.01. Types of Exchange Services

A. Flat Rate Service

This is exchange service which includes an unlimited number of local messages for a flat monthly rate.

B. Usage Sensitive Service (USS)

Usage Sensitive Service provides unrestricted calling within a local calling area for which the customer is charged a basic service rate (per month) in addition to usage rates which include the number of messages, the duration of the messages, the distance to the called party and the time-of-day in which the messages are originated.

16.02. Business Class Service

A. General

Service is classified and charged for as business service at all business locations and at all other locations where the use is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where a business type directory listing is furnished.

B. Regulations

1. An important index of the character of the use of a service is found in the application of the customer as to the form of directory listing desired. In any case where other than a residence designation is desired, the use is presumed to be of an occupational nature.
2. Business rates apply at the following locations:
 - a. In offices, stores, factories and all other places of a strictly business nature.
 - b. In boarding houses, offices of hotels and motels, halls of apartment buildings, schools, clubs, fraternity houses, hospitals and other institutions.

Effective: February 13, 2017

GENERAL REGULATIONS

16. EXCHANGE TELEPHONE SERVICES (Continued)

16.02. Business Class Service (Continued)

B. Regulations (Continued)

2. Business rates apply at the following locations: (Continued)

- c. In churches when the station is located in the church and listed in the name of the church.
- d. At any location when the listing of office is provided, or when any title indicating a trade or profession is listed, or when the substantial use of the service is occupational rather than domestic, and at any location where extension service is provided to a point not a part of the customer's domestic establishment.

16.03. Residence Class Service

A. General

Service is classified and charged for as residence service where the primary and major use of the service is of a social and domestic nature and where the business use if any is merely incidental.

B. Regulations

1. Residence rates apply at the following locations:

- a. In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of the customer's domestic establishment.
- b. In churches when the station is located in the clergyman's study and listed in the clergyman's name, not in the name of the church and not advertised under the church's name.

2. Misuse of Residence Service

Advertising residential listings as a business in printed or electronic directories, catalogs, media, or websites is considered misuse of residential service. When it is determined that a customer of residence service is using the service in such a manner that it should be classified and charged for as business service under the above provisions, the Telephone Company will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay the applicable business rates. All early termination fees and/or cancellation fees for the original residential service product remain applicable and will not be waived due to reclassification.

Effective: July 1, 2010

SERVICING CHARGES

The charges specified in this section apply in addition to the scheduled rates and other charges, applicable under this Product Guide and tariffs of the Company.

1. SERVICE CONNECTIONS, MOVE AND CHANGE CHARGES

Installation refers to the establishment of telephone service, lines or equipment for a customer.

1.01. Servicing Charges do not apply to:

- Service upgrades of basic exchange service
- Billing address changes

1.02. CHARGES

Charge

1.02.01. SERVICE ORDERING CHARGE

INITIAL, per occasion.....

This portion of the servicing charge is for work associated with receiving, recording, and processing information for connection of service.

Business Service

Individual Line

4 Lines or more	\$39.05
PBX Trunk Line	39.05
Key Trunk Line	39.05
All other services	39.05

SUBSEQUENT, per occasion.....

This portion of the servicing charge is for work associated with moves, changes or additions to existing service, including record only changes.

Business Service

Individual Line

4 Lines or more	\$18.05
PBX Trunk Line	18.05
Key Trunk Line	18.05
All other services	18.05

Effective: July 1, 2010

SERVICING CHARGES

1. SERVICE CONNECTIONS, MOVE AND CHANGE CHARGES (Continued)

1.02. CHARGES (Continued)

Charge

1.02.02. PREMISES VISIT CHARGE

This portion of the servicing charge is for work associated with traveling to the customer's premises to perform work requested by the customer other than the repair of network facilities.

Business Service

Individual Line	
4 Lines or more	\$9.20
PBX Trunk Line	9.20
Key Trunk Line	9.20
All other services	9.20

1.02.03. CENTRAL OFFICE CHARGE

This portion of the servicing charge is for work performed in the central office to provide exchange line services or customer requested changes to existing service, each line.....

Business Service

Individual Line	
4 Lines or more	\$13.10
PBX Trunk Line	13.10
Key Trunk Line	13.10
All other services	13.10

1.02.04. OUTSIDE PLANT CHARGE

This portion of the servicing charge is for work performed on the distribution facilities between the serving central office up to and including the standard network interface on the customer's premises, or on an outside circuit between premises, or between termination locations on continuous property, each line.....

Business Service

Individual Line	
4 Lines or more	\$39.05
PBX Trunk Line	39.05
Key Trunk Line	39.05
All other services	39.05

Effective: March 11, 2015

SERVICING CHARGES

1. SERVICE CONNECTIONS, MOVE AND CHANGE CHARGES

1.02. CHARGES (Continued)

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Effective: March 11, 2015

SERVICING CHARGES

1. SERVICE CONNECTIONS, MOVE AND CHANGE CHARGES (Continued)

1.02. CHARGES (Cont'd)

SERVICE CHARGE

1.02.05. NON PAYMENT RECONNECTION

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When service to a customer is suspended or terminated for non-payment of bills, and the customer requests reconnection of his service at the same location, he will be charged:

- A. Service Ordering Charge, Subsequent, per occasion..... See Paragraph 1.02.01.
- B. Central Office Charge, per line..... See Paragraph 1.02.03.
- C. Premises Visit, when required per occasion..... See Paragraph 1.02.02.

These charges are in addition to all past charges not paid and any other charges for installation, relocation, and change requested by the customer.

1.03. The regulations in this section are applicable in addition to regulations, rates and charges specified in other sections of this Product Guide.

Effective: November 20, 2012

SERVICING CHARGES

2. CONSTRUCTION CHARGES

(C)

2.01. GENERAL

An extension of Telephone Company facilities in locations where Telephone Company facilities currently do not exist will generally be made as follows:

2.01.01. Requests by Service Applicants

In situations where the Company believes that its costs to install facilities to provide services may not be recovered through subscription to such services, the Company may assess construction charges to the service applicant.

- A. Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs, including the construction and removal of temporary facilities if applicable.
- B. Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
- C. The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.
- D. A credit against the cost of excess construction charges may be given where an applicant performs the labor of digging holes, or trimming or removing trees in the right-of-way in accordance with the Company's specifications.
- E. Where more than one applicant is to be furnished service along the same route, the applicants as a group may be required to share proportionately the excess construction charges.

2.01.02. Real Estate Developments, Subdivisions and Apartment Complexes

Placement of facilities to serve areas of subdivided land which may have only limited subscription to Company services results in an unreasonable risk to the Company that these costs may not be recovered through subscription to such services.

- A. "Subdivision" means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.

(C)

Effective: November 20, 2012

SERVICING CHARGES

2. CONSTRUCTION CHARGES (Continued)

2.01. GENERAL (Continued)

2.01.02. (Continued)

- B. The Company may assess construction charges to the land developer, individual or party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.
- C. Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs, including the construction and removal of temporary facilities if applicable.
- D. Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
- E. The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

2.01.03. Provision of Private Right-of-Way

Where required by the conditions, applicants shall provide without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

2.01.04. Distribution Plant on Private Property, Other Than Service Drops

When the customer desires that distribution plant on the customer's private property be placed underground - the Telephone Company having determined from the conditions that aerial facilities should be provided or having provided such facilities - the customer may pay the excess of the installed cost to the Telephone Company of the underground (buried) wire or cable over the cost of the aerial facilities and pays the cost of dismantling and removing any aerial facilities being changed.

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Effective: November 20, 2012

SERVICING CHARGES

2. CONSTRUCTION CHARGES (Continued)

2.02. CONSTRUCTION CHARGES, SPECIAL

- 2.02.01. Special construction, based on cost in the form of installation charges, monthly charges, or both, may be applied in addition to the usual service connection charges and monthly rates when, because of unusual investment or expense, the revenue does not reasonably compensate the Company, i.e., (1) when facilities are provided beyond the standard allowance, (2) when conditions require the provision of special equipment or unusual plant construction, installation or maintenance, or (3) when the customer's location requires annual payment for licenses or agreement for the use of Public or Private land.
- 2.02.02. Except as specified, title to all construction provided wholly or partly at a customer's expense is vested in the Company.
- 2.02.03. The cost to the Company for attachments to structures of other companies, made in lieu of providing construction for which the customer would be charged under the provisions hereof, is borne by the customer. The customer is required to pay construction charges made by another company providing facilities connecting with the facilities of the Company.

2.03. SERVICE DROPS

2.03.01. Facilities Provided of Type Determined by Telephone Company

Service Drops are provided either by aerial facilities - on poles of the Telephone Company or of other companies - or by underground facilities (buried), and, except as covered in 2.03.02 below, the type of facilities used is determined by the Telephone Company from the conditions involved. For facilities of the type so determined, the following treatment applies:

- A. A Service Drop measuring not more than 250 feet is provided without construction charge. For the measured distance in excess of the 250 foot allowance, a facility charge may apply as described in this section.
- B. The measurement is the airline distance from the center of the highway paralleling the general distribution plant (located on or off the highway) to the terminal or drop at the customer's building, or the airline distance from the distribution plant to that terminal, whichever is shorter.

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Effective: November 20, 2012

SERVICING CHARGES

2. CONSTRUCTION CHARGES (Continued)

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2.03. SERVICE DROPS (Continued)

2.03.02. Facilities Provided of Different Type Than 2.03.01 Above

In case the Telephone Company has on file other applications for service, from applicants located along the route to be used to serve the applicants referred to above, the Telephone Company shall combine the construction projects for the current applicants and the applicants who previously applied for service in accordance with and subject to the provisions as set forth in the preceding, if such action will serve to reduce the amount of construction charges to be paid by either of such groups.

- A. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and, in addition, the customer may pay the cost of the underground cable - including the cost of installing it - less the estimated cost to the Telephone Company of installing such aerial facilities (not in excess of the 250 foot allowance specified in 2.03.01.A. as would be (or is) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company; ownership of the conduit is retained by the customer.

The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.

2.04. FACILITY REARRANGEMENTS

When an applicant or other third-party requests a change in the type, location or the relocation underground of communications facilities, the requestor shall be required to pay the cost incurred by the Telephone Company for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

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Effective: November 20, 2012

SERVICING CHARGES

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Effective: November 20, 2012

SERVICING CHARGES

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Effective: July 1, 2010

EXPLANATION OF TERMS

Additional definitions can be found in the Ohio Administrative Code 4901:1-5-01.

APPLICANT

The individual, partnership, association or corporation requesting telephone service, communication services and/or facilities.

APPLICATION

A request for the establishment of telephone service, communication services and/or facilities.

BASE RATE

A schedule rate for any form of exchange service exclusive of mileage and additional equipment charges, applicable within a specific section of central office area known as the Base Rate Area.

BASE RATE AREA

A specific section of an exchange area within which scheduled rates for exchange service apply without exchange line mileage or without special rates in lieu of mileage.

BASE RATE AREA SERVICE

Exchange service provided within the defined base rate area. The Telephone Company provides business class and individual line, two-party line, four-party line and trunk line grades of service within base rate areas. Base rate area service is sometimes referred to as urban service.

BASE STATION

A base station, as used in connection with mobile telephone service and personal signaling service, is a land radio telephone station through which mobile telephone service is provided to and from mobile telephone stations in mobile units, or to personal signaling receivers, within range of such base stations.

Effective: July 1, 2010

EXPLANATION OF TERMS

CALL NUMBER

The telephone number designation with which a customer's service is identified.

CENTRAL OFFICE

A switching unit, in a telephone system providing service to the general public, having the necessary equipment and operating arrangement for terminating and inter-connecting lines and trunks. More than one central office may be located in the same building.

CENTRAL OFFICE AREA

The specific section of an exchange area served by a single central office. A central office area may be served in either of two ways:

1. By a central office located in the same central office area.
2. By a central office located in another district central office area, with separate portions of the same switchboard being used for the purpose of serving the separate areas. (In this case a theoretical center within the central office area is decided upon for the purpose of determining rates.)

CENTRAL OFFICE LINE

A circuit directly connecting an individual or party line main station, a private branch exchange system or an intercommunicating system with a central office.

CHANNEL

A path or paths for electrical communication between two or more stations or Telephone Company offices furnished in such manner as the Telephone Company may elect, whether by wire, radio or a combination thereof, and whether or not by means of single physical facility or route.

CIRCUIT

The terms applied to a channel used for the transmission of electrical energy in the furnishing of telephone service. In the case of battery circuits and generator circuits, each pair of wires or fraction thereof, is considered as a separate channel.

Effective: July 1, 2010

EXPLANATION OF TERMS

CLASSES OF SERVICE

The term used in describing exchange service with respect to the character of use to be made of such service.

CODE RINGING

The method of signalling stations on a party or multi-party 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.

COMMISSIONS

A certain percentage of collections paid as a fee in consideration of service rendered the Company by its agents.

CONFORMANCE NUMBER

An identifying number assigned by the American Telephone and Telegraph Company to a particular model of conforming answering device incorporating an authorized protective connecting module when that model of device is in conformance with the provisions set forth by the Bell System in its technical reference for conforming answering devices.

CONFORMING ANSWERING DEVICE

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

CONNECTING ARRANGEMENT

Denotes the equipment provided by the Telephone Company or the customer to accomplish the direct electrical connection of customer-provided facilities which are either registered or grandfathered with the facilities of the Telephone Company.

Effective: July 1, 2010

EXPLANATION OF TERMS

CONNECTING COMPANY

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

CONSTRUCTION CHARGE

A nonrecurring charge to cover the expense incurred by the Telephone Company for constructing facilities in order to furnish service.

CONTINUOUS PROPERTY

The continuous plot of ground, including any buildings thereon, occupied by a customer (except railroad rights-of-way, etc.) which is not separated by public highways or by property occupied by others, except that where a customer owns or leases properties on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., which properties otherwise would be continuous, such properties are considered continuous property provided poles or conduit are not required for the placing of wire facilities between the properties, or if required, are provided and maintained by or at the expense of the customer.

CONTRACT

The service agreement between a customer and the Telephone Company under which facilities and/or communications services are furnished.

CUSTOMER

The individual, partnership, association or corporation who contracts for telephone service, communication services and/or facilities and is responsible for the payment of charges and compliance with the rules and regulations of the Telephone Company.

DIRECT ELECTRICAL CONNECTION

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

DISTANCE

All distances referred to in this Product Guide are airline mileages measured from a rate center or a serving central office location to a rate center or a serving central office location.

Effective: July 1, 2010

EXPLANATION OF TERMS

EXCHANGE

A basic unit for the administration of communication service in a specified area, called the exchange area, which usually embraces a city, town or village and its environs. It usually consists of one or more central offices together with the associated plant used in furnishing communication service to the general public within that area.

EXCHANGE ACCESS LINE

The facilities connecting the serving central office and the customer's premises for the provision of exchange telephone service. These facilities terminate on the customer's premises in an interface determined by the Telephone Company.

EXCHANGE AREA

The territory served by an exchange. This area may consist of one or more central office areas.

EXPENSE INCURRED BY THE TELEPHONE COMPANY

Whenever "expense incurred by Telephone Company" is applied in this Product Guide, such expense shall be the expenditures for labor, material, engineering, supervision, the Company's standard charges for the use of motor vehicle and tools and any other expenditures incident thereto, to the extent that any or all of such items are applicable in the particular situation involved.

EXTENDED AREA

A certain designated calling area outside the customer's exchange area with which connections are permitted at the applicable Extended Area Rates.

EXTENSION LINE

An extension line is a circuit connecting an extension station to its main station.

FACILITIES

A general term meaning the elements of telephone plant used to provide a telephone or communication service.

FLAT RATE SERVICE

The class of exchange service furnished a customer for which a stipulated charge is made to send an unlimited number of local messages to other stations within the local service area.

FOREIGN ATTACHMENT

The attachment of a wire or cable of the Telephone Company to a pole or other property, of another company or individual, or the attachment of a wire or cable of another company or individual to a pole or other property of the Telephone Company.

FOREIGN CENTRAL OFFICE

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

Effective: July 1, 2010

EXPLANATION OF TERMS

GRADE OF SERVICE

The term used in describing exchange service with respect to the number of main stations which may be connected to a central office line. The Telephone Company furnishes several grades of service, e.g., individual line, two-party line, four-party, semi-public, PBX and Key Trunk Lines.

INDIVIDUAL LINE

A central office line designed for the connection of one primary station only (not a Trunk Line). Individual lines are sometimes also called Trunk Lines.

INITIAL CONTRACT PERIOD

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

INITIAL RATE

(See BASE RATE)

INSTITUTIONAL SERVICE

The following are special terms used in connection with institutional service:

1. Administrative Station Line - A Centrex station line of an Institutional Service for those individuals responsible for the management of the institution.
2. Dormitory Station Line - A station line of an Institutional Service, located in student living quarters, having station-to-station dial intercommunication, full in-dialing and limited out-dialing privileges. Dormitory station lines are restricted from originating outward long distance calls.

INTEREXCHANGE CHANNEL

The term "Interexchange Channel" as used in connection with private line service denotes that portion of a through channel which connects exchange areas in which stations of channels terminations in Telephone Company offices are located excluding, however, those channels which are defined below as a "Local Channel" and "Local Service Area Channels".

INTERFACE

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

INTER-OFFICE TRUNK

A circuit connecting central offices located in the same local service area.

Effective: July 1, 2010

EXPLANATION OF TERMS

LOCAL ACCESS AND TRANSPORT AREA (LATA)

A geographic area established by the Telephone Company for the provision and administration of communication service. A Local Access and Transport Area encompasses designated exchange areas which are grouped to serve common special economies and other purposes. The LATA designations of each exchange of the Telephone Company is found in the National Exchange Carrier Association, Inc.'s tariff, FCC No. 2. The term LATA is synonymous with the term Market Area both of which are used in this Product Guide and other tariffs of the Telephone Company.

LINE FACILITIES

A general term meaning the outside plant used to provide a communication channel and includes wire, supporting structure and related apparatus.

LOCAL CHANNEL

The term "Local Channel" as used in connection with private line services denotes that portion of a through channel within an exchange which is provided to connect a station with an interexchange channel.

LOCAL MESSAGE

A message from a customer's telephone station to another telephone within the same local service area and furnished under the provisions of the applicable Product Guide or exchange tariff.

LOCAL SERVICE AREA

The area throughout which an exchange customer, at a given rate, obtains telephone service without the payment of a toll charge. A local service area may be made up of one or more than one central office area.

Effective: July 1, 2010

EXPLANATION OF TERMS

MESSAGE

A communication (either a local or toll message) between customer premises terminal equipment requiring the use of telephone central office facilities.

MESSAGE CONNECTION

The process of establishing the communicating path between the calling and called party.

MINUTES OF USE

The time interval between the off-hook condition of the called number and the subsequent disconnection by either the calling or called number.

MILEAGE

The measurement upon which charges are based for interexchange service.

MULTIFUNCTIONAL TELEPHONE SYSTEM

This is a multiline communications system that is programmable to function as a key system and/or a PBX system. It must be registered with the Federal Communications Commission (FCC) as a multifunctional telephone system.

NETWORK CONTROL SIGNALING

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

NON-RECURRING RATE

A one-time charge applicable to a given service or equipment arrangement which is unrelated to either "Monthly Rates" or "Servicing Charges."

Effective: July 1, 2010

EXPLANATION OF TERMS

PREMISES

The term "Premises" means:

1. The building, or one or more portions of a building, used and occupied at one time by the subscriber in the conduct of his business.
2. Two or more entire buildings used and occupied solely by the subscriber at one time:
 - a. When (1) such buildings are connected by enclosed, lighted and heated passageways (overhead bridges, subways, or at ground level), or by common basements, permitting access from one building to the other or (2) there is full access between adjoining buildings by means of doorways or open archways; provided such passageways, basements, doorways and archways are suitable for the routing and proper protection of inside cable or wire type facilities.
 - b. When such buildings are not made continuous as specified in 2-a. above, but (1) the airline distance between the building in which the main station, the PBX switchboard, or dial switching equipment is located and each of the other buildings involved is not in excess of one hundred and fifty (150) feet, and (2) the subscriber furnishes a "pathway" connecting the buildings which is suitable for the routing, placing, and proper protection of inside cable and wire type facilities, or buried cable or wire. Where the pathway is underground, it may be a tunnel, conduit, or a closed trench for buried cable or wire. Where the pathway is overhead, it must be a continuous rigid support, such as to made electrical and mechanical protection of the cable or wire unnecessary.
3. Portions of two or more buildings, used and occupied by the subscriber at one time, (a) where such portions of the building are made continuous between the areas used and occupied by the subscriber by means of enclosed, lighted and heated passageways (overhead bridges, subways or ground level), or by a common basement used and occupied solely by the subscriber, or (b) where there is full access by means of doorways or open archways between the areas used and occupied by the subscriber in adjoining buildings; provided such passageways, basements, doorways and archways are suitable for the routing and proper protection of inside cable or wire type facilities.

Note: In the event that a subscriber refuses to allow the Telephone Company to install inside cable and wire type facilities in the passageways, basements, doorways, or archways, referred to in 2-a and 3 above, or in "pathways" as described in 2-b above, the buildings or portions of buildings involved shall be considered as separate premises.

Effective: July 1, 2010

EXPLANATION OF TERMS

PRIVATE LINE

A circuit, not connected with the general telephone exchange system, which makes use of the same facilities as the usual type of telephone circuit, which may be wire, radio, or combination thereof.

PRIVATE PROPERTY

The continuous plot of ground owned or leased and occupied by a customer and not separated by public highways or by property occupied by others.

PRIVATE RIGHT-OF-WAY

A strip of privately owned land on, over or under which the Telephone Company constructs, operates and maintains its poles, conduits, wires, cables and other equipment.

PUBLIC HIGHWAY

A road, street, highway, way, lane or alley under the control of and kept by the public.

RINGING

One of three (3) methods of signaling stations on a party or multi-party circuit, i.e., code, semi-selective ringing as described elsewhere in this section.

SELECTIVE RINGING

The method of signaling stations on a party circuit which permit a particular station to be signaled without ringing the bells of the other stations on the circuit.

SEMI-SELECTIVE RINGING

The method of signaling stations on a party or multi-party 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.

SUBMARINE CONDUCTOR

A circuit in a submarine cable used for the transmission of speech or electrical energy across a body of water.

Effective: July 1, 2010

EXPLANATION OF TERMS

THE COMPANY

FRONTIER NORTH INC.

THEORETICAL CENTER

The point used for determining rates in a central office area served from a central office located outside its boundaries.

THE TELEPHONE COMPANY

FRONTIER NORTH INC.

TIME-OF-OCCURRENCE

The time-of-day or day-of-week at which a call occurs.

TOLL LINE

A circuit used exclusively for the transmission of toll messages between points located in different local service areas.

TRUNK LINE

A circuit over which customer's messages are sent between two central offices (Inter-office Trunk) or between a central office and a Private Branch Exchange System.

ZONE RATE AREA

That portion of an exchange area which is beyond the base rate area and contiguous thereto, or to another zone rate area of the same exchange, within which specified urban grades of service are offered at zone rates.

Effective: July 1, 2010

LOCAL EXCHANGE SERVICES

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Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Adena	IV	Cadiz Dillonvale-Mt. Pleasant Martins Ferry-Bridgeport St. Clairsville
Albany	IV	Athens Wilkesville
Amanda	V	Canal Winchester Lancaster
Amesville	IV	Athens Bartlett Chesterhill
Amsterdam	IV	Berghol Harlem Springs Richmond Steubenville
Antwerp	II	Paulding
Arlington	IV	Findlay Jenera Mt. Blanchard
Ashland	IV	Hayesville Nova Polk Red Haw Savannah Sullivan
Ashley	IV	Delaware Kilbourne
Ashville	VI	Marengo Circleville Columbus Lockbourne
Athens	IV	Albany Amesville Guysville New Marshfield Shade The Plains

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Attica	III	Willard
Baltic	IV	Berlin New Philadelphia Sugarcreek
Baltimore	V	Canal Winchester Carroll Lancaster Millersport Pataskala Pleasantville
Barlow	IV	Bartlett Marietta Watertown
Beach City	V	Bolivar Brewster Massillon Navarre Strasburg Wilmot
Beaver	III	Piketon Waverly
Bellevue	II	None
Bergholz	I	Amsterdam Harlem Springs
Berlin	IV	Baltic Millersburg Sugarcreek Wilmot

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Berlin Heights	IV	Huron Norwalk
Bettsville	V	Bettsville Fremont Helena Old Fort Tiffin
Beverly	IV	Lowell Marietta Stockport Watertown
Blanchester	IV	Butlerville Clarksville Martinsville Wilmington
Bloomville	IV	Republic Tiffin
Bolivar	VI	Beach City Canton Mineral City New Philadelphia Strasburg
Bowerston	V	New Philadelphia Scio Uhrichsville
Bowling Green	IV	Cygnets Haskins-Tontogany Pemberville Portage Wayne-Bradner Weston

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Bremen	IV	Lancaster Rushville
Brewster	V	Beach City Massillon Navarre Wilmot
Brilliant	IV	Mingo Junction Smithfield Steubenville
Brookville	VI	Dayton Lewisburg New Lebanon Phillipsburg Trotwoo
Brunswick	VI	Bedford Berea Brecksville Chagrin Falls Cleveland Gates Mills Hillcrest Hinckley Independence Montrose (Cuyahoga Co.) North Royalton Olmstead Falls Strongsville Terrace Trinity Valley City Victory Wickliffe Willoughby

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Bryan	IV	Edgerton Edon Evansport Montpelier Ney West Unity
Burbank	IV	Congress Creston Lodi West Salem Wooster
Byesville	IV	Cambridge
Cadiz	III	Adena Flushing Freeport Hopedale Jewette Scio
Caldwell	II	Dexter City Summerfield
Cambridge	IV	Byesville New Concord Old Washington
Carey	V	Findlay Upper Sandusky

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Carrollton	III	Dellroy Harlem Springs Malvern Mechanicstown Pattersonville
Catawba	V	Mechanicsburg Springfield
Celina	IV	Coldwater Maria Stein Mendon Rockford St. Marys Wabash
Chatham	IV	Medina Spencer
Chesapeake	VI	Huntington, West Virginia
Cheshire Center	VI	Alton Canal Winchester Columbus Delaware Dublin Gahanna Grove City Groveport Harrisburg Hilliard Kilbourne Lockbourne New Albany Rathbone Reynoldsburg Sunbury West Jefferson Westerville Worthington

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Circleville	IV	Ashville Laurelville Williamsport
Clarksville	III	Blanchester Wilmington
Clyde	II	None
Coldwater	IV	Celina Fort Recovery Maria Stein Wabash
Congress	IV	Burbank Red Haw West Salem Wooster
Convoy	III	Scott Van Wert Willshire-Wren
Cooperdale	IV	Coshocton Dresden Frazeyburg Warsaw
Crestline	I	None
Creston	IV	Burbank Seville Westfield Center Wooster
Curtice-Oregon	VI	Genoa Toledo
Decatur	I	Ripley Russellville

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Delaware	IV	Ashley Cheshire Center Kilbourne Ostrander Radnor Rathbone
Dellroy	II	Carrollton
Dexter City	II	Caldwell Lower Salem Summerfield
Dillonvale-Mt. Pleasant	IV	Adena Martins Ferry-Bridgeport Smithfield Tiltonsville
East Rochester	III	Hanoverton Minerva North Georgetown
Edgerton	III	Bryan Edon
Edon	III	Bryan Edgerton
Elmore	VI	Toledo Woodville
Englewood	VI	Beaver Creek Bellbrook Centerville Dayton Fairborn Miamisburg-West Carrollton Phillipsburg Trotwood Vandalia West Milton

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Evansport	IV	Bryan Defiance Jewell Ridgeville
Farmersville	VI	Dayton Germantown Gratis Liberty Miamisburg-West Carrollton New Lebanon West Alexandria
Fayette	III	Archbold Wauseon
Felicity	VI	Bethel Cincinnati Clermont Hamersville Higginsport
Flushing	III	Cadiz Freeport St. Clairsville
Forest	I	Mt. Blanchard Wharton
Fort Recovery	II	Coldwater Wabash
Freeport	III	Cadiz Flushing Uhrichsville
Galion	III	None
Garrettsville	IV	Hiram Parkman Ravenna Windham

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Genoa	VI	Curtice-Oregon Toledo Woodville
Georgetown	III	Hamersville Higginsport Mt. Orab Ripley Russellville Sardinia
Gibsonburg	IV	Helena Fremont Woodville
Grafton	V	Elyria North Eaton
Grand Rapids	VI	Haskins-Tontogany Maumee Toledo Waterville Weston Whitehouse
Gratis	V	Camden Farmersville Germantown Middletown West Alexandria
Green Camp	IV	Marion
Greenfield	II	Leesburg
Greenwich	III	Norwalk
Guysville	IV	Athens Coolville
Hamersville	VI	Bethel Cincinnati Clermont Felicity Georgetown Higginsport Mt. Orab

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Hanoverton	IV	East Rochester Lisbon North Georgetown Salem Winona
Harlem Springs	III	Amsterdam Bergholz Carrollton Mechanicstown
Harpster	V	Marion Upper Sandusky
Haskins-Tontogany	VI	Bowling Green Grand Rapids Toledo
Hayesville	IV	Ashland
Helena	IV	Bettsville Fremont Gibsonburg
Hicksville	I	None
Higginsport	VI	Cincinnati Clermont Felicity Georgetown Hamersville
Homerville	V	Lodi Medina Spencer West Salem
Huron	V	Berlin Heights Sandusky
Idaho	III	Piketon Waverly

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Jackson	III	Oak Hill Wellston
Jenera	IV	Arlington Findlay Rawson
Jewett	II	Cadiz Scio
Kelleys Island	V	Sandusky
Kilbourne	VI	Ashley Cheshire Center Columbus Delaware Sunbury
Knoxville	IV	Steubenville Toronto
Lakeville	II	Big Prairie Loudonville Nashville
LaRue	IV	Marion
Laura	IV	Phillipsburg West Milton
Laurelville	III	Circleville Hallsville
Leesburg	II	Greenfield
Letart Falls	III	Pomeroy Portland
Lewisburg	II	Brookville West Manchester

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Liberty	VI	Beaver Creek Bellbrook Centerville Dayton Fairborn Farmersville Miamisburg-West Carrollton New Lebanon Trotwood Vandalia
Lodi	IV	Burbank Homerville Medina Westfield Center West Salem
Logan	III	None
Loudonville	II	Lakeville Perrysville
Lowell	IV	Beverly Lower Salem Marietta Watertown
Lower Salem	IV	Dexter City Lowell Marietta
Lynchburg	III	Danville Hillsboro
Malvern	VI	Canton Carrollton Minerva
Manchester	II	West Union

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Marblehead	III	Port Clinton
Maria Stein	IV	Celina Coldwater Minster Yorkshire
Marion	V	Caledonia Green Camp Harpster LaRue Morral Prospect Waldo
Martinsville	III	Blanchester New Vienna Wilmington
McArthur	I	Wilkesville
McComb	IV	Findlay
Mechanicsburg	III	Catawba Resaca Urbana Woodstock
Mechanicstown	II	Carrollton Harlem Springs
Medina	V	Chatham Homerville Lodi Seville Sharon Center Spencer Valley City Westfield Center
Mendon	III	Celina

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Milan	III	Norwalk
Millersport	v	Baltimore Hebron Lancaster Pleasantville Thornville
Mineral City	IV	Bolivar New Philadelphia
Minerva	VI	Canton East Rochester Malvern Paris Pattersonville
Minster	II	Maria Stein New Bremen
Monroeville	III	Norwalk
Montpelier	III	Bryan Pioneer West Unity
Montrose	VI	Akron
Morning Sun	VI	Camden Eaton Hamilton Oxford West College Corner, IN
Morral	IV	Marion
Mowrystown	III	Danville Hillsboro Sardinia Sugar Tree Ridge

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Mt. Blanchard	V	Arlington Findlay Forest Vanlue Wharton
Mt. Orab	VI	Cincinnati Clermont Fayetteville Georgetown Hamersville Sardinia Williamsburg
Nevada	IV	Bucyrus Upper Sandusky
New Bremen	III	Minster St. Marys
New Burlington	VI	Dayton Wilmington Xenia
New Concord	IV	Cambridge Norwich
New Lebanon	VI	Brookville Dayton Farmersville Liberty Trotwood West Alexandria
New London	IV	Norwalk
New Marshfield	IV	Athens

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
New Philadelphia	V	Baltic Bolivar Bowerston Gnadenhutten Mineral City Newcomerstown Strasburg Sugarcreek Urichsville
NewVienna	III	Martinsville Sabina Wilmington
New Washington	I	None
Ney	IV	Bryan Defiance
North Baltimore	II	Bloomdale Cygnet Van Buren
North Eaton	V	Columbia Station Elyria Grafton
North Georgetown	IV	Alliance Damascus East Rochester Hanoverton Sebring Winona
North Star	I	Roszburg Yorkshire
Norwalk	IV	Berlin Heights Greenwich Milan Monroeville Wakeman New London

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Oak Harbor	II	None
Oak Hill	III	Jackson
Oberlin	VI	Elyria
Ohio City	III	Rockford Van Wert Willshire-Wren
Ostrander	IV	Delaware Radnor Rathbone
Oxford	VI	Hamilton Morning Sun West College Corner, IN Cincinnati
Paris	VI	Alliance Canton Minerva
Payne	II	Paulding
Peebles	II	Seaman Sinking Springs West Union
Pemberville	IV	Bowling Green
Perrysville	II	Loudonville
Phillipsburg	VI	Brookville Dayton Englewood Laura West Milton
Piketon	III	Beaver Idaho Waverly

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Pioneer	II	Montpelier Ransom, MI West Unity
Plain City	VI	Alton Canal Winchester Columbus Dublin Gahanna Grove City Groveport Harrisburg Hilliard Lockbourne New Albany Resaca Reynoldsburg Westerville West Jefferson Worthington
Pleasantville	V	Baltimore Lancaster Millersport Rushville Thornville
Plymouth	II	Willard
Polk	IV	Ashland Red Haw Savannah Sullivan West Salem
Pomeroy	III	Chester Letart Falls Portland Mason, West Virginia New Haven, West Virginia

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Port Clinton	III	Marblehead
Portland	III	Letart Falls Pomeroy
Portsmouth	V	Minford-Stockdale South Shore, KY
Port William	III	Sabina Wilmington
Prospect	V	Marion Radnor Richwood
Put-In-Bay	I	None
Radnor	IV	Delaware Ostrander Prospect
Rathbone	VI	Alton Canal Winchester Cheshire Center Columbus Delaware Dublin Gahanna Grove City Groveport Harrisburg Hilliard Lockbourne New Albany Ostrander Reynoldsburg Westerville West Jefferson Worthington

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Rawson	IV	Findlay Jenera
Red Haw	IV	Ashland Congress Polk West Salem
Republic	IV	Bloomville Green Springs Tiffin
Resaca	VI	Alton Columbus Hilliard London Mechanicsburg Milford Center Plain City West Jefferson
Richmond	IV	Amsterdam Steubenville
Richwood	I	Magnetic Springs Prospect
Russellville	II	Decatur Georgetown Ripley
Sabina	III	New Vienna Port William Wilmington
Sardinia	III	Georgetown Mt. Orab Mowystown
Savannah	IV	Ashland Polk

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Scio	II	Bowerston Cadiz Jewett
Scott	III	Convoy Grover Hill Van Wert
Seaman	III	Peebles West Union Winchester
Seville	IV	Creston Medina Westfield Center
Shade	III	Athens
Sharon Center	VI	Akron Medina Wadsworth
Sinking Spring	I	Peebles
Smithfield	IV	Brilliant Dillonvale-Mt. Pleasant Steubenville
Spencer	IV	Chatham Homerville Medina
Spencerville	V	Lima Venedocia
St. Marys	IV	Celina New Bremen
Strasburg	IV	Beach City Bolivar New Philadelphia
Sugarcreek	IV	Baltic Berlin New Philadelphia

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Summerfield	II	Caldwell Dexter City
Sylvania	VI	Holland Maumee Perrysburg Toledo Whitehouse Lost Penninsula, MI
The Plains	IV	Athens
Tiltonsville	IV	Dillonvale Martins Ferry-Bridgeport
Tipp City	VI	Christiansburg Dayton New Carlisle Troy
Trotwood	VI	Beaver Creek Bellbrook Brookville Centerville Dayton Englewood Fairborn Liberty Miamisburg-West Carrollton New Lebanon Vandalia
Troy	V	Christiansburg Covington New Carlisle Pleasant Hill Tipp City West Milton
Valley City	V	Brunswick Medina

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
VanBuren	IV	Arcadia Findlay North Baltimore
Wadsworth	VI	Akron Rittman Sharon Center
Wakeman	III	Norwalk
Waldo	IV	Marion
Warsaw	III	Cooperdale Coshocton
Watertown	IV	Barlow Bartlett Beverly Lowell Marietta Stockport
Waverly	III	Beaver Idaho Piketon
Wayne-Bradner	IV	Bowling Green
Wellington	V	Elyria
Wellston	III	Jackson
West Alexandria	III	Eaton Farmersville Gratis New Lebanon
Westfield Center	IV	Creston Lodi Medina Seville

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
West Milton	VI	Dayton Englewood Laura Phillipsburg Troy
Weston	IV	Bowling Green Deshler Grand Rapids
West Salem	II	Burbank Congress Homerville Lodi Polk Red Haw
West Union	III	Manchester Peebles Seaman
West Unity	III	Bryan Montpelier Pioneer
Wharton	III	Forest Mt. Blanchard Upper Sandusky Vanlue
Wilkesville	II	Albany McArthur
Willard	III	Attica Plymouth
Williamsport	III	Circleville

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

1. RATE SCHEDULE AND LOCAL CALLING AREA (Continued)

<u>Exchange</u>	<u>Schedule</u>	<u>Local Calling Area</u>
Willshire-Wren	III	Convoy Ohio City Rockford Van Wert
Wilmington	IV	Blanchester Clarksville Martinsville New Burlington New Vienna Port William Sabina
Wilmot	VI	Beach City Berlin Brewster Massillon Millersburg Wooster
Winona	IV	Damascus Hanoverton Lisbon North Georgetown Salem
Woodstock	IV	Marysville Mechanicsburg Milford Center North Lewisburg Urbana
Yorkshire	II	Maria Stein North Star Versailles

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

2. EXCHANGE CLASSIFICATION

For the purpose of determining exchange service monthly base rates, exchanges are classified in rate groups according to the total exchange access lines in a local service area. The local service area is the area within which customers make calls without the payment of message toll charges and may include one or more exchanges.

Rate Group Classification and Limits:

<u>Exchange Rate Group</u>	<u>Total Exchange Access Lines in Local Service Area</u>
Schedule I	1 to 3,000
Schedule II	3,001 to 6,000
Schedule III	6,001 to 12,000
Schedule IV	12,001 to 24,000
Schedule V	24,001 to 48,000
Schedule VI	48,001 and over

The total exchange access lines in the local service area of each exchange shall be verified using the Company's official report of the exchange access lines in service.

Effective: May 1, 2024

LOCAL EXCHANGE SERVICE

3. RATE SCHEDULES

The following Flat and Usage Sensitive Service rates apply within the Base Rate Area. See Paragraph 1., Rate Schedule and Local Calling Area, proceeding for the appropriate Schedule for each exchange. See Paragraph 4., Zone Rates, following for applicable rates to services located outside the Base Rate Area.

Monthly Rate

Flat Rates

Schedule I-C

Residence Service

Individual Line	
2nd Line or more	\$18.03

Business Service

Individual Line -	
2nd Line or more	31.06
PBX Trunk Line	67.99 (I)
Key Trunk Line	46.74

Schedule II-C

Residence Service

Individual Line	
2nd Line or more	18.47

Business Service

Individual Line -	
2nd Line or more	31.94
PBX Trunk Line	67.99 (I)
Key Trunk Line	46.74

Effective: February 24, 2019

LOCAL EXCHANGE SERVICE

3. RATE SCHEDULES (Continued)

The following Flat and Usage Sensitive Service rates apply within the Base Rate Area. See Paragraph 1., Rate Schedule and Local Calling Area, proceeding for the appropriate Schedule for each exchange. See Paragraph 4., Zone Rates, following for applicable rates to services located outside the Base Rate Area.

Monthly Rate

Flat Rates (Continued)

Schedule III-C

Residence Service

Individual Line	
2nd Line or more	\$18.93 (I)

Business Service

Individual Line -	
2nd Line or more	32.86 (I)
PBX Trunk Line	57.99 (I)
Key Trunk Line	46.74 (I)

Schedule IV-C

Residence Service

Individual Line	
2nd Line or more	19.58 (I)

Business Service

Individual Line -	
2nd Line or more	34.16 (I)
PBX Trunk Line	57.99 (I)
Key Trunk Line	46.74 (I)

Effective: February 24 2019

LOCAL EXCHANGE SERVICE

3. RATE SCHEDULES (Continued)

The following Flat and Usage Sensitive Service rates apply within the Base Rate Area. See Paragraph 1. Rate Schedule and Local Calling Area, proceeding for the appropriate Schedule for each exchange. See Paragraph 4. Zone Rates, following for applicable rates to services located outside the Base Rate Area.

Monthly Rate

Flat Rates (Continued)

Schedule V-C

Residence Service

Individual Line	
2nd Line or more	\$20.23 (I)

Business Service

Individual Line -	
2nd Line or more	35.46 (I)

PBX Trunk Line	57.99 (I)
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Key Trunk Line	46.74 (I)
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Schedule VI-C

Residence Service

Individual Line	
2nd Line or more	20.73 (I)

Business Service

Individual Line -	
2nd Line or more	40.95 (I)

PBX Trunk Line	57.99 (I)
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Key Trunk Line	46.74 (I)
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Effective: February 24, 2019

LOCAL EXCHANGE SERVICE

3. RATE SCHEDULES (Continued)

The following Flat and Usage Sensitive Service rates apply within the Base Rate Area. See Paragraph 1. Rate Schedule and Local Calling Area, proceeding for the appropriate Schedule for each exchange. See Paragraph 4. Zone Rates, following for applicable rates to services located outside the Base Rate Area.

Monthly Rate

Usage Sensitive Service Rates

Schedule I-C

Residence Service

Individual Line Initial Line or more	\$11.57 (l)
-----------------------------------------	-------------

Business Service

Individual Line - 2nd Line or more	20.64 (l)
PBX Trunk Line	39.74 (l)
Key Trunk Line	30.74 (l)

Schedule II-C

Residence Service

Individual Line Initial Line or more	11.83 (l)
-----------------------------------------	-----------

Business Service

Individual Line - 2nd Line or more	21.16 (l)
PBX Trunk Line	39.74 (l)
Key Trunk Line	30.74 (l)

Effective: February 24, 2019

LOCAL EXCHANGE SERVICE

3. RATE SCHEDULES (Continued)

The following Flat and Usage Sensitive Service rates apply within the Base Rate Area. See Paragraph 1. Rate Schedule and Local Calling Area, proceeding for the appropriate Schedule for each exchange. See Paragraph 4. Zone Rates, following for applicable rates to services located outside the Base Rate Area.

Monthly Rate

Usage Sensitive Service Rates (Continued)

Schedule III-C

Residence Service

Individual Line Initial Line or more	\$12.11 (l)
-----------------------------------------	-------------

Business Service

Individual Line - 2nd Line or more	21.74 (l)
PBX Trunk Line	43.74 (l)
Key Trunk Line	30.74 (l)

Schedule IV-C

Residence Service

Individual Line Initial Line or more	12.50 (l)
-----------------------------------------	-----------

Business Service

Individual Line - 2nd Line or more	22.64 (l)
PBX Trunk Line	43.74 (l)
Key Trunk Line	33.74 (l)

Effective: May 1, 2024

LOCAL EXCHANGE SERVICE

3. RATE SCHEDULES (Continued)

The following Flat and Usage Sensitive Service rates apply within the Base Rate Area. See Paragraph 1. Rate Schedule and Local Calling Area, proceeding for the appropriate Schedule for each exchange. See Paragraph 4. Zone Rates, following for applicable rates to services located outside the Base Rate Area.

Monthly Rate

Usage Sensitive Service Rates (Continued)

Schedule V-C

Residence Service

Individual Line Initial Line or more	\$12.89
-----------------------------------------	---------

Business Service

Individual Line - 2nd Line or more	23.65
PBX Trunk Line	55.74 (I)
Key Trunk Line	33.74

Schedule VI-C

Residence Service

Individual Line Initial Line or more	14.29
-----------------------------------------	-------

Business Service

Individual Line - 2nd Line or more	29.09
PBX Trunk Line	64.24 (I)
Key Trunk Line	37.74

Effective: April 20, 2017

LOCAL EXCHANGE SERVICE

4. ZONE RATES

Description

Zone rates are specified monthly charges for urban grades of exchange service which do not vary with the distance from the base rate area, and are available to customers located within a zone rate area. A zone rate area is that portion of an exchange area which is beyond the base rate area and contiguous thereto, or to another zone rate area of the same exchange within which specified urban grades of service are offered at zone rates.

Regulations

Application of Rates

The zone rates set forth herein are applicable in all exchanges where zone rate areas have been established.

The zone rates listed in this section are in addition to the rates specified in the Rates Schedules. (T)

Grades of Service

Zone rate area exchange service is limited to business and residence classes of individual line service and residence two-party and four-party line grade of service.

Rates

<u>Zone Rate Area A</u>	<u>Monthly Rate</u>	
Individual Line - 2nd Line and above	\$1.08	(T)
PBX Trunk Line	1.08	
Key Trunk Line	1.08	

Effective: April 20, 2017

LOCAL EXCHANGE SERVICE

4. ZONE RATES (Continued)

Rates (Continued)

Zone Rate Area B

Monthly Rate

Individual Line -

2nd Line and above

\$1.08 (R)

(T)

PBX Trunk Line

1.08 (R)

Key Trunk Line

1.08 (R)

Zone Rate Area C

Individual Line -

2nd Line and above

1.08 (R)

(T)

PBX Trunk Line

1.08 (R)

Key Trunk Line

1.08 (R)

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

5. EXTENDED LOCAL CALLING PLAN

Description

Extended Local Calling Plan (ELCP) is a usage sensitive rate service provided between specific intrastate exchanges. This service is provided in lieu of new extended area service between specific exchanges of the Telephone Company and to exchanges of other telephone companies when ordered by the Public Utilities Commission of Ohio (PUCO) in an Extended Area Service complaint case. All Extended Area Service existing prior to the establishment of Extended Local Calling Plan will continue in its present form unless discontinued by Order of the PUCO.

Extended Local Calling Plan ordered by the PUCO will be available to all customers.

This service is restricted to customer dialed station-to-station calls charged to the calling station and does not apply to operator assisted calls.

Rates

Basic Exchange Service Rates

Customers in exchanges where Extended Local Calling Plan is offered will continue to be charged from the same basic exchange service rate schedule from which they were charged prior to the establishment of Extended Local Calling Plan.

Usage Rates

These rates apply to all calls to the designated Extended Local Calling Plan calling area exchange.

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

5. EXTENDED LOCAL CALLING PLAN (Continued)

Rates (Continued)

Usage Rates (Continued)

Rate for Each Minute of Use

Monday through Friday:

To Telephone Numbers In Designated
Exchanges Within the Following Distance Bands

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 Miles</u>
8 a.m. to, but not including, 9 p.m.	\$0.04	\$0.05	\$0.05
9 p.m. to, but not including, 8 a.m.	0.02	0.03	0.03
Saturday and Sunday Only	0.02	0.03	0.03

Holiday Rates

The "Saturday and Sunday Only" usage rates apply on Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day and Thanksgiving Day or resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, and July 4 respectively.

Timing Of Calls

Timing of each call begins when the called party answers or when the caller is connected to automatic answering recording equipment. In cases where a call begins in one rate period and ends in another, the rate in effect at the time the connection is established applies.

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

5. EXTENDED LOCAL CALLING PLAN (Continued)

Availability

Extended Local Calling Plan is provided in the following exchanges:

<u>Exchanges In Which Service Is Offered</u>	<u>Exchanges(s) Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
Albany	New Marshfield	1-10 Miles
Albany	Shade	1-10 Miles
Amanda	Circleville	11-22 Miles
Ashland	Loudonville	11-22 Miles
Ashland	Perrysville	11-22 Miles
Athens	Glouster	11-22 Miles
Attica	Republic	1-10 Miles
Attica	Tiffin	11-22 Miles
Baltimore	Columbus	23-55 Miles
Baltimore	Reynoldsburg	11-22 Miles
Barlow	Belpre	11-22 Miles
Barlow	Little Hocking	11-22 Miles
Beach City	Canton	11-22 Miles
Beach City	New Philadelphia	11-22 Miles
Bellevue	Clyde	1-10 Miles
Bellevue	Monroeville	1-10 Miles
Bergholz	Richmond	1-10 Miles
Bergholz	Steubenville	11-22 Miles
Berlin Heights	Milan	1-10 Miles
Blanchester	Cincinnati	23-55 Miles
Blanchester	Little Miami	11-22 Miles
Bowling Green	North Baltimore	11-22 Miles
Bremen	Logan	11-22 Miles
Brewster	Canton	11-22 Miles
Brookville	Englewood	1-10 Miles
Brunswick	Medina	1-10 Miles
Bryan	Cooney	11-22 Miles
Bryan	Pioneer	11-22 Miles
Bryan	Stryker	1-10 Miles
Byesville	Cumberland	11-22 Miles

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

5. EXTENDED LOCAL CALLING PLAN (Continued)

Availability (Continued)

Extended Local Calling Plan is provided in the following exchanges: (Continued)

<u>Exchanges In Which Service Is Offered</u>	<u>Exchanges(s) Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
Caldwell	Cumberland	1-10 Miles
Cambridge	Cumberland	11-22 Miles
Cambridge	Newcomerstown	11-22 Miles
Carey	Vanlue	1-10 Miles
Carrollton	Canton	11-22 Miles
Catawba	South Vienna	1-10 Miles
Celina	Fort Recovery	11-22 Miles
Chatham	Lodi	1-10 Miles
Chesapeake	Arabia	11-22 Miles
Chesapeake	Guyan	11-22 Miles
Chesapeake	Ironton	11-22 Miles
Circleville	Amanda	11-22 Miles
Circleville	Hallsville	11-22 Miles
Clyde	Bellevue	1-10 Miles
Clyde	Fremont	1-10 Miles
Clyde	Green Springs	1-10 Miles
Crestline	Galion	1-10 Miles
Crestline	Mansfield	11-22 Miles
Creston	Sterling	1-10 Miles
Curitce-Oregon	Woodville	11-22 Miles
Decatur	Georgetown	11-22 Miles
Decatur	West Union	1-10 Miles
Delaware	Columbus	23-55 Miles
Delaware	Dublin	11-22 Miles
Delaware	Prospect	11-22 Miles
Delaware	Sunbury	11-22 Miles
Delaware	Waldo	11-22 Miles
Delaware	Westerville	11-22 Miles
Delaware	Worthington	11-22 Miles
Dellroy	Canton	11-22 Miles
Dellroy	Magnolia-Waynesburg	1-10 Miles
Dellroy	New Philadelphia	11-22 Miles
Dexter City	Marietta	11-22 Miles
Dillonvale-Mt. Pleasant	Steubenville	11-22 Miles

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

5. EXTENDED LOCAL CALLING PLAN (Continued)

Availability (Continued)

Extended Local Calling Plan is provided in the following exchanges: (Continued)

<u>Exchanges In Which Service Is Offered</u>	<u>Exchanges(s) Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
Edon	Cooney	1-10 Miles
Englewood	Brookville	1-10 Miles
Englewood	Lewisburg	11-22 Miles
Fayette	Chesterfield	1-10 Miles
Forest	Kenton	11-22 Miles
Fort Recovery	Celina	11-22 Miles
Galion	Crestline	1-10 Miles
Galion	Mansfield	11-22 Miles
Georgetown	Decatur	11-22 Miles
Grafton	Cleveland	23-55 Miles
Gratis	Dayton	11-22 Miles
Gratis	Eaton	1-10 Miles
Gratis	Miamisburg-West Carrollton	11-22 Miles
Greenfield	Rainsboro	1-10 Miles
Greenwich	Willard	11-22 Miles
Haskins-Tontogany	Perrysburg	11-22 Miles
Higginsport	Ripley	1-10 Miles
Kilbourne	Westerville	11-22 Miles
Kilbourne	Worthington	11-22 Miles
Knoxville	Richmond	1-10 Miles
Laura	Dayton	11-22 Miles
Laura	Greenville	11-22 Miles
Leesburg	Hillsboro	11-22 Miles
Lewisburg	Dayton	11-22 Miles
Lewisburg	Eaton	1-10 Miles
Lewisburg	Englewood	11-22 Miles
Lodi	Chatham	1-10 Miles
Lodi	Seville	1-10 Miles
Logan	Bremen	11-22 Miles
Logan	Nelsonville	11-22 Miles
Loudonville	Ashland	11-22 Miles

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

5. EXTENDED LOCAL CALLING PLAN (Continued)

Availability (Continued)

Extended Local Calling Plan is provided in the following exchanges: (Continued)

<u>Exchanges In Which Service Is Offered</u>	<u>Exchanges(s) Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
Malvern	Magnolia-Waynesburg	1-10 Miles
Marion	Richwood	11-22 Miles
Medina	Brunswick	1-10 Miles
Medina	Hinckley	1-10 Miles
Mendon	Rockford	1-10 Miles
Mendon	St. Marys	11-22 Miles
Milan	Berlin Heights	1-10 Miles
Milan	Sandusky	11-22 Miles
Mineral City	Canton	11-22 Miles
Mineral City	Magnolia-Waynesburg	1-10 Miles
Monroeville	Bellevue	1-10 Miles
Montpelier	Cooney	1-10 Miles
Montrose	Richfield	1-10 Miles
Montrose	Sharon Center	1-10 Miles
New Bremen	New Knoxville	1-10 Miles
New Burlington	Waynesville	1-10 Miles
New London	Nova	1-10 Miles
New Marshfield	Albany	1-10 Miles
New Marshfield	Nelsonville	1-10 Miles
New Philadelphia	Beach City	11-22 Miles
New Philadelphia	Dellroy	11-22 Miles
New Washington	Willard	1-10 Miles
North Baltimore	Bowling Green	11-22 Miles
North Baltimore	Findlay	11-22 Miles
North Eaton	Section 10, 1. of this Product Guide	
North Star	Versailles	1-10 Miles
Oak Harbor	Port Clinton	11-22 Miles
Oak Harbor	Toledo	23-55 Miles
Oberlin	Lorain	11-22 Miles
Oberlin	Wellington	1-10 Miles
Oxford	Seven Mile	11-22 Miles

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

5. EXTENDED LOCAL CALLING PLAN (Continued)

Availability (Continued)

Extended Local Calling Plan is provided in the following exchanges: (Continued)

<u>Exchanges In Which Service Is Offered</u>	<u>Exchanges(s) Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
Perrysville	Ashland	11-22 Miles
Pioneer	Bryan	11-22 Miles
Pomeroy	Cheshire	1-10 Miles
Pomeroy	Shade	11-22 Miles
Port Clinton	Oak Harbor	11-22 Miles
Port Clinton	Put-In-Bay	11-22 Miles
Port William	Xenia	11-22 Miles
Prospect	Delaware	11-22 Miles
Put-In-Bay	Port Clinton	11-22 Miles
Republic	Attica	1-10 Miles
Richmond	Bergholz	1-10 Miles
Richmond	Knoxville	1-10 Miles
Richwood	Marion	11-22 Miles
Richwood	Marysville	11-22 Miles
Richwood	York Center	1-10 Miles
Russellville	Sardinia	1-10 Miles
Sardinia	Cincinnati	23-55 Miles
Sardinia	Clermont	23-55 Miles
Sardinia	Williamsburg	11-22 Miles
Sardinia	Winchester	1-10 Miles
Seville	Lodi	1-10 Miles
Shade	Albany	1-10 Miles
Shade	Pomeroy	11-22 Miles
Sharon Center	Montrose	1-10 Miles
Sinking Spring	Hillsboro	11-22 Miles
Smithfield	Tiltonsville	1-10 Miles
Spencer	Wellington	1-10 Miles
Spencerville	Buckland	1-10 Miles
St. Marys	Mendon	11-22 Miles
St. Marys	New Knoxville	1-10 Miles
Sugarcreek	Wilmot	11-22 Miles
Sylvania	Richfield Center	1-10 Miles

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

5. EXTENDED LOCAL CALLING PLAN (Continued)

Availability (Continued)

Extended Local Calling Plan is provided in the following exchanges: (Continued)

<u>Exchanges In Which Service Is Offered</u>	<u>Exchanges(s) Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
The Plains	Nelsonville	1-10 Miles
Tiltonsville	Smithfield	1-10 Miles
Tiltonsville	Steubenville	11-22 Miles
Tipp City	Vandalia	1-10 Miles
Tipp City	West Milton	1-10 Miles
Troy	Dayton	11-22 Miles
Troy	Piqua	1-10 Miles
Troy	Vandalia	11-22 Miles
Valley City	Cleveland	23-55 Miles
Waldo	Delaware	11-22 Miles
Wellington	Oberlin	1-10 Miles
Wellington	Spencer	1-10 Miles
West Alexandria	Dayton	11-22 Miles
West Milton	Tipp City	1-10 Miles
West Milton	Vandalia	1-10 Miles
West Salem	Wooster	11-22 Miles
West Union	Decatur	1-10 Miles
West Union	Winchester	11-22 Miles
Willard	Greenwich	11-22 Miles
Willard	New Washington	1-10 Miles
Williamsport	Mt. Sterling	11-22 Miles
Wilmot	Apple Creek	11-22 Miles
Wilmot	Kidron	1-10 Miles
Wilmot	Sugarcreek	11-22 Miles

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

6. USAGE SENSITIVE SERVICE

Rates and Charges

Rate Schedule

Each call to a telephone number within the customer's exchange area is charged on a usage basis. Extended area usage rates apply to calls made to certain exchanges outside the customer's exchange area. Usage charges apply on customer-dialed station-to-station calls charged to the calling party. Where operator assistance is utilized, the usage charges apply in addition to the charge for operator assistance on local messages. The additional charge for operator assistance would apply if the calling party wants the call billed to another local telephone number.

Extended area designations are determined as follows:

<u>Where the Airline Distance Between the Customer's Serving Center Office or Exchange and the Called Central Office or Exchange is: *</u>	<u>Extended Area Designation</u>
1-10 miles	1
11-22 miles	2
Over 22 miles	3

A list of exchanges where USS is offered and their Extended Area Designations, if applicable, are shown in 7. following.

* For the purpose of determining distances between the calling party and the called party on USS calls, the following methodology will be used: the distance will be measured from the exchange toll rate center using V & H coordinates.

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

6. USAGE SENSITIVE SERVICE (Continued)

Rates and Charges (Continued)

Application of Rates

Basic Service Rate - Each Line or Trunk

Basic Service Rates for exchanges with Usage Sensitive Service are listed in 3. preceding. Zone Rates listed in 4. preceding of this Product Guide apply if the customer is located outside the Base Rate Area of their exchange.

Call Connection Rate - Each Completed Call

Call Connection Rates do not apply to calls placed to the Telephone Company Business Office, Directory Assistance, Repair Service, or emergency services as shown in this Product Guide.

Minute of Use Rate - Each Minute of Use

Minute of Use Rates do not apply to calls placed to the Telephone Company Business Office, Directory Assistance or Repair Service, or emergency services as shown in this Product Guide.

Operator Assistance for Local Messages

A special service charge applies for operator assistance on local calls. This service charge is in addition to the other usage rates for Usage Sensitive Service.

Rates

Per Call	\$0.50
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Basic Service Rates

These rates are listed 3. preceding of this Product Guide.

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

6. USAGE SENSITIVE SERVICE (Continued)

Rates and Charges (Continued)

Call Connection Rates, each completed call

Monday through Friday:

	Calls To Telephone Numbers Within <u>Same Exchange</u>	Calls To Telephone <u>Numbers in Extended Areas</u>		
		<u>1</u>	<u>2</u>	<u>3</u>
A. 8 a.m. to, but not including, 9 p.m.				
Individual Line - 4th Line and above	\$0.02	\$0.05	\$0.06	\$0.08
PBX Trunk Line	0.02	0.05	0.06	0.08
Key Trunk Line	0.02	0.05	0.06	0.08
All other applicable services *	0.02	0.05	0.06	0.08
B. 9 p.m. to, but not including, 8 a.m.				
Individual Line - 4th Line and above	0.01	0.025	0.03	0.04
PBX Trunk Line	0.01	0.025	0.03	0.04
Key Trunk Line	0.01	0.025	0.03	0.04
All other applicable services *	0.01	0.025	0.03	0.04

* Includes services such as Switched Data Service, Digital Channel Service and ISDN-PRI.

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

6. USAGE SENSITIVE SERVICE (Continued)

Rates and Charges (Continued)

Call Connection Rates, each completed call (Continued)

Saturday and Sunday Only:

	Calls To Telephone Numbers Within <u>Same Exchange</u>	Calls To Telephone <u>Numbers in Extended Areas</u>		
		<u>1</u>	<u>2</u>	<u>3</u>
Individual Line - 4th Line and above	\$0.01	\$0.025	\$0.03	\$0.04
PBX Trunk Line	0.01	0.025	0.03	0.04
Key Trunk Line	0.01	0.025	0.03	0.04
All other applicable services *	0.01	0.025	0.03	0.04

* Includes services such as Switched Data Service, Digital Channel Service and ISDN-PRI.

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

6. USAGE SENSITIVE SERVICE (Continued)

Rates and Charges (Continued)

Call Connection Rates, each completed call (Continued)

Monday through Friday:

	Calls To Telephone Numbers Within <u>Same Exchange</u>	Calls To Telephone <u>Numbers in Extended Areas</u>		
		<u>1</u>	<u>2</u>	<u>3</u>
A. 8 a.m. to, but not including, 9 p.m.				
Individual Line - 4th Line and above	\$0.01	\$0.02	\$0.03	\$0.04
PBX Trunk Line	0.01	0.02	0.03	0.04
Key Trunk Line	0.01	0.02	0.03	0.04
All other applicable services *	0.01	0.02	0.03	0.04
B. 9 p.m. to, but not including, 8 a.m.				
Individual Line - 4th Line and above	0.005	0.01	0.015	0.02
PBX Trunk Line	0.005	0.01	0.015	0.02
Key Trunk Line	0.005	0.01	0.015	0.02
All other applicable services *	0.005	0.01	0.015	0.02

* Includes services such as Switched Data Service, Digital Channel Service and ISDN-PRI.

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

6. USAGE SENSITIVE SERVICE (Continued)

Rates and Charges (Continued)

Call Connection Rates, each completed call (Continued)

Saturday and Sunday Only:

	Calls To Telephone Numbers Within <u>Same Exchange</u>	Calls To Telephone <u>Numbers in Extended Areas</u>		
		<u>1</u>	<u>2</u>	<u>3</u>
Individual Line - 4th Line and above	\$0.005	\$0.01	\$0.015	\$0.02
PBX Trunk Line	0.005	0.01	0.015	0.02
Key Trunk Line	0.005	0.01	0.015	0.02
All other applicable services *	0.005	0.01	0.015	0.02

* Includes services such as Switched Data Service, Digital Channel Service and ISDN-PRI.

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

6. USAGE SENSITIVE SERVICE (Continued)

Rates and Charges (Continued)

Servicing Charges

The servicing charges in Section 2 of this Product Guide, apply for installing, moving, and changing Usage Sensitive Service.

However, the servicing charges do not apply to customers changing this service from flat rate to Usage Sensitive Service, or vice versa, during the six month period immediately following:

- The institution of Usage Sensitive Service in an exchange, or
- The customer's establishment of flat rate service in an exchange where Usage Sensitive Service is offered.

This waiver of the servicing charges is limited to one occurrence per customer.

Timing of Local Calls

Timing of each call begins when the called party answers or when the caller is connected to automatic answering or recording equipment. In cases where a call begins in one rate period and ends in another, the rate in effect at the time the connection is established applies.

Holiday Rates

The "Saturday and Sunday Only" call connection and minute of use rates apply on Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day and Thanksgiving Day or resulting legal Holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1 and July 4th respectively.

Zone Rates

The zone rate charges in 4. preceding of this Product Guide also apply to customers with Usage Sensitive Service whose service is located outside the base rate area of their exchange.

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

6. USAGE SENSITIVE SERVICE (Continued)

Rates and Charges (Continued)

Printed Detail of Local Messages

Itemized billing of local call details for Usage Sensitive Service can be provided to customers upon request where such details are available and facilities permit and must be requested at least 30 days prior to the month in which the customer wants the local call details.

The following charges apply for each bill for which service is furnished.

	<u>Monthly Rates</u>	<u>Servicing Charges</u>
Monthly Itemized Billing, Per Account (Telephone Number)	\$1.50	*
Each Page Printed.....	--	\$0.10

The Company will provide, without charge, a future one month detailed billing of usage where a bonafide dispute arises between a subscriber and the company that cannot be resolved. Otherwise, the Company will charge the rates listed above, plus the Subsequent Service Ordering Charge listed in Section 2 of this Product Guide.

Use of Service

Usage Sensitive Service is optional to all customers in the exchanges except Bettsville, Green Camp, LaRue New Vienna, Prospect, Radnor Richwood Sardinia and Waldo.

A Residential customer may have both measured usage and flat rate network access lines on the same premises and on the same account where billing system capabilities exist. Business customers may not have both measured and flat rate network access lines on the same account or premise.

Exchange Conversions

General

Usage Sensitive Service will be offered in exchanges where the as equipment to provide the service becomes available. The Company will file revised Product Guide sheets with The Public Utilities Commission of Ohio prior to the establishment of Usage Sensitive Service in each exchange. A six (6) month billing comparison between flat rate service and Usage Sensitive Service (USS) will be provided to customers in each exchange where USS is offered.

* The Subsequent Service Ordering Charge in Section 2 of this Product Guide applies when initiating a customer request for itemized billing detail.

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS

A Listing by Exchange of the Extended Area Designations

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Adena	Cadiz	1
	Dillonvale-Mt. Pleasant	1
	Martins Ferry-Bridgeport	2
	St. Clairsville	1
Albany	Athens	1
	Wilkesville	2
Amanda	Canal Winchester	2
	Lancaster	1
Amesville	Athens	1
	Bartlett	1
	Chesterhill	1
Amsterdam	Bergholz	1
	Harlem Springs	1
	Richmond	1
	Steubenville	2
Antwerp	Paulding	1
Arlington	Findlay	1
	Jenera	1
	Mt. Blanchard	1
Ashland	Hayesville	1
	Nova	2
	Polk	1
	Red Haw	1
	Savannah	1
	Sullivan	2

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Ashley	Delaware	1
	Kilbourne	1
	Marengo	1
Ashville	Circleville	1
	Columbus	2
	Lockbourne	1
Athens	Albany	1
	Amesville	1
	Guysville	1
	New Marshfield	1
	Shade	1
	The Plains	1

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Attica	Willard	1
Baltic	Berlin	1
	New Philadelphia	2
	Sugarcreek	1
Baltimore	Canal Winchester	2
	Carroll	1
	Lancaster	1
	Millersport	1
	Pataskala	2
	Pleasantville	1
Barlow	Bartlett	1
	Marietta	2
	Watertown	1
Beach City	Bolivar	1
	Brewster	1
	Massillon	2
	Navarre	1
	Strasburg	1
	Wilmot	1
Beaver	Piketon	2
	Waverly	2
Bellevue	None	--
Bergholz	Amsterdam	1
	Harlem Springs	1
Berlin	Baltic	1
	Millersburg	1
	Sugarcreek	1
	Wilmot	2

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Berlin Heights	Huron	1
	Norwalk	1
Beverly	Lowell	1
	Marietta	2
	Stockport	1
	Watertown	1
Blanchester	Butlerville	1
	Clarksville	1
	Martinsville	1
	Wilmington	2
Bloomville	Republic	1
	Tiffin	1
Bolivar	Beach City	1
	Canton	2
	Mineral City	1
	New Philadelphia	1
	Strasburg	1
Bowerston	New Philadelphia	2
	Scio	1
	Uhrichsville	1
Bowling Green	Cygnets	1
	Haskins-Tontogany	1
	Pemberville	2
	Portage	1
	Wayne-Bradner	2
	Weston	1

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LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Bremen	Lancaster	1
	Rushville	1
Brewster	Beach City	1
	Massillon	1
	Navarre	1
	Wilmot	1
Brilliant	Mingo Junction	1
	Smithfield	1
	Steubenville	1
Brookville	Dayton	2
	Lewisburg	1
	New Lebanon	1
	Phillipsburg	1
	Trotwood	1
Brunswick	Bedford	2
	Berea	1
	Brecksville	2
	Chagrin Falls	3
	Cleveland	2
	Gates Mills	3
	Hillcrest	3
	Hinckley	1
	Independence	2
	Montrose (Cuyahoga Co.)	2
	North Royalton	1
	Olmstead Falls	2
	Strongsville	1
	Terrace	3
	Trinity	2
	Valley City	1
Victory	1	
Wickliffe	3	
Willoughby	3	

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LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Bryan	Edgerton	2
	Edon	2
	Evansport	1
	Montpelier	1
	Ney	1
	West Unity	1
Burbank	Congress	1
	Creston	1
	Lodi	1
	West Salem	1
	Wooster	2
Byesville	Cambridge	1
Cadiz	Adena	1
	Flushing	1
	Freeport	2
	Hopedale	1
	Jewette	1
	Scio	2
Caldwell	Dexter City	1
	Summerfield	2
Cambridge	Byesville	1
	New Concord	1
	Old Washington	1
Carey	Findlay	2
	Upper Sandusky	2

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LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Carrollton	Dellroy	1
	Harlem Springs	1
	Malvern	1
	Mechanicstown	1
	Pattersonville	1
Catawba	Mechanicsburg	1
	Springfield	2
Celina	Coldwater	1
	Maria Stein	2
	Mendon	1
	Rockford	2
	St. Marys	1
Chatham	Wabash	1
	Medina	1
Chesapeake	Spencer	1
	Huntington, West Virginia	1

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LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Cheshire Center	Alton	2
	Canal Winchester	3
	Columbus	2
	Delaware	1
	Dublin	2
	Gahanna	2
	Grove City	3
	Groveport	3
	Harrisburg	3
	Hilliard	2
	Kilbourne	1
	Lockbourne	3
	New Albany	2
	Rathbone	2
	Reynoldsburg	2
	Sunbury	1
	West Jefferson	3
Westerville	1	
Worthinton	1	
Circleville	Ashville	1
	Laurelville	2
	Williamsport	1
Clarksville	Blanchester	1
	Wilmington	1
Clyde	None	--
Coldwater	Celina	1
	Fort Recovery	1
	Maria Stein	1
	Wabash	1

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LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Congress	Burbank	1
	Red Haw	1
	West Salem	1
	Wooster	2
Convoy	Scott	1
	Van Wert	1
	Willshire-Wren	2
Cooperdale	Coshocton	2
	Dresden	1
	Frazeyburg	1
	Warsaw	1
Crestline	None	--
Creston	Burbank	1
	Seville	1
	Westfield Center	1
	Wooster	1
Curtice-Oregon	Genoa	1
	Toledo	1
Decatur	Ripley	1
	Russellville	1

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LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Delaware	Ashley	1
	Cheshire Center	1
	Kilbourne	1
	Ostrander	1
	Radnor	1
	Rathbone	1
Dellroy	Carrollton	1
Dexter City	Caldwell	1
	Lower Salem	1
	Summerfield	2
Dillonvale-Mt. Pleasant	Adena	1
	Martins Ferry-Bridgeport	1
	Smithfield	1
	Tiltonsville	1

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LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
East Rochester	Hanoverton	1
	Minerva	1
	North Georgetown	1
Edgerton	Bryan	2
	Edon	1
Edon	Bryan	2
	Edgerton	1
Elmore	Toledo	2
	Woodville	1
Englewood	Beaver Creek	2
	Bellbrook	2
	Centerville	3
	Dayton	1
	Fairborn	2
	Miamisburg-West Carrollton	2
	Phillipsburg	1
	Trotwood	1
	Vandalia	1
West Milton	1	
Evansport	Bryan	1
	Defiance	2
	Jewell	1
	Ridgeville	1
Farmersville	Dayton	2
	Germantown	1
	Gratis	1
	Liberty	1
	Miamisburg-West Carrollton	1
	New Lebanon	1
West Alexandria	1	
Fayette	Archbold	2
	Wauseon	2

LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Felicity	Bethel	1
	Cincinnati	3
	Clermont	2
	Hamersville	1
	Higginsport	1
Flushing	Cadiz	1
	Freeport	2
	St. Clairsville	1
Forest	Mt. Blanchard	1
	Wharton	1
Fort Recovery	Coldwater	1
	Wabash	1
Freeport	Cadiz	2
	Flushing	2
	Uhrichsville	2
Galion	None	--
Garrettsville	Hiram	1
	Parkman	1
	Ravenna	2
	Windham	1
Genoa	Curtice-Oregon	1
	Toledo	2
	Woodville	1
Georgetown	Hamersville	1
	Higginsport	1
	Mt. Orab	2
	Ripley	1
	Russellville	1
	Sardinia	2

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LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Gibsonburg	Helena	1
	Fremont	2
	Woodville	1
Grafton	Elyria	1
	North Eaton	1
Grand Rapids	Haskins-Tontogany	1
	Maumee	2
	Toledo	3
	Waterville	1
	Weston	1
	Whitehouse	1
Gratis	Camden	1
	Farmersville	1
	Germantown	1
	Middletown	2
	West Alexandria	1
Greenfield	Leesburg	1
Greenwich	Norwalk	2

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LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Guysville	Athens	1
	Coolville	1
Hamersville	Bethel	1
	Cincinnati	3
	Clermont	2
	Felicity	1
	Georgetown	1
	Higginsport	1
	Mt. Orab	1
Hanoverton	East Rochester	1
	Lisbon	1
	North Georgetown	1
	Salem	2
	Winona	1
Harlem Springs	Amsterdam	1
	Bergholz	1
	Carrollton	1
	Mechanicstown	1
Harpster	Marion	2
	Upper Sandusky	1
Haskins-Tontogany	Bowling Green	1
	Grand Rapids	1
	Toledo	2
Hayesville	Ashland	1
Helena	Bettsville	1
	Fremont	1
	Gibsonburg	1
Hicksville	None	--
Higginsport	Cincinnati	3
	Clermont	3
	Felicity	1
	Georgetown	1
	Hamersville	1
Homerville	Lodi	1
	Medina	2
	Spencer	1
	West Salem	1
Huron	Berlin Heights	1
	Sandusky	1
Idaho	Piketon	1
	Waverly	1

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Jackson	Oak Hill	2
	Wellston	1
Jenera	Arlington	1
	Findlay	2
	Rawson	1
Jewett	Cadiz	1
	Scio	1
Kelleys Island	Sandusky	1
Kilbourne	Ashley	1
	Cheshire Center	1
	Columbus	3
	Delaware	1
	Sunbury	1
Knoxville	Steubenville	1
	Toronto	1
Lakeville	Big Prairie	1
	Loudonville	1
	Nashville	1
Laura	Phillipsburg	1
	West Milton	1
Laurelville	Circleville	2
	Hallsville	1
Leesburg	Greenfield	1
Letart Falls	Pomeroy	2
	Portland	2
Lewisburg	Brookville	1
	West Manchester	1

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Liberty	Beaver Creek	2
	Bellbrook	2
	Centerville	2
	Dayton	1
	Fairborn	2
	Farmersville	1
	Miamisburg-West Carrollton	1
	New Lebanon	1
	Trotwood	1
	Vandalia	2
Lodi	Burbank	1
	Homerville	1
	Medina	1
	Westfield Center	1
	West Salem	1
Logan	None	--
Loudonville	Lakeville	1
	Perrysville	1
Lowell	Beverly	1
	Lower Salem	1
	Marietta	1
	Watertown	1

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LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Lower Salem	Dexter City	1
	Lowell	1
	Marietta	2
Lynchburg	Danville	1
	Hillsboro	1
Malvern	Canton	2
	Carrollton	1
	Minerva	1
Manchester	West Union	1
Marblehead	Port Clinton	2
Maria Stein	Celina	2
	Coldwater	1
	Minster	1
	Yorkshire	1

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Marion	Caledonia	1
	Green Camp	1
	Harpster	2
	LaRue	2
	Morral	1
	Prospect	1
	Waldo	1
Martinsville	Blanchester	1
	New Vienna	1
	Wilmington	1
McArthur	Wilkesville	2
McComb	Findlay	1
Mechanicsburg	Catawba	1
	Resaca	1
	Urbana	2
	Woodstock	1
Mechanicstown	Carrollton	1
	Harlem Springs	1
Medina	Chatham	1
	Homerville	2
	Lodi	1
	Seville	1
	Sharon Center	1
	Spencer	2
	Valley City	1
Westfield Center	1	
Mendon	Celina	1
Milan	Norwalk	1

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Millersport	Baltimore	1
	Hebron	1
	Lancaster	2
	Pleasantville	1
	Thornville	1
Mineral City	Bolivar	1
	New Philadelphia	1
Minerva	Canton	2
	East Rochester	1
	Malvern	1
	Paris	1
	Pattersonville	1
Minster	Maria Stein	1
	New Bremen	1
Monroeville	Norwalk	1
Montpelier	Bryan	1
	Pioneer	1
	West Unity	1
Montrose	Akron	1
Morning Sun	Camden	1
	Eaton	2
	Hamilton	2
	Oxford	1
	West College Corner, IN	1
Morril	Marion	1
Mowrystown	Danville	1
	Hillsboro	2
	Sardinia	1
	Sugar Tree Ridge	1

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Mt. Blanchard	Arlington	1
	Findlay	2
	Forest	1
	Vanlue	1
	Wharton	1
Mt. Orab	Cincinnati	3
	Clermont	2
	Fayetteville	2
	Georgetown	2
	Hamersville	1
	Sardinia	1
	Williamsburg	1
Nevada	Bucyrus	1
	Upper Sandusky	1
New Bremen	Minster	1
	St. Marys	1
New Burlington	Dayton	2
	Wilmington	2
	Xenia	1
New Concord	Cambridge	1
	Norwich	1
New Lebanon	Brookville	1
	Dayton	1
	Farmersville	1
	Liberty	1
	Trotwood	1
	West Alexandria	1
New London	Norwalk	2
New Marshfield	Athens	1

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
New Philadelphia	Baltic	2
	Bolivar	1
	Bowerston	2
	Gnadenhutten	2
	Mineral City	1
	Newcomerstown	2
	Strasburg	1
	Sugarcreek	1
	Urichsville	2
New Washington	None	--
Ney	Bryan	1
	Defiance	2
North Baltimore	Bloomdale	1
	Cygnets	1
	Van Buren	1
North Georgetown	Alliance	1
	Damascus	1
	East Rochester	1
	Hanoverton	1
	Sebring	1
	Winona	1
North Eaton	Columbia Station	1
	Elyria	1
	Grafton	1
North Star	Rosburg	1
	Yorkshire	1
Norwalk	Berlin Heights	1
	Greenwich	2
	Milan	1
	Monroeville	1
	Wakeman	2
	New London	2

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LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Oak Harbor	None	--
Oak Hill	Jackson	2
Oberlin	Elyria	1
Ohio City	Rockford	1
	Van Wert	1
	Willshire-Wren	1
Ostrander	Delaware	1
	Radnor	1
	Rathbone	1
Oxford	Hamilton	2
	Morning Sun	1
	West College Corner, IN	1
	Cincinnati	3
Paris	Alliance	1
	Canton	2
	Minerva	1
Payne	Paulding	1
Peebles	Seaman	1
	Sinking Springs	1
	West Union	2
Pemberville	Bowling Green	2
Perrysville	Loudonville	1
Phillipsburg	Brookville	1
	Dayton	2
	Englewood	1
	Laura	1
	West Milton	1
Piketon	Beaver	2
	Idaho	1
	Waverly	1

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Pioneer	Montpelier	1
	Ransom, MI	1
	West Unity	1
Plain City	Alton	2
	Canal Winchester	3
	Columbus	2
	Dublin	1
	Gahanna	2
	Grove City	2
	Groveport	3
	Harrisburg	2
	Hilliard	1
	Lockbourne	3
	New Albany	3
	Resaca	1
	Reynoldsburg	3
	Westerville	2
West Jefferson	2	
Worthington	2	
Pleasantville	Baltimore	1
	Lancaster	1
	Millersport	1
	Rushville	1
	Thornville	1
Plymouth	Willard	1
Polk	Ashland	1
	Red Haw	1
	Savannah	1
	Sullivan	1
	West Salem	1
Pomeroy	Chester	1
	Letart Falls	2
	Portland	2
	Mason, West Virginia	1
	New Haven, West Virginia	1

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Port Clinton	Marblehead	2
Portland	Letart Falls	2
	Pomeroy	2
Portsmouth	Minford-Stockdale	2
	South Shore, KY	1
Port William	Sabina	1
	Wilmington	1
Put-In-Bay	None	--
Rathbone	Alton	2
	Canal Winchester	3
	Cheshire Center	2
	Columbus	2
	Delaware	1
	Dublin	1
	Gahanna	2
	Grove City	2
	Groveport	3
	Harrisburg	3
	Hilliard	2
	Lockbourne	3
	New Albany	2
	Ostrander	1
	Reynoldsburg	3
	Westerville	2
West Jefferson	2	
Worthington	1	

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Rawson	Findlay	1
	Jenera	1
Red Haw	Ashland	1
	Congress	1
	Polk	1
	West Salem	1
Republic	Bloomville	1
	Green Springs	1
	Tiffin	1
Resaca	Alton	2
	Columbus	2
	Hilliard	2
	London	2
	Mechanicsburg	1
	Milford Center	1
	Plain City	1
	West Jefferson	1
Richmond	Amsterdam	1
	Steubenville	1
Russellville	Decatur	1
	Georgetown	1
	Ripley	1

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Sabina	New Vienna	2
	Port William	1
	Wilmington	2
Savannah	Ashland	1
	Polk	1
Scio	Bowerston	1
	Cadiz	2
	Jewett	1
Scott	Convoy	1
	Grover Hill	1
	Van Wert	1
Seaman	Peebles	1
	West Union	1
	Winchester	1

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LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Seville	Creston	1
	Medina	1
	Westfield Center	1
Shade	Athens	1
Sharon Center	Akron	2
	Medina	1
	Wadsworth	1
Sinking Spring	Peebles	1
Smithfield	Brilliant	1
	Dillonvale-Mt. Pleasant	1
	Steubenville	2
Spencer	Chatham	1
	Homerville	1
	Medina	2
Spencerville	Lima	2
	Venedocia	1
St. Marys	Celina	1
	New Bremen	1
Strasburg	Beach City	1
	Bolivar	1
	New Philadelphia	1
Sugarcreek	Baltic	1
	Berlin	1
	New Philadelphia	1

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Summerfield	Caldwell	2
	Dexter City	2
Sylvania	Holland	1
	Maumee	2
	Perrysburg	2
	Toledo	1
	Whitehouse	2
	Lost Penninsula, MI	2
The Plains	Athens	1
Tiltonsville	Dillonvale	1
	Martins Ferry-Bridgeport	1
Tipp City	Christiansburg	2
	Dayton	2
	New Carlisle	1
	Troy	1
Trotwood	Beaver Creek	2
	Bellbrook	2
	Brookville	1
	Centerville	2
	Dayton	1
	Englewood	1
	Fairborn	2
	Liberty	1
	Miamisburg-West Carrollton	2
	New Lebanon	1
	Vandalia	1
Troy	Christiansburg	1
	Covington	1
	New Carlisle	2
	Pleasant Hill	1
	Tipp City	1
	West Milton	1
Valley City	Brunswick	1
	Medina	1

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
VanBuren	Arcadia	1
	Findlay	1
	North Baltimore	1
Wadsworth	Akron	2
	Rittman	1
	Sharon Center	1
Wakeman	Norwalk	2
Warsaw	Cooperdale	1
	Coshocton	1
Watertown	Barlow	1
	Bartlett	2
	Beverly	1
	Lowell	1
	Marietta	2
	Stockport	2
Waverly	Beaver	2
	Idaho	1
	Piketon	1
Wayne-Bradner	Bowling Green	2
Wellington	Elyria	2

LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Wellston	Jackson	1
West Alexandria	Eaton	1
	Farmersville	1
	Gratis	1
	New Lebanon	1
Westfield Center	Creston	1
	Lodi	1
	Medina	1
	Seville	1
West Milton	Dayton	2
	Englewood	1
	Laura	1
	Phillipsburg	1
	Troy	1
Weston	Bowling Green	1
	Deshler	2
	Grand Rapids	1
West Salem	Burbank	1
	Congress	1
	Homerville	1
	Lodi	1
	Polk	1
	Red Haw	1
West Union	Manchester	1
	Peebles	2
	Seaman	2

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7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
West Unity	Bryan	1
	Montpelier	1
	Pioneer	1
Wharton	Forest	1
	Mt. Blanchard	1
	Upper Sandusky	1
	Vanlue	1
Wilkesville	Albany	2
	McArthur	2
Willard	Attica	1
	Plymouth	1
Williamsport	Circleville	1
Willshire-Wren	Convoy	2
	Ohio City	1
	Rockford	1
	Van Wert	2
Wilmington	Blanchester	2
	Clarksville	1
	Martinsville	1
	New Burlington	2
	New Vienna	2
	Port William	1
	Sabina	2

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

7. USS EXCHANGES AND THEIR EXTENDED AREA DESIGNATIONS (Continued)

A Listing by Exchange of the Extended Area Designations (Continued)

<u>Customer Exchange</u>	<u>Called Exchange</u>	<u>Extended Area</u>
Wilmot	Beach City	1
	Berlin	2
	Brewster	1
	Massillon	2
	Millersburg	2
	Wooster	2
Winona	Damascus	1
	Hanoverton	1
	Lisbon	1
	North Georgetown	1
	Salem	1
Woodstock	Marysville	1
	Mechanicsburg	1
	Milford Center	1
	North Lewisburg	1
	Urbana	2
Yorkshire	Maria Stein	1
	North Star	1
	Versailles	1

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

8. TERM COMMITMENT PRICING

General

Term Commitment Pricing (TCP) provides optional term discounts for business customers who order eligible services under TCP. Eligible services are PBX Trunk Line Service. TCP is offered in all exchanges and provides for one-year or three-year terms.

Conditions

All rules, regulations, fees and surcharges normally applicable to eligible services apply.

Central Office charges found in Section 2 of this Product Guide are included and will not apply separately for any lines subscribed under TCP.

Upon expiration of a term period, the service will automatically be billed at the monthly rates set forth in this Section of the Product Guide, unless the customer subscribes to a new TCP service agreement.

In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 1 of this Product Guide will apply. Further, should the service be discontinued within the first 12 months of the term commitment start date, the customer shall also repay the original waived Line Connection charges as an early termination penalty.

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 within Frontier's serving area, termination charges will not apply.

Rates

	<u>1 Year Term Monthly Rate</u>	<u>3 Year Term Monthly Rate</u>
<u>Flat Rates</u>		
All Rate Schedules	\$53.99	\$52.99
<u>Usage Sensitive Service Rates</u>		
Rate Schedule I	33.99	32.99
Rate Schedule II	33.99	32.99
Rate Schedule III	37.99	36.99
Rate Schedule IV	37.99	36.99
Rate Schedule V	39.99	38.99
Rate Schedule VI	50.99	49.99

Effective: July 1, 2010

GENERAL SERVICES

1. BASIC REFERRAL SERVICE

Basic Referral Service is an optional service which provides new number information to callers dialing changed or disconnected numbers.

1.01. Regulations

- A. Basic Referral Service is offered to residence and business customers subject to the availability of suitable facilities.
- B. The service is provided for a period of 90 days.
- C. Basic Referral Service will not be provided to customers disconnected for nonpayment.

1.02. Rates and Charges

The following rate is in addition to any other applicable charges shown in Company tariffs and this Product Guide. The nonrecurring charge applies in addition to all other Servicing Charges when this service is ordered in conjunction with other services.

	<u>Nonrecurring Charge</u>
A. Basic Referral Service, each number intercepted	\$10.00

Effective: July 1, 2010

GENERAL SERVICES

2. BLOCKING AND SCREENING SERVICES

2.01. 900/976 SERVICES CALL BLOCKING SERVICE

2.01.01. GENERAL

900/976 Services Call Blocking Service is a service which allows business customers and Billing and Collection Services acting as the Information Provider's (i.e., Sponsor's) agent (and only under the direction of the Sponsor) to request the Company to block the origination of calls to all direct dialed "dial-it" type services.

2.01.02. REGULATIONS

- A. Call Blocking Service is available only where facilities and conditions permit and where necessary modification to provide the service can feasibly be made at the Company's central office.
- B. Call Blocking Service is permitted from all business individual lines, trunk lines and Internal Communications and Call management Features lines, subject to limitations in A. above.
- C. Call Blocking Service is available only on customer-dialed station-to-station calls.
- D. The service is available only to block "dial-it" type services and cannot be implemented to block specific programs. Blocking requested by one billing and collection agent or sponsor blocks all "dial-it" type services.
- E. Call Blocking Service is provided to subscribers at no charge for initial requests.
- F. Subscribers obtaining service at a new location shall be afforded Call Blocking Service at no charge for the initial request even if they exercised an initial request option for Call Blocking Service at a previous location at no charge.
- G. Requests by subscribers to remove Call Blocking Service must be in writing.
- H. Call Blocking Service may be requested by a Sponsor or its billing agent (only upon the direction of the Sponsor) any time after notification by the Company that charges for "dial-it" type services (which are not in bona fide dispute or subject to the one-time forgiveness policy) have not been paid and are in arrears.

Effective: July 1, 2010

GENERAL SERVICES

2. BLOCKING AND SCREENING SERVICES

2.01. 900/976 SERVICES CALL BLOCKING SERVICE

2.01.02. REGULATIONS (Continued)

- I. The Sponsor, or its billing agent, must certify to the Company that adequate notification was furnished to the customer of possible blocking of their "dial-it" type services prior to the Company implementing Sponsor Requested Call Blocking.

Sponsor requested blocking of "dial-it" type services will be removed by the Company only upon notification from the Sponsor or its billing and collection agent, or upon proof by the customer of payment or other satisfactory resolution of the account.

2.01.03. RATES AND CHARGES

A. Sponsor Requested Call Blocking

The following rates and charges are applicable to Sponsor Requested Call Blocking.

	<u>Nonrecurring Charge</u>
(1) Business Service Call Blocking, per request, per individual line or trunk line	*
(2) Internal Communications and Call Management Features Call Blocking, per request, per Internal Communications and Call Management Features line	*

* The Subsequent Service Ordering Charge as set forth in Section 2 of this Product Guide is applicable to each line blocked per occasion for Sponsor Requested Call Blocking.

Effective: July 1, 2010

GENERAL SERVICES

2. BLOCKING AND SCREENING SERVICES

2.01. 900/976 SERVICES CALL BLOCKING SERVICE

2.01.03. RATES AND CHARGES (Continued)

B. Business Customer Requested Call Blocking

The following rates and charges are applicable for the establishment of Business Requested Call Blocking.

The Subsequent Service Ordering Charge as set forth in Section 2 of this Product Guide is applicable to the initial line blocked per occasion and per subsequent occasion for business customers. Each additional line blocked at the same time is subject to the following charge:

	<u>Nonrecurring Charge</u>
(1) Business Service Call Blocking, per subsequent request, each additional line	5.00
(2) Internal Communications and Call Management Features line Call Blocking, per request, each additional Internal Communications and Call Management Feature Line	5.00

C. Removal of Call Blocking Service will be provided at no charge.

Effective: July 1, 2010

GENERAL SERVICES

2. BLOCKING AND SCREENING SERVICES (Continued)

2.02. TOLL RESTRICTION SERVICE

2.02.01. GENERAL

Toll Restriction Service is a central office service arrangement whereby calls dialed over business individual lines or trunk lines, to other than the local toll free service area, receive a recorded restriction announcement or, where trunk lines are employed, are automatically routed to the PBX customer's attendant position.

2.02.02. REGULATIONS

- A. Toll Restriction Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.
- B. Toll Restriction Service will not allow 1+, 0+, 0-, 10XXX 1+, 1+NPA+555+1212, 1+555+1212, 411 (when charges apply) and 900 calls.
- C. The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any non toll free number for any purpose.
- D. Subscribing to toll restriction does not relieve customers of responsibility for calls charged to the telephone number(s) associated with the restricted access line(s).
- E. Toll restriction does not provide restriction of non-chargeable calls to numbers such as repair service, public emergency service (i.e., 9-1-1), 1+800 calling, or local directory assistance (DA) service in the event charges do not apply to the provision of DA.
- F. Toll Restriction Service will not be provided on coin, COCOT or coinless pay telephone lines.
- G. Toll Restriction Service will be provided to Business One-Party and Business Trunk customers. Toll Restriction Service will not be provided with party-line or Internal Communications and Call Management Features.
- H. The minimum contract period for Toll Restriction Service is one month.

Effective: July 1, 2010

GENERAL SERVICES

2. BLOCKING AND SCREENING SERVICES

2.02. TOLL RESTRICTION SERVICE (Continued)

2.02.03. RATES

A. The following rates and charges apply to the Company's provision of Toll Restriction Service and are in addition to all other customer charges as specified elsewhere in the Company's tariffs and Product Guide.

	<u>Monthly Rate</u>	<u>Installation Charge**</u>
(1) <u>Option 1</u> * - Restricts any direct dialed one plus (1+) or direct dialed International (011+) call. Calls to 800 Service (1+800+XXX-XXXX) are the only one plus (1+) calls that will not be restricted.		
Business, per line equipped	6.00	12.00
Trunk, per trunk equipped	10.00	12.00
(2) <u>Option 2</u> - Includes Option 1 and any local or long distance zero plus (0+) or zero minus (0-) call. If 911 service is not available in an exchange, zero minus (0-) calls will be restricted to Operator Assisted Local Calls and calls to governmental emergency service agencies.		
Business, per line equipped	6.00	12.00
Trunk, per trunk equipped	10.00	12.00

* Includes Originating Line Screening which allows outgoing intraLATA toll calls to be charged to the called telephone, a third number, or a credit card account.

** The installation charge applies in addition to all other Servicing Charges when this service is ordered in conjunction with other services. The installation charge does not apply when a customer elects to change Toll Restriction Service options.

Effective: July 1, 2010

GENERAL SERVICES

2. BLOCKING AND SCREENING SERVICES (Continued)

2.03. BILLED NUMBER SCREENING SERVICE

2.03.01. GENERAL

Billed Number Screening Service is available to subscribers of the Company's local exchange services. This service is intended to prevent the charging of collect and/or third number billed calls to a customer's telephone number.

2.03.02. REGULATIONS

- A. The Company will place information required to utilize Billed Number Screening Service in the Line Information Database (LIDB) or other database necessary to implement Billed Number Screening Service. In the event a call is placed and charged to a number which should have been prevented by Billed Number Screening, the Company makes no guarantee and assumes no liability arising out of the use or misuse of Billed Number Screening Service by any other entities, including, but not limited to, Interexchange Carriers. The Company is fully responsible for calls charged to numbers which should have been prevented by Billed Number Screening Service, that originate and terminate within the Company's service territory, and are carried over no other carrier's network or facilities.
- B. Billed Number Screening Service is offered subject to the availability of suitable facilities.
- C. The minimum contract period for Billed Number Screening Service is one month.

Effective: July 1, 2010

GENERAL SERVICES

2. BLOCKING AND SCREENING SERVICES

2.03. BILLED NUMBER SCREENING SERVICE (Continued)

2.03.03. RATES

A. The following rates and charges apply to the Company's provision of Billed Number Screening Service and are in addition to all other customer charges as specified elsewhere in the Company's tariffs and Product Guide.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(1) <u>Option 1</u> - No Collect or Third Number Billing, - 1 to 49 lines, per line screened *	\$2.50	**
- Over 49 lines, per line screened *	1.25	**
(2) <u>Option 2</u> - No Third Number Billing, - 1 to 49 lines, per line screened *	2.50	**
- Over 49 lines, per line screened *	1.25	**
(3) <u>Option 3</u> - No Collect Billing, - 1 to 49 lines, per line screened *	2.50	**
- Over 49 lines, per line screened *	1.25	**

* Billed Number Screening Service per line rates are determined by the total number of Billed Number Screening lines requested (i.e., if a customer requests 1 - 49 lines, all lines will be billed at \$2.00 per line and if a customer requests over 49 lines, all lines will be billed at \$1.00 per line).

** A Subsequent Service Order charge applies as shown in Section 2 of this Product Guide. No installation charges apply for this service when ordered on an Initial Service Order.

Effective: July 1, 2010

GENERAL SERVICES

2. BLOCKING AND SCREENING SERVICES (Continued)

2.04. SELECTIVE CLASS OF CALL SCREENING SERVICE (ORIGINATING LINE SCREENING)

2.04.01. GENERAL

Selective Class of Call Screening Service or Originating Line Screening is a two digit code passed by the Company's local central office switch with the Automatic Number Identification (ANI) at the beginning of a call that provides information about the line originating the call. The information provided in the two digit code is designed to inform the exchange or interexchange and/or the operator service provider about certain service classes or special characteristics of the billing number associated with the line originating the call. Under this arrangement, operators accept only those originating toll calls that are made collect, billed to a third number, or billed to a calling card.

2.04.02. REGULATIONS

- A. If a call is routed over another carrier's facilities to the Company, it will not complete a call which is identified by the two digit code accompanying the ANI as selectively screened, unless the call is either collect, billed to a third number, or billed to a calling card. If a call originates with the Company but is not carried solely over the Company's facilities, the Company will send, with the ANI, the two digit code that identifies the call as being selectively screened. The Company assumes no liability for calls completed by any other entity or carrier as long as the two digit code accompanies the ANI forwarded to the other carrier. The Company is responsible for properly handling calls which are selectively screened and are not carried over any other carrier's network or facilities.
- B. Selective Class of Call Screening Service is offered subject to the availability of suitable facilities and equipment.
- C. The service is offered to business individual lines, trunk lines and customer-owned coin-operated telephone (COCOT) lines.
- D. Customers subscribing to Selective Class of Call Screening Service are responsible for all toll charges billed to their lines, excluding any charges resulting from improper handling by the Company of any calls which are selectively screened and carried solely over Frontier North Incorporated facilities.
- E. The minimum contract period for Selective Class of Call Screening Service is one month.

Effective: July 1, 2010

GENERAL SERVICES

2. BLOCKING AND SCREENING SERVICES

2.04. SELECTIVE CLASS OF CALL SCREENING SERVICE (ORIGINATING LINE SCREENING)
(Continued)

2.04.03. RATES

- A. The following rates and charges apply to the Company's provision of Selective Class of Call Screening Service and are in addition to all other customer charges as specified elsewhere in the Company's tariffs and this Product Guide.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Business, per line equipped	6.00	12.00
Trunk, per trunk equipped	10.00	12.00

Effective: July 1, 2010

GENERAL SERVICES

2. BLOCKING AND SCREENING SERVICES (Continued)

2.05. INTERNATIONAL BLOCKING SERVICE

2.05.01. GENERAL

International Blocking Service is a central office service arrangement which provides for the capability to block outgoing direct dialed International (011+ and 10XXX 011+) calls.

Regulations and rates relative to International Blocking Service are set forth in Tariff FCC No. 5, "Facilities for Interstate Access," filed with the Federal Communications Commission (FCC) by Frontier Telephone Companies.

3. RESERVE TELEPHONE NUMBERS

Reserve Telephone Numbers are telephone numbers reserved by a customer for future use.

3.01. Regulations

- A. Reserve Telephone Numbers are offered, subject to the availability of suitable facilities, for a period not to exceed 180 days, and are not guaranteed until activated in the network.

3.02. Rates and Charges

- | | <u>Monthly
Rate</u> |
|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| A. Reserve Telephone Number, per number | None |
| B. Servicing Charges as set forth in Section 2 of this Product Guide are applicable in addition to all other applicable rates and charges. | |

Effective: March 1, 2014

GENERAL SERVICES

4. DIRECTORY ASSISTANCE CALL COMPLETION (DACC) SERVICE

Directory Assistance Call Completion (DACC) Service provides a Directory Assistance customer requesting an intraLATA number the ability to be automatically connected to the requested number. A mechanized announcement offers call completion to the customer. The call is completed on a sent paid basis.

4.01. Regulations

- A. DACC will only be furnished where facilities and operating conditions permit.
- B. This offering provides call completion of intraLATA calls only.
- C. DACC will not complete calls to the following services: WATS Services, 800 Services, 900 Services or 976 Services.
- D. DACC Service is not available with person-to-person, collect, conference, calling card, third number or any other calls requiring operator assistance or with calls placed from customer-owned coin operated telephones.
- E. Usage associated with calls completed via DACC will be subject to any applicable discounts relative to optional calling plan discounts to which the caller subscribes. The DACC charge is not eligible for any such discounts.
- F. DACC Service is furnished solely for the telephone calling purposes of the caller. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the 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. Provisions concerning limitations of liability and allowance for interruption in service are set forth in Section 1 of this Product Guide.
- G. The calling party will incur a per minute usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC. IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed intraLATA carrier (ILC PIC) selected by the customer. (N)

4.02. Rates and Charges

- A. The following rate is in addition to the rates and charges for other tariff and Product Guide services including, but not limited to, any applicable local or toll call charges.

	<u>RATE</u>	
Directory Assistance Call Completion, per call completed	\$1.00	(I)
Directory Assistance Call Completion, per minute usage charge	\$0.10	(N)

Effective: August 18, 2015

GENERAL SERVICES

5. (Reserved for Future Use)

(C)

(D)



(D)

Effective: August 18, 2015

GENERAL SERVICES

5. (Reserved for Future Use)

(C)

.

(D)

(D)

Effective: July 1, 2010

GENERAL SERVICES

6. OPTIONAL CENTRAL OFFICE SERVICE

6.01. General

- A. This Section contains regulations, rates and charges applicable to the provision of certain functional network services. These services may be used for, but are not limited to, the provisioning of voice messaging service by customers to their clients through the use of the public switched telephone network. These network capabilities are provided by the North Incorporated, hereinafter referred to as the Company.
- B. A customer is defined as an individual or entity providing services for which the purchase of Company network services are required. The customer will pay for all services purchased from the Company, including those features that are activated on the customer's client's line. A client is defined as an individual or entity purchasing the services provided by the customer.
- C. Optional Central Office Services are subject to the availability of facilities and are limited to central offices specifically equipped to provide such services.

6.02. Features

- A. The following features are offered by the Company in conjunction with exchange access line service. Customers may order and utilize these services to connect to the Company's local exchange network to provide voice messaging or other services to their clients. The features are as follows:
 - (1) Queuing

This service provides customers subscribing to PBX trunk lines or Internal Communications and Call Management Features 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.
 - (2) User Transfer

This service provides customers subscribing to PBX facilities or Internal Communications and Call Management Features line used in conjunction with the customer's equipment 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.

Effective: July 1, 2010

GENERAL SERVICES

6. OPTIONAL CENTRAL OFFICE SERVICE

6.03. Rate and Charge Regulations

- A. Any change to the customer's preselected telephone number to which the client's telephone calls are redirected will incur applicable Servicing Charges as set forth in Section 2 of this Product Guide.
- B. The initial (or minimum) period for all Optional Central Office Services and facilities is one month (30 days).
- C. The following rates apply in addition to applicable monthly rates and nonrecurring charges for all service or equipment items with which these services are associated. Servicing Charges are applicable for Optional Central Office Services and services for the customer's clients added or rearranged.

	<u>Monthly Rate</u>
(1) Queuing, per line or trunk arranged	\$ 1.50
(2) User Transfer, per line or trunk arranged	\$ 1.50

Effective: July 1, 2010

GENERAL SERVICES

7. INFO CONTACT 976

7.01. Description of Service

- A. Info Contact 976 consists of transporting an Information Provider's pre-recorded announcements or interactive programs from Frontier North Incorporated territory to Ohio Bell Telephone Company's territory and provision of Billing and Collection Services. The Company will provide Billing and Collection Services to 976 Providers on a detariffed basis. Info Contact 976 enables a caller, for a charge, to dial an information 976 telephone number and receive a 976 Provider's recorded announcement or interactive program. Charges for 976 calls will be determined by the Information Provider. These charges are in addition to any applicable Company toll or local measured usage charges.
- B. A caller to a 976 number is a client of the Information Provider and/or 976 Program sponsor.
 - (1) Pay-Per-Call Services are telecommunications services which permit simultaneous calling by a large number of callers to a single telephone number and for which the calling party is assessed, by virtue of completing the call, a charge that is not dependent on the existence of a presubscription relationship and for which the caller pays a per-call or per-time-interval charge that is greater than, or in addition to, the charge for transmission of the call.

7.02. Regulations

- A. Info Contact 976 Service Provider sponsorship of any particular recorded announcement or interactive program shall not preclude the Company from providing service to another Info Contact 976 Service Provider sponsoring the same or similar announcement or program.
- B. The Info Contact 976 Service Provider shall defend, indemnify and save harmless the Company from and against any and all losses, claims, demands, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney fees, arising directly or indirectly from material transmitted, and from any act or omission of the Provider or caller while using or attempting to use Info Contact 976 said service and facilities.
- C. The limitation of the Company's liability is set forth in Section 1 of this Product Guide.
- D. Directory listings will be furnished as set forth in Section 15 of this Product Guide for foreign exchange listings.
- E. The Information Provider will be billed a minimum of 60 seconds transport regardless of the length of the call. After the first 60 seconds, the Information Provider is charged transport in increments of 30 seconds.

Effective: July 1, 2010

GENERAL SERVICES

7. INFO CONTACT 976

7.02. Regulations (Continued)

- F. The Info Contact 976 Provider is responsible for provision of the recorded announcement or interactive program and all necessary Provider premises equipment.
- G. The Info Contact 976 Provider's automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of the message.
- H. The name, address and telephone number for inquiries of information providers which have transport arrangements with the Company may be released to callers upon request. The Company may, at its discretion and if the information is available, release the same information for providers with whom it does not have transport arrangements.
- I. Blocking of Pay-Per-Call 976 programs is available at the request of the end user as set forth in Section 5, Paragraph 4.01. The Company will initiate said blocking at no charge for end users who fail to pay 976 charges or when the Company suspects fraudulent or abusive use of 976 service.
- J. The Company will give a one-time credit for unauthorized or unknowing adult-placed 976 calls. This will cover the amount of the charges incurred for one month plus the time it takes for the customer to receive the bill which itemized these charges.
- K. Access to Info Contact 976 programs will not be permitted for those customers who subscribe to Selective Class of Call Screening Service or for those calls originating from Wide Area Telecommunications Service (WATS) lines or pay telephones. Additionally, third number billed, collect and operator-assisted calls to 976 numbers will not be completed.
- L. The Company will immediately terminate service to any Info Contact 976 Provider for fraud, abuse or unlawful business practices.

7.03. Info Contact 976 Provider Obligation

- A. The Info Contact 976 Provider will furnish continuous uninterrupted automatic recorded announcement or interactive program service.
- B. The Provider is responsible for the preparation and recording of all announcements and shall be solely responsible for the contents of the announcements and the quality of speech or sounds of the recording.
- C. The Provider understands and agrees that all announcements must comply with the Federal, State and Local laws, rules and regulations.

Effective: July 1, 2010

GENERAL SERVICES

7. INFO CONTACT 976

7.03. Info Contact 976 Service Provider Obligation (Continued)

- D. Each Provider advertisement, publication or other communications containing the Info Contact 976 telephone number to be called shall clearly and conspicuously display the Info Contact 976 local calling area, what the per call rate is for direct dialed calls from within that area and that calls from outside the area will be at normal toll rates plus the Info Contact 976 Service call rate.

In addition, all television advertisements must include a voice-over announcement of the price of the 976 call and, in those advertisements directed to minor children, an admonition to seek parental permission before calling the 976 number.

All Info Contact 976 programs directed to minor children which contain an inducement or "teaser" to call back shall include an admonition to seek parental permission before calling back and indicate charges are involved in making the call. All Info Contact 976 programs containing a cross-promotion to another recording shall include an announcement of the price of the cross-promoted Info Contact 976 call.

- E. The Provider assumes all financial responsibility for all costs involved in providing announcements or interactive program services including but not limited to, the Provider premises equipment, producing the announcement or interactive program development, advertising and promotional expense.
- F. The Provider 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 this service, and from all holders of copyrights, trademarks and patents used in connection with said service.

7.04. Rates and Charges

- A. The following rates apply to Info Contact 976 in addition to any other appropriate rates and charges of the Company.

	<u>Initial 60 Seconds</u>	<u>Each Additional 30 Seconds or Fraction Thereof</u>
Transport, per call.....	\$0.070	\$0.035

Effective: July 1, 2010

GENERAL SERVICES

8. CUSTOMIZED NUMBER SERVICE

8.01. General

- A. Customers of the Company may request assignment of specific telephone numbers. If the telephone number requested by the customer is available, the Company may assign the number to the customer.
- B. Customized Number service is provided to business customers and is furnished subject to the availability of facilities and the number requested.
- c. The telephone number specified is limited to the last four digits only.

8.02. Regulations

- A. Customized Number service charges apply whenever a customer:
 - (1) Requests a number change from his present number to a customized Number, or
 - (2) Requests a Customized Number on the initial order.
- B. The Company reserves and retains the right:
 - (1) To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company.
 - (2) To reject any request for specific telephone numbers for any reason, including, but not limited to, relocation of a central office, limited central of face capacity, or numbers that may, in the Company's sole opinion, be offensive to the public.
 - (3) Of ownership of all telephone numbers and prohibits the assignment of a telephone number by or from any customer to another, except as otherwise provided in this Product Guide.
- c. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In any case, the Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for the customized Number service.

Effective: July 1, 2010

GENERAL SERVICES

8. CUSTOMIZED NUMBER SERVICE

8.03. Rates and Charges

- A. Servicing Charges shown in Section 2 of this Product Guide apply in addition to the following rates and charges for Customized Number Service.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1) Each customized Number		
Business	\$10.00	
		\$2.00

Effective: March 24, 2017

GENERAL SERVICES

9. EXTENSION SERVICE (T)

Extension service provides the capability of originating or receiving calls from locations in addition to the location of the main station.

9.01. AVAILABILITY

9.01.01. Extension service may be provided in connection with customer service of all classes, grades and types. Additional regulations applicable to extension service associated with semi-public telephone service are included with the provisions covering the furnishing of that service.

9.01.02. Extension service connected to individual lines may be located off the premises at the rate specified in this Section, providing standard transmission can be secured without use of special equipment. If special equipment is required, the Company may charge the customer for any extraordinary expenses incurred by the Company in addition to the rates specified for extension service in this Section.

9.02. LOCATION

9.02.01. Extension service must be so located that its use will be restricted to those entitled to use the customer's service as specified in the General Regulations, Section 1 of this Product Guide.

9.02.02. An extension line may be so located on the premises of someone other than the customer to provide for the answering and placing of calls at such times as the customer is not available at the main station. Such an extension is furnished only on condition that separate exchange service is also furnished on the same premises.

9.03. SIGNAL RESTRICTIONS

9.03.01. The number of signal equipments (bells, ringers, neon lamps and signal control units) directly connected to the line (including that furnished with the main station) is limited to:

- five per individual line main station
- three per two-party line main station
- three per four-party line main station

The number of signal equipments connected to a line may be further restricted by the operating limitations of the associated switching equipment or by other conditions.

9.03.02. Extension stations not equipped with bells are unrestricted as to the number that may be installed so long as in the judgment of the Telephone Company, the quantity of extensions does not interfere with efficient telephone service.

Effective: March 24, 2017

GENERAL SERVICES

9. EXTENSION SERVICE (T)

9.04 RATES

9.04.01. On premises extension lines are provided by the customer

9.04.02. Off-Premises Continuous Property Extension Lines

The continuous plot of ground, including any buildings thereon, occupied by a customer (except railroad rights-of-way, etc.) which is not separated by public highways or by property occupied by others, except that where a customer owns or leases properties on both sides of a street, alley, highway, body of water, railroad, right-of-way, etc., which properties otherwise would be continuous, such properties are considered continuous property provided poles or conduit are not required for the placing of wire facilities between the properties, or if required, are provided and maintained by or at the expense of the customer.

	<u>Monthly Rate</u>	
Residence Extension line, each	\$2.50	(T)
Business Extension line, each	2.50	
PBX Station line, each	2.50	

9.04.03. Off-Premises Non-Continuous Property Extension Lines

The extension station with its associated main station is located within the serving exchange area and in different buildings on different premises separated by intervening property, or a public thoroughfare, with no direct connection between such buildings. The circuits for extension service are furnished under the regulations and rates set forth in Frontier North Incorporated's P.U.C.O. No. 2, Facilities for Intrastate Access Tariff.

Effective: July 1, 2010

GENERAL SERVICES

10. TRUNK LINES

Trunk lines are circuits over which customer's messages are sent between a central office and a multiline communications system.

Trunk lines are classified as PBX and Key.

Key Trunk Lines

Key trunk lines provide a communications capability between the serving central office and a registered or grandfathered key telephone system or a multifunctional telephone system normally installed on the customer's premises and arranged in such a manner that the station user has selective capability over which trunk line is connected to the station for incoming and outgoing calls.

PBX Trunk Lines

PBX trunk lines provide a communications capability between the serving central office and a registered or grandfathered PBX or a multifunctional telephone system normally installed on the customer's premises and arranged in such a manner that the station user has no control over which trunk is connected to the station or other equipment for incoming or outgoing calls.

10.01. Regulations

- A. The regulations governing business class individual line services as set forth in this section also apply to all trunk lines.
- B. Directory listings associated with trunk lines are provided in accordance with the regulations and charges set forth in Section 15 of this Product Guide.

10.02. Charges

The monthly rate for trunk lines are specified in Section 4.

- A. Key trunk line rates apply to any exchange trunk lines extended from the serving central office to an FCC registered or grandfathered key telephone system.
- B. PBX trunk line rates apply to any exchange trunk lines extended from the serving central office to an FCC registered or grandfathered private branch exchange (PBX) telephone system.

Effective: March 11, 2015

GENERAL SERVICES

10. TRUNK LINES (Continued)

10.02. Charges (Continued)

- C. Trunk lines terminating on FCC registered multifunctional telephone systems can qualify for either key trunk line rates or PBX trunk line rates. A given multi-functional telephone system may thus have both PBX and key trunk line rates. The criteria for determining whether key trunk line rates or PBX trunk line rates should be charged to a customer with a multifunctional telephone system will be based upon the following:

Where the exchange trunk line can be accessed by station user selection only, the use of the exchange trunk line will be considered key trunk usage and key trunk line rates will apply.

Where the exchange trunk line can be accessed by the multifunctional telephone system common equipment only, the use of the exchange trunk line will be considered PBX trunk usage and PBX trunk line rates will apply.

Where the usage on an exchange trunk line(s) is determined to be both station user selective and accessed by the multifunctional telephone system common equipment, then the majority of the usage on the trunk line(s) will determine whether key or PBX trunk line rates will apply for that line.

- D. A customer with a multifunctional telephone system must provide the Company with a signed written statement attesting to the usage of the exchange trunk lines terminating thereon as key or PBX (see C. above). Upon receipt of the signed written statement, the appropriate key trunk line or PBX trunk line rate, or both, will apply.
- E. A customer with a multifunctional telephone system must file with the Company a new signed written statement attesting to the usage of trunk lines terminating on the system as key or PBX type usage, or both, anytime that a subsequent change in usage occurs. The appropriate key trunk line rate or PBX trunk line rate will become effective on the date the Company receives the signed written statement from the customer.
- F. The Company has the right to inspect any multifunctional telephone system to verify the type of usage on the trunk lines terminating on the system.

Inspections will normally be conducted at the customer's premises during normal working hours at a time agreeable to the customer or at a time when a Company representative is on the customer's premises for other purposes. If a customer refuses to permit the Company representative to inspect the multifunctional equipment, the Company will assume that the usage is of a PBX nature and will charge for PBX trunk lines. However, if the customer refuses to permit a Company representative to immediately inspect the multifunctional equipment, but then agrees for an inspection to occur within the next five (5) business days, no trunk rate reclassification will occur until the scheduled inspection is completed. Nonregulated isolation charges will apply on a visit to the customer's premises for the purpose of determining trunk line usage following the customer's refusal to permit an inspection of their equipment as described above. The Company will conduct no more than two (2) inspections during any calendar year.

(C)

Effective: July 1, 2010

GENERAL SERVICES

10. TRUNK LINES (Continued)

10.02. Charges (Continued)

- G. If an inspection discloses trunk line usage contrary to the usage for which the customer is currently being billed, the billing will be changed immediately to the appropriate key or PBX trunk line rate. The customer will be verbally informed of any change in trunk line billing and will be further advised in writing of the change within five (5) business days from the date of the verbal notification.
- H. The failure of a customer to provide the Company with a signed written statement attesting to the usage of the trunk lines terminating on their multifunctional telephone system within 45 days after the installation of the system will cause the PBX trunk line rate to be charged following the 45-day period until a signed written statement attesting to trunk line usage is received by the Company or until an inspection of the equipment is conducted.

Effective: July 1, 2010

GENERAL SERVICES

11. DIRECT INWARD DIALING (DID) SERVICE

DID Service enables incoming calls to equipped trunk lines to terminate directly on dialed stations behind an appropriately equipped Private Branch Exchange (PBX).

11.01. Regulations

- A. DID service is provided subject to the availability of central office facilities and telephone numbers in the customer's serving central office.
- B. This service must be provided on all lines in a central office group that are arranged for inward service.
- C. This service includes the central office switching equipment necessary for inward-dialing from the exchange and toll network.
- D. DID Service is furnished upon the condition that the customer must subscribe to a quantity of trunk lines adequate in the judgment of the Company to permit the use of DID Service without injurious effects upon general telephone service.
- E. The rates for DID service are in addition to the charges for the associated Trunk Lines.
- F. Customer-Provided Switching Systems must handle calls to 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. In the event groups of 100 DID numbers are terminated by the customer prior to completion of the current 36-month term period, the customer shall be liable for payment of termination liability charges as set forth in Section 1, Paragraph 11.

11.02. Rates

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
A. DID Provided From Electronic Central Office Equipment		
1. Each group of 10 DID telephone numbers or fraction thereof	\$ 2.05	-
2. Each group of 100 DID telephone numbers or fraction thereof		
Month-to-Month	20.50	-
36-Month Term	15.00	-
3. Each DID trunk termination in the central office	15.00	-

Effective: July 1, 2010

GENERAL SERVICES

11. DIRECT INWARD DIALING (DID) SERVICE (Continued)

11.03. Direct Inward/Outward Dialing (DIOD) Element

- A. Direct Inward/Outward Dialing (DIOD) 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. Rotary hunt does not apply.
- B. The assignment of telephone numbers and the sequence of numbers to a customer are made at the discretion of the Company. All terms and conditions pertaining to DID service are applicable to DIOD service.
- C. This service is subject to the availability of existing equipment and facilities.
- D. Internal Communications and Call Management Features are exempt from this offering.
- E. 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.
- F. Where the DIOD service is provided from a different central office area of the serving exchange, interoffice mileage charges and measurement as specified in the Frontier Telephone Companies Tariff FCC No. 5 will apply.
- G. Where the DIOD service is provided from a different exchange area, the Special Transport and Special Access Line Charges apply for each interexchange channel as specified in Frontier Telephone Companies Tariff FCC No. 5.
- H. Customers are required to subscribe/use current trunks as the basic access piece of DIOD trunks using the existing tariff rate. The DIOD Functionality Rate Element is an adder to the existing trunk rate(s).
- I. Customer-Provided Switching Systems must handle calls to 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.
- J. In the event DIOD service is terminated by the customer prior to completion of the current one or three year term period, the customer shall be liable for payment of termination liability as set forth in Section 1.

K. DIOD Rates

	Monthly Rate*
Per Trunk - Month to Month	\$15.00
Per Trunk - One Year Term	8.00
Per Trunk - Three Year Term	6.00
	Nonrecurring Charge*
Per Initial DIOD Service Order or Customer Setup	\$100.00

* These rates and charges are in addition to all other applicable rates and charges as shown in this Product Guide and other Company tariffs.

Effective: March 16, 2022

GENERAL SERVICES

12. VACATION SERVICE ARRANGEMENTS* (C)

Vacation service arrangements provide for the temporary discontinuance of service at the customer's request without termination of contract.

12.01. Regulations

A. Availability of the Service

1. Vacation service is provided where facilities are available to customers of B1 business or residential flat rated service, including business and residential local calling plans. Vacation service is not available to Lifeline customers.
2. The Telephone Company reserves the right to refuse vacation service arrangements to any customer whose account is delinquent.

B. Limitations

1. Vacation service rate allowances will not be made for periods of less than one (1) month.
2. Vacation service is available to a customer for a maximum period of nine (9) months. The customer's number must be working for at least 90 days in a calendar year.
3. During the period of vacation service, no installations, moves, changes or maintenance will be provided, however, changes in billing address is allowed.
4. 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.

C. Service During Suspension

1. No outward or inward service is given during the period the customer has vacation service.

D. Billing

Monthly bills are rendered at the reduced vacation service rate during the vacation service period and are to be paid in accordance with regular collection practices.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 16, 2022. (N)

Effective: March 16 2022

GENERAL SERVICES

12. VACATION SERVICE ARRANGEMENTS* (Continued) (C)

12.02. Charges

- A. During the period that the customer is furnished vacation service, an allowance is made of 100% of the scheduled rate for local service.
- B. No outward or inward service is given during the period the customer has vacation service.
- C. During the period the customer is furnished vacation service, vertical services or miscellaneous services associated directly with the line service will not be charged.
- D. Any miscellaneous service not directly associated with the line service such as a directory listing or operator services will continue at the standard tariffed rates.
- E. Nonrecurring Charges

- 1. Applicable service charges in Section 2 apply at the time Vacation Service is established as follows:

	<u>Business</u> <u>Charge</u>	<u>Residential</u> <u>Charge</u>
Subsequent Service Order	1	Not Applicable
Central Office Charge (per line)	2	Not Applicable

- 2. No service charges apply to restore service at the completion of the vacation service period.

13. SEASON USER SERVICE

13.01. Regulations

Season user service is provided where the service is maintained for one season of the year only, such season being for a minimum period of six (6) months. Season service will be provided at the full season user rate only. Telephone number, directory listing and line facilities will be reserved for season users, for the full twelve months period.

This service is limited to the following exchanges: Crestline, Curtice-Oregon, Huron, Kelleys Island, Marblehead, Oak Harbor, Port Clinton and Put-In-Bay. Also, this service is not applicable to customers with Usage Sensitive Services.

13.02. Charges

The full season user rate for the class of service furnished will be an amount equivalent to the charge for nine (9) months at the regular rate for such class of service.

¹ Applicable charge set forth in Section 2.

² Applicable charge set forth in Section 2.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 16, 2022.

(N)

Effective: March 1, 2023

GENERAL SERVICES

13. CALLING SERVICES

13.01. Charges

The following rates apply to calling services and are in addition to the rates and charges applicable to the associated service, equipment and facilities. Servicing Charges set forth in Section 2 of this Product Guide do not apply to installation or changes of calling services except as noted below.

	<u>Monthly Rate</u>	<u>Non- Subscription Per Activation</u>
A. Individual Services		
(1) Call Forwarding, each line		
Business Service	\$ 9.50	
Residence Service	9.25 (I)	
(2) Three-Way Calling, each line		
Business Service	9.50	\$ 3.00 ¹
Residence Service	10.00 (I)	3.35 ¹ (I)
(3) Speed Call 8 ² , each line		
Business Service	6.00	
Residence Service	5.50	
(4) Speed Call 30, each line		
Business Service	6.99	
Residence Service	6.00	

¹ The maximum monthly charge is \$15.00 per line.

² Discontinued Offering

Effective: May 1, 2024

GENERAL SERVICES

13. CALLING SERVICES (Continued)

13.01. Charges (Continued)

	<u>Monthly Rate</u>
A. Individual Services	
(5) Call Waiting/Cancel Call Waiting, each line	
Business Service	\$ 14.50 (I)
Residence Service	10.00
(6) Camp On/Busy Number Redial *, each line	
Business Service	3.50
Residence Service	3.50
(7) Last Number/Saved Number Redial *, each line	
Business Service	2.95
Residence Service	2.95
(8) Distinctive Ring, each line	
Business Service	7.50
Residence Service	6.99

* Discontinued Offering

Effective: March 1, 2023

GENERAL SERVICES

13. CALLING SERVICES (Continued)

13.01. Charges (Continued)

	<u>Monthly Rate</u>	<u>Non- Subscription Per Activation</u>
A. Individual Services - Continued		
(9) Busy Number Redial, each line		
Business Service	\$6.99	\$3.00 ²
Residence Service	6.50	3.00 ²
(10) Call Return/*69, each line		
Business Service	6.99	3.00 ²
Residence Service	6.50	3.00 ²
(11) Priority Call, each line		
Business Service	6.99	
Residence Service	6.50	
(12) Selective Call Rejection, each line		
Business Service	6.99	
Residence Service	6.50	
(13) Selective Call Forward, each line		
Business Service	6.99	
Residence Service	7.00 (l)	
(14) Special Call Waiting ¹ , each line		
Business Service	5.00	
Residence Service	5.00	
(15) Selective Call Acceptance, each line		
Business Service	6.25	
Residence Service	6.50	
(16) Call Forwarding Busy - Fixed, each line		
Business Service	9.50	
Residence Service	9.25 (l)	
(17) Call Forwarding No Answer - Fixed, each line		
Business Service	9.50	
Residence Service	9.25 (l)	
(18) Call Forwarding Busy/No Answer - Fixed, each line		
Business Service	9.50	
Residence Service	9.25 (l)	

¹ Discontinued Offering

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

Effective: May 1, 2024

GENERAL SERVICES

13. CALLING SERVICES (Continued)

13.01. Charges (Continued)

	<u>Monthly Rate</u>
A. Individual Services – Continued	
(19) Call Forwarding Busy/No Answer - Variable, each line	
Business Service	\$ 9.50
Residence Service	9.25
(20) Caller ID – Number Only ¹ , each line	
Business Service	14.00 (I)
Residence Service	8.00
(21) Complete Blocking (per line), each line*	
Business Service*	2.00
Residence Service*	2.00
Non-Published Telephone Service Customer*	-
Law Enforcement/Crisis Intervention Agencies*	-

* A Subsequent Service Ordering Charge as shown in Section 2, Paragraph 1.02.01., is applicable to the installation of this service.

¹ Discontinued Offering

Effective: May 2, 2024

GENERAL SERVICES

13. CALLING SERVICES (Continued)

13.01. Charges (Continued)

	<u>Monthly Rate</u>	<u>Per Activation</u>
A. Individual Services - Continued		
(22) Selective Blocking (per call)	-	
(23) Call Trace, per use		
Business Service		\$ 8.25 ²
Residence Service		8.00 ²
(24) Caller ID, per line		
Business Service	\$19.75 (l)	
Residence Service	13.75	
(25) Anonymous Call Rejection, per line		
Business Service	6.50	
Residence Service	6.50	
(26) Caller ID - Number Only with Anonymous Call Block ¹ , per line		
Business Service	14.00 (l)	
Residence Service	8.00	

¹ Discontinued Offering

² The maximum monthly charge is \$32.50 per line.

Effective: March 1, 2023

GENERAL SERVICES

13. CALLING SERVICES (Continued)

13.01. Charges (Continued)

	<u>Monthly Rate</u>
A. Individual Services - Continued	
(27) Caller ID with Anonymous Call Rejection, per line	
Business Service	\$14.75
Residence Service	13.75 (l)
(28) Call Waiting ID, each line*	
Business Service	-
Residence Service	-
(29) Remote Activated Call Forward, per line	
Business Service	6.00
Residence Service	7.00 (l)
(30) Multiple Simultaneous Call Forward, per line	
Business Service	11.00
(31) Enhanced Call Forward, per line	
Business Service	13.00

* Customers subscribing to Call Waiting ID must pay monthly rates for both Call Waiting and either Caller ID – Number Only or Caller ID.

Effective: September 30, 2014

GENERAL SERVICES

14. REMOTE CALL FORWARDING SERVICE

14.01. General

- A. Remote Call Forwarding (RCF) Service allows all calls dialed to a telephone number equipped for RCF Service to be automatically forwarded to another dialable telephone number. The RCF customer is the called party who receives the automatically forwarded call.
- B. The telephone number equipped for RCF Service is hereinafter referred to as an RCF number.

14.02. Conditions

- A. RCF Service is offered only from suitably equipped central offices and is subject to the availability of facilities.
- B. Customers are prohibited from using Remote Call Forwarding Service for the purpose of providing network transfer service unless the Company is properly compensated. Network transfer service is any service provided by an alternative competitive telecommunications service company which utilizes CPE and Remote Call Forwarding Service (or any other service similar to Remote Call Forwarding) in such a way that calls which would otherwise be routed and rated as toll calls are instead routed and rated in such a manner that, in effect, they become local calls. One example is that of two non-contiguous exchanges in separate adjoining EAS calling areas.
- C. Normal grade end-to-end transmission is not guaranteed because transmission characteristics may vary depending on distance and routing to complete the forwarded portion of the call.
- D. RCF Service is not suitable for satisfactory transmission of data.
- E. RCF Service is not offered when the answering location for a forwarded call is a coin/coinless station.
- F. Neither Call Forwarding nor Remote Call Forwarding Service will be offered at the answering location. If the Company determines that the answering location is subscribing to Call Forwarding or Remote Call Forwarding Service, RCF Service to that location will be discontinued.
- G. The Company will not provide identification of the calling party number to the RCF customer.
- H. The Company will provide one alphabetical directory listing, without charge, for each RCF Service. Additional directory listings may be provided at the rates specified in in this Product Guide.
- I. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
- J. RCF Service will only be provided when, in the judgment of the Company, the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services offered by the Company.
- K. The customer will pay the RCF monthly rate and any applicable message toll telephone service charges.
- L. RCF Service is not eligible for Vacation Service Arrangements as set forth in this section of the tariff.

Effective: October 19, 2018

GENERAL SERVICES

14. REMOTE CALL FORWARDING SERVICE (Continued)

14.02. Conditions (Continued)

- M. The answering location for a forwarded call cannot be an international telephone number.
- N. RCF Service is provided on a flat rate basis.
- O. If the answering location number is not in the same exchange or same local calling area of the dialed number, message toll charges are applicable from the dialed number to the answering location number.

14.03. Rates

- A. In addition to the following rate, the appropriate Service Ordering Charge and Central Office Charge as set forth elsewhere in the Product Guide will apply when Remote Call Forwarding Service is installed or changed.

	<u>Residence</u> Monthly Rate	<u>Business</u> Monthly Rate
Remote Call Forwarding Service, each line	\$34.00 (I)	\$34.00 (I)

- B. For that portion of the call between the calling party and the RCF number:
 - 1. The calling party is responsible for payment of the applicable charges to call the RCF number.
 - 2. On collect calls, the RCF customer is responsible for payment of the applicable charges if the answering location accepts the forwarded call.
- C. For the portion of the call between the RCF number and the answering location:
 - 1. The RCF customer is responsible for payment of applicable intrastate or interstate customer dialed station-to-station toll message charges for each call. The toll message charge applies to all forwarded calls, including person-to-person and collect calls, even though they may not be accepted at the answering location.

Effective: November 18, 2018

GENERAL SERVICES

15. CONVENIENCE FEE

15.01. 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.

15.02. 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.

15.03. Rates

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

Effective: November 24, 2019

GENERAL SERVICES

16. VACATION GET AWAY SERVICE

(N)

16.01. General

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

16.02. 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.

16.03. Rates

Nonrecurring Charge

Vacation Get Away Service

\$39.99

(N)

Effective: July 22, 2021

GENERAL SERVICES

17. DUPLICATE BILL CHARGE

(N)

17.01. General

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

17.02. Rates

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

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

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Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

- A. Internal Communications and Call Management Features is a local exchange telecommunications service available to customers served from suitably equipped central offices.
- B. Internal Communications and Call Management Features is a service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and Internal Communications and Call Management features packages as set forth in Paragraph 1.01.D. following. A system may not be provided for stand alone service only and access to the Company's exchange network must be provided by the Company.
- C. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Internal Communications and Call Management Features are provided by and remain the property of the Company.
- D. Internal Communications and Call Management Features requires Feature Series 1000, 2000 or 3000, and offers Internal Communications and Call Management Features CLASS as an addition, as shown below at rates and charges set forth in Paragraph 1.04.A.(4) following. Feature capabilities may vary depending on the type of host central office equipment.

- (1) Features provided via Internal Communications and Call Management Features from host central office interface equipment and software include:

Series 1000 - Call Forwarding (Busy, All, No Answer), Call Hold, Call Pickup, Call Transfer, Call Waiting, Cancel Call Waiting, Code Call Access, Consultation Hold, Dial Pulse, Direct Inward Dialing, Direct Outward Dialing, Distinctive Ringing, Flexible Intercept, Hunting (Sequential), Last Number Redial, Make Busy (Terminal/Group), Music-on-Hold, Paging Access, Speed Calling (Changeable), Speed Calling Individual (Short), Station-to-Station Dialing, Stop Hunt, Three-Way Calling.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(1) (Continued)

Series 2000* - Series 1000 plus: Attendant Busy Verification, Attendant Call Transfer, Attendant Camp-On, Attendant Control of Trunk Group Access, Attendant Conference (Small), Attendant Hold, Attendant Position Busy, Attendant Recall, Auto Callback, Automatic Call Splitting, Call Park, Code Restriction, Data Privacy, Dictation Access and Control, Direct Connect, Distinctive Call Waiting Tones, Emergency Bureau Access, Executive Busy Override, FX Facilities Access, Fully Restricted Service, Hunting (Distributive), Meet-Me Conference, Night Service (Fixed, Flexible), On-Hook Queuing, Speed Calling Group, Station Conference (Small), Toll Restricted Service, Uniform Call Distribution.

Series 3000* - Series 1000 and 2000 plus: Authorization Codes, Automatic Route Selection, Call Waiting (Originating), Directed Call Pickup, Expensive Route Warning Tone, Off-Hook Queuing, Remote Access to Business Group Features**, Speed Calling Individual (Long), Station Message Detail Recording**, Time of Day Routing.

Internal Communications and Call Management Features CLASS - Automatic Busy Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forwarding, Special Call Waiting.

Optional Features* - Additional Console Member, Authorization Codes (per group of 10), Automatic Route Selection (Facilities Restriction Level, Expensive Route Warning, and Time of Day Routing), Caller ID-Number, Caller ID-Name and Number Code Call Access, Conference Calling, Data Link Console Interface, Dictation Access and Control, Flexible Night Answer, FX Access, Identification-Multiple Directory Numbers, ISDN-PRI Internal Communications and Call Management Features Access, ISDN-PRI Enhanced Internal Communications and Call Management Features Access, Limited Automatic Call Distribution, Mixed Night Answer, Music-On-Hold Access, Non-Data Link Console Interface, Paging/Public Address Access, Pilot Number of Hunt Groups, Predetermined Night Answer-Fixed, Preferential Hunting, Priority Queuing, Proprietary Set Interface, Pseudo Number, Recorded Announcement, Speed Call 30 (System), Station Message Detail Recording (Magnetic Tape Only)**, Stop Hunt, T-1 Access, Terminal Make Busy, Tie Facility Access, Universal Night Answer, VIP Alert, WATS Access, and 800 Service Access.

* Attendant features require the use of a Internal Communications and Call Management Features System Interface. See 1.04.B.(1) following.

** This feature is grandfathered to existing customers as of June 22, 2000.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features

Optional Attendant Features *

The features below can be ordered individually at the rates set forth in Paragraph 1.04.B.

Additional Console - The customer has more than one console.

Attendant Data Link Console Interface - This feature allows the use of a proprietary data-link multiplexed console which is connected to the central office. (Requires three (3) additional Internal Communications and Call Management Features lines at rates specified in this Product Guide.)

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. (Requires Data Link Console.)

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 Mixed Night Answer - This feature is a combination of Universal and Predetermined Night Answer. Listed number calls can be switched to either type of night answer by the attendant. (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 elsewhere in the Company's Product Guide.

Attendant Predetermined Night Answer-Fixed - 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. (Requires Data Link Console.)

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. (Requires Data Link Console.)

* The term period for the Optional Attendant Features is based upon the current term period for the Internal Communications and Call Management Features. Subsequent Optional Attendant Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the current term commitment.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features (Continued)

Optional Line Features

The features below can be ordered individually at the rates set forth in Paragraph 1.04.B.

Authorization Codes - This feature permits the caller to dial codes which grant the caller privileges associated with the authorization code, rather than those associated with the station or remote location from which the call is being made.

Caller ID-Number - This feature provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. The Caller ID-Number feature will forward the calling number (typically by the second ring) from the appropriately equipped central office to the customer provided display device. The Company will forward non-blocked telephone numbers subject to technical limitations, including the availability of the number for forwarding.

All customer-provided equipment used to interface with Caller ID-Number and Caller ID-Name and Number must be connected in accordance with the provisions of the Federal Communications Commission's Registration Program. Any intent to resell name(s) and or number(s) that is a result of Caller ID-Number and Caller ID-Name and Number service is prohibited.

Pilot Number of Hunt Groups - Directory number used to access a hunt group (no associated cable pair required).

Preferential Hunting - This feature assigns hunting to an individual group of hunt group members to a pilot number of another circular hunt group.

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 and goes on-hook.

Proprietary Set Interface - This feature provides capability for central office connectivity for business proprietary sets.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features (Continued)

Optional Line Features (Continued)

Pseudo Number - This feature provides an additional telephone number when used in conjunction with business proprietary sets.

Recorded Announcement - This feature routes calls to a recording (may be customized) at the Telephone Company's central office.

Speed Call 30 (System) - This feature allows members of a customer business group to share a common speed call list of 30 members.

Station Message Detail Reporting (Magnetic Tape Only)* - This feature produces call detail of all trunk calls in and out of the customer business group that are made to both physical trunks and simulated facility groups.

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.

VIP Alert - This feature 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 distinctive call waiting tone.

** This feature is grandfathered to existing customers as of June 22, 2002

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features (Continued)

Optional System Features *

The features below can be ordered individually at the rates set forth in Paragraph 1.04.B)

Automatic Route Selection - This feature provides directed routing to the users preferred trunk route list (FX, WATS, Tie Lines, etc.). This feature also includes:

Expensive Route Warning - This feature provides a warning tone indicating a route determined to be expensive for a given location that has been selected.

Facilities Restriction Level - This feature allows each station and each facility access in the business group to be assigned a restriction level for use with Automatic Route Selection (ARS).

Time of Day Routing - This feature provides for route selection based on the most economical path for a particular time of day.

Conference Calling - This feature permits a station user or attendant to form a conference with a maximum of six or eight parties, including other stations and/or parties reached over trunks.

Code Call Access - This feature provides access to customer provided code calling signaling devices.

Dictation Access and Control - This feature provides for station access to customer provided dictation equipment.

FX Access - This feature provides InterMSA and IntraMSA access to and from a remote exchange network via dedicated trunk facilities.

* The term period for the Optional Attendant Features is based upon the current term period for the Internal Communications and Call Management Features System. Subsequent Optional Attendant Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the current term commitment.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features (Continued)

Optional System Features * (Continued)

ISDN-PRI Internal Communications and Call Management Features Access – This feature provides the interface between ISDN-PRI Tie Channel Services and the Internal Communications and Call Management Features System. ISDN-PRI Access and Tie Channel Service are required for this application. PRIs that only require Tie Channel intercom functionality do not require ISDN-PRI Enhanced Internal Communications and Call Management Features Access charges.

ISDN-PRI Enhanced Internal Communications and Call Management Features Access – This feature is augmented with Internal Communications and Call Management Features features to integrate Internal Communications and Call Management Features with the PRI application. ISDN-PRI Access and Tie Channel Service are required for this application.

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.

Music-on-Hold Access - 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 loudspeaker at the customer premises for paging and/or public address.

Tie Facility Access - This feature provides access to tie line facilities which connects the customer business group to another Internal Communications and Call Management Features, PBX or similar facility.

T1 Access - The feature connects a digital facility to a switching system dedicated to a specific customer.

WATS Access - This feature provides the customer access to an inter-exchange carrier for bulk toll calling.

800 Service Access - This feature permits 800 Service Access to terminate in the Internal Communications and Call Management Features System.

* The term period for the Optional Attendant Features is based upon the current term period for the Internal Communications and Call Management Features. Subsequent Optional Attendant Feature additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the current term commitment.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features (Continued)

Attendant Busy Verification - This feature allows the attendant to determine whether stations are busy or idle and to break in on a conversation in progress.

Attendant Call Transfer - This feature allows the attendant to transfer a call from one station in a customer group to another.

Attendant Camp-On - This feature allows the attendant to extend a call to a busy station. The busy station will ring and be connected to the waiting call when it becomes idle.

Attendant Conference (Small) - This feature allows the attendant to establish a conference call of up to eight parties, depending on the type of central office equipment. No more than one conference call (Attendant or Station) can be established at any one time.

Attendant Control of Trunk Group Access - This feature allows the attendant to restrict access by stations to trunk groups and outside lines. When control is activated, calls to these facilities are routed to the attendant for completion.

Attendant Hold - This feature allows the attendant to place a call on hold while answering another call or waiting for the called station to become idle.

Attendant Position Busy - This feature allows the attendant to make the console unavailable to any additional calls.

Attendant Recall - This feature provides for automatic recall for no answer, camped-on, busy or calls put on hold. It also allows a station user to recall the attendant for assistance in redirecting a call.

Authorization Codes - This feature allows a station user to override the assigned restriction level for a single call.

Auto Callback/Ring Again - This feature allows a station user encountering a busy station to be automatically notified when the station becomes idle.

Automatic Call Splitting - This feature allows the attendant to talk privately with either the called or calling party as required.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features (Continued)

Automatic Route Selection - This feature provides directed routing to the users preferred trunk route list (FX, WATS, Tie Lines, etc.).

Call Forwarding (Busy, All, No Answer) - This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. All calls or only calls reaching a no answer or busy condition may be forwarded. Fixed forwarding is established and changed by the Telephone Company, whereas variable forwarding is established and changed by the station user.

Call Hold - This feature allows a station user to place a call in progress on hold.

Call Park - This feature allows a station user to park a call and then retrieve it again from the same or a different station.

Call Pickup - This feature allows a station user to answer incoming calls to another station within his defined pickup group.

Call Transfer (All, Incoming Only, Internal) - This feature allows a station user to contact a third party while on a call, establish a three-way conversation and then drop off allowing the two other parties to remain connected (Call Transfer-All). The call transfer function may be restricted to incoming calls only or to calls within a particular customer group.

Call Waiting - This feature provides a burst of tone to inform a busy station user that another call is waiting.

Call Waiting (Originating) - This feature allows a station user to initiate the call waiting feature to a busy station within his customer group

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features (Continued)

Cancel Call Waiting - This feature provides the ability to disable the call waiting feature for the duration of a call.

Code Call Access - This feature provides access to customer provided code calling signaling devices.

Code Restriction - This feature allows the customer to block one or more three to ten digit numbers if dialed by selected stations within a customer group.

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.

Data Privacy/Data Line Protection - This feature prohibits interruption to a busy line by any sort of secondary call.

Dial Pulse - This feature provides for dial pulse or touch tone signaling.

Dictation Access and Control - This feature provides for station access to customer provided dictation equipment.

Direct Connect/Automatic Line - This feature provides automatic connection between a station and a predetermined location.

Direct Inward Dialing (DID) - This feature allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing (DOD) - This feature allows station users to place external calls to the exchange network without attendant assistance.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features (Continued)

Directed Call Pickup - This feature allows a station user to answer any incoming call within his customer group by dialing the access code and the ringing station number.

Distinctive Call Waiting Tones - This feature provides a different call waiting tone cadence for internal and external calls.

Distinctive Ringing - This feature provides different ringing patterns for internal and external calls.

Emergency Bureau Access - This feature provides access to an Emergency Bureau by dialing 911 or other emergency number.

Executive Busy Override - This feature allows a station user to access a busy station.

Expensive Route Warning Tone - This feature provides a warning tone indicating a route determined to be expensive for a given location has been selected.

Flexible Intercept - This feature provides the automatic routing to intercept of calls which cannot be completed because of imposed restrictions, misdialing, etc.

FX Facilities Access - This feature provides access to and from a remote exchange network via dedicated trunk facilities.

Fully Restricted Service - This feature prohibits access by a station to facilities other than stations within the same customer group.

Hunting (Distributive) - This feature provides for the even distribution of calls in a large hunt group.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features (Continued)

Hunting (Sequential) - This feature provides for sequential hunting for an idle line starting with the first line assigned to the pilot number.

Last Number Redial - This feature allows a station user to redial the last number dialed by utilizing an access code.

Make Busy (Terminal/Group) - This feature allows a terminal in a hunt group or an entire hunt group to appear busy to incoming calls.

Meet-Me Conference - This feature allows a user to arrange a conference in advance by instructing all conferees to dial a specific access code at a given time.

Music-on-Hold - This feature allows the customer to provide music to the calling party when he has been placed on hold.

Night Service (Fixed, Flexible) - This feature provides for the routing of calls at night to a predetermined station number. The station may be permanently assigned (fixed) or night answer stations may be programmed each day (flexible).

Off-Hook Queuing - This feature allows a station user to remain off-hook and wait for an idle trunk so he may complete his call.

On-Hook Queuing/Call Back - This feature provides ring back to the on-hook station when the desired facility becomes idle.

Paging Access - This feature provides access to a customer provided loudspeaker system.

Remote Access to Business Group 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.

* This feature is grandfathered to existing customers as of June 22, 2000.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features (Continued)

Speed Calling (Changeable) - This feature allows the station user to change the numbers in a speed calling list directly from his own telephone.

Speed Calling Group - This feature allows more than one station to have access to a shared speed calling list. The shared list may be either short or long.

Speed Calling Individual (Long) - This feature allows a user to dial an individual list of selected numbers using an access code and two digits.

Speed Calling Individual (Short) - This feature allows a user to dial an individual list of selected numbers using an access code and one digit.

Station Conference (Small) - This feature allows a station user to establish a conference call of up to eight parties, depending on the type of central office equipment. No more than one conference call (Attendant or Station) can be established at any one time.

Station Message Detail Recording* - This feature provides the capability to accumulate call detail information from each station.

Station-to-Station Dialing - This feature allows station users to call each other using station extension numbers.

Stop Hunt - This feature allows the hunting process to stop when a particular line is reached in a hunting sequence.

Three-Way Calling - This feature allows a station user to add a third party to the conversation. (See Consultation Hold and Call Transfer).

Time of Day Routing - This feature provides for route selection based on the most economical path for a particular time of day.

Toll Restricted Service - This feature allows the customer to block station calls placed to the toll network or to divert them to the attendant.

Uniform Call Distribution - This feature provides for call distribution in a hunt group by connecting to the one which has been idle longest.

* This feature is grandfathered to existing customers as of June 22, 2000.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features (Continued)

Internal Communications and Call Management CLASS Features

The features below are included in this optional feature package at rates set forth in Paragraph 1..04.A.(4)

Automatic Busy Redial allows 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.

Automatic 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 or per activation basis. 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.

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.

Rates & Charges: 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.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.01. General (Continued)

D. (Continued)

(2) Definitions of Features (Continued)

Internal Communications and Call Management CLASS Features (Continued)

Call Block allows a customer to block calls from certain numbers (maximum of 12) known to the customer. 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.

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.

Special Call Forwarding 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 Forwarding 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. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

1.02. Liability of the Telephone Company

- A. The liability of the Telephone Company for interruptions in or failure of service provided under the Internal Communications and Call Management Features Product Guide or for any damages arising from the provision of service is provided for in Section 1, General Regulations of this Product Guide.
- B. The Telephone Company makes no guarantee and assumes no liability whatsoever for the customer's provision of Internal Communications and Call Management Features and its associated facilities to its patrons, including the inability of the customer to collect any amount purportedly owed to it by its patrons for any reason whatsoever which amounts include, without limitation, any amount associated with disputed toll calls and/or toll fraud.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. C Internal Communications and Call Management Features (Continued)

1.03. Conditions

- A. The Company will furnish one alphabetical directory listing on a per Internal Communications and Call Management Features summary account, without charge. Additional listings are offered subject to the provisions set forth in Section 15 of this Product Guide.
- B. The rates and charges shown for Internal Communications and Call Management Features apply to establishment of Internal Communications and Call Management Features only. Other services as provided for in this Product Guide may be furnished in connection with this service at rates and charges specified for such services.
- C. A customer who agrees to purchase a Internal Communications and Call Management Features Service system and elects to cancel after acceptance by the Company and before the start of the term commitment period may do so subject to payment to the Company for all resulting nonrecoverable labor and material costs.
- D. Internal Communications and Call Management Features is offered on a term basis commencing on the date the service is established.
 - (1) The rates per Internal Communications and Call Mangement Feature Line as set forth in 1.04.A.(3) following, plus the selected Feature Series rate per line as set forth in 1.04. following, apply each month from the time the System is placed in service.
- E. In the event that the Internal Communications and Call Management Features is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 1, General Regulations of this Product Guide.
- F. When Internal Communications and Call Management Features is provided, any manual operations at the customer's premises are performed by, and at the expense of the customer.
 - (1) Upon request, the Company will correct a failure caused by customer initiated software changes, will update software records, or make subsequent line and/or feature additions on a time and material basis at labor rates as specified following:

<u>Labor Period</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(a) Basic Time, Business Day, Per Technician	\$25.64	\$14.78
(b) Overtime, Outside the Business Day, per Technician*	\$29.01	\$18.15
(c) Premium Time, Outside the Business Day, Per Technician*	\$35.75	\$24.89

* A call out of a Company employee at a time not consecutive with the business day is subject to a minimum charge of four hours.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.03. Conditions

F. (Continued)

(2) Basic Time rates apply for the time the Telephone Company is open for business, Monday through Friday. Overtime rates apply any time outside the business day and all day Saturday. Premium rates apply all day Sunday and on all Telephone Company approved holidays.

G. 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 50o to 86o 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.

H. Rotary dial stations are not capable of accessing all Internal Communications and Call Management Features shown in Paragraph 1.01.D.(1) of this Section.

I. A Internal Communications and Call Management Features line may be extended to a location outside the same continuous property of the Internal Communications and Call Management Features customer to any location within the exchange area. Charges, as set forth in Section 17 of this Product Guide, will apply to such off-premises extension lines as well as extension lines between different buildings on the same continuous property. Mileage shall be measured from the location of the serving host central office or from a serving remote unit, if applicable, whichever is closer, to the off-premises location.

J. Internal Communications and Call Management Feature system lines are not subject to Business Service Rates or Zone Rates as set forth in this Product Guide.

K. A minimum of three (3) Internal Communications and Call Management Feature lines are required. If the Internal Communications and Call Management Features system falls below 3 lines it will no longer be considered a Internal Communications and Call Management Features. The remaining line(s) will be converted to an individual business line(s) with no features. All existing Product Guide rules, regulations, rates and charges associated with the conversion will apply.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.03. Conditions (Conditions)

- L. Internal Communications and Call Management Features system lines are not eligible for Vacation Service Arrangements or Season User Service as set forth in Section 5 of this Product Guide.
- M. Direct Inward Dialing Service rates set forth in Section 5 of this Product Guide do not apply to Internal Communications and Call Management Features system lines.
- N. 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.
- O. Internal Communications and Call Management Features for customers who require a system in excess of 500 access lines will be provided on an individual case contract basis.
- P. Internal Communications and Call Management Features which has unique costs to the Company not contemplated in the general Internal Communications and Call Management Features offering described elsewhere in this section, will be provided on an individual case contract basis. These contracts are subject to the approval of The Public Utilities Commission of Ohio.
- Q. Internal Communications and Call Management Features lines may not be terminated on a PBX or equivalent type system.
- R. If a customer chooses to combine Internal Communications and Call Management Features stations terminating at different locations into a single Internal Communications and Call Management Features all stations must be served by the same central office switching equipment where capable.
- S. The Internal Communications and Call Management Features rate in a Foreign Exchange (FX) or Foreign Central Office (FCO) arrangement is the monthly rate for the Internal Communications and Call Management Features desired, plus FX or FCO charges as shown elsewhere in this Product Guide.
- T. Private Line arrangements connected with Internal Communications and Call Management Features are subject to applicable rates and charges as set forth in Section 17 of this Product Guide.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.03. Conditions (Conditions)

- U. Certain Optional Feature capabilities as set forth in Paragraphs 1.01.D. and 1.04.B. may not be compatible with other Package or Optional Features.
- V. Initial training will be provided for the installation of each new Internal Communications and Call Management Features. The type of training will be determined by the Company and will vary dependent upon the size of the system. Subsequent training or any training requirements over 40 hours will be billed to the customer on a time and material basis.
- W. Internal Communications and Call Management Features (including the rates and charges shown herein) is subject to such changes or modifications as The Public Utility Commission of Ohio may from time to time direct or allow in the exercise of its jurisdiction.
- X. Internal Communications and Call Management Features is a group of service features offered to customers subscribing to Internal Communications and Call Management Features. The customer must also subscribe to Feature Package 1000, 2000 or 3000.
 - 1. The service is subject to available facilities and limited to central offices specifically equipped to provide such service. CLASS features are applicable to calls placed to/from compatible central offices offering the service.
 - 2. Operator assisted calls will override these features for emergency purposes.
- Y. All customer lines in Calling Number ID serving areas will automatically be provisioned with Cancel Calling Number Delivery Per Call service unless the customer orders Cancel Calling Number Delivery Per Line service as set forth in Section 3, Paragraph 1.17 of P.U.C.O. No. 7 Tariff. Call Tracing Service is also available to Internal Communications and Call Management Features customers as set forth in Section 3, Paragraph 1.17 of P.U.C.O. No. 7 Tariff.
- X. 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.

Effective: January 15, 2024

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.04. Rates

A. The following rates and charges apply to Internal Communications and Call Management Features.

- (1) The Service is offered via the following term commitment options: month to month, 12 months, 36 months, 60 months and 84 months.
- (2) The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Tariffs or Product Guide.
- (3) The following rates apply during the applicable term commitment period:*

	<u>Month to Month</u>	Maximum
	Monthly <u>Rates</u>	Monthly <u>Rates</u>
3-25 Lines, per line.....	\$47.00 (I)	\$60.00
26-50 Lines, per line.....	45.00 (I)	56.00
	 <u>12 Month Term</u>	
	Monthly <u>Rates</u>	Maximum Monthly <u>Rates</u>
3-25 Lines, per line.....	\$28.50	\$57.00
26-50 Lines, per line.....	26.50	53.00
51-100 Lines, per line.....	40.50 (I)	47.00
101-200 Lines, per line....	26.50 (I)	43.00

* In addition to the above line rates, Feature Series rates apply as specified in 1.04.A.(4) following.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.04. Rates (Continued)

A. (Continued)

(3) The following rates apply during the applicable term commitment period:*(Continued)

	<u>36 Month Term</u>	
	Monthly <u>Rates</u>	Maximum Monthly <u>Rates</u>
4-15 Lines, per line.....	\$27.00	\$54.00
16-20 Lines, per line.....	25.00	50.00
21-30 Lines, per line.....	22.00	44.00
31-40 Lines, per line.....	20.00	40.00
41-50 Lines, per line.....	19.00	38.00
51-75 Lines, per line.....	16.50	33.00
76-100 Lines, per line.....	15.00	30.00
101-500 Lines, per line....	13.00	26.00

	<u>60 Month Term</u>	
	Monthly <u>Rates</u>	Maximum Monthly <u>Rates</u>
4-15 Lines, per line . . .	\$25.00	\$50.00
16-20 Lines, per line . . .	22.00	44.00
21-30 Lines, per line . . .	20.00	40.00
31-40 Lines, per line . . .	18.00	36.00
41-50 Lines, per line . . .	16.50	33.00
51-75 Lines, per line . . .	15.00	30.00
76-100 Lines, per line . . .	13.00	26.00
101-500 Lines, per line . . .	12.00	24.00

* In addition to the above line rates, Feature Series rates apply as specified in 1.04.A.(4) following.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.04. Rates (Continued)

A. (Continued)

(3) The following rates apply during the applicable term commitment period:* (Continued)

	<u>84 Month Term</u>	
	<u>Monthly Rates</u>	Maximum <u>Monthly Rates</u>
4-15 Lines, per line . . .	\$22.00	\$44.00
16-20 Lines, per line . . .	20.00	40.00
21-30 Lines, per line . . .	18.00	36.00
31-40 Lines, per line . . .	16.50	33.00
41-50 Lines, per line . . .	15.00	30.00
51-75 Lines, per line . . .	13.00	26.00
76-100 Lines, per line . . .	12.00	24.00
101-500 Lines, per line . . .	11.00	22.00

* In addition to the above line rates, Feature Series rates apply as specified in 1.04.A.(4) following.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.04. Rates (Continued)

A. (Continued)

(4) The following Feature Service rates apply per line for as long as the system is in service.

	<u>Monthly Rates</u>
Feature Series 1000	\$ 1.50 per line
Feature Series 2000	2.20 per line
Feature Series 3000	2.55 per line

	<u>Monthly Rates</u>
Internal Communications and Call Management Features	
3-25 Lines	\$ 5.00 per line
26-50 Lines	4.50 per line
51-500 Lines	4.00 per line
Over 500 Lines	ICB

(5) Line rates shown herein do not include the provision of stations.

(6) The following line to trunk ratio is implicit in the Internal Communications and Call Management Features set forth in 1.04.A.(3) preceding.

<u>Lines</u>	<u>Trunk</u> <u>Equivalency</u>	<u>Lines</u>	<u>Trunk</u> <u>Equivalency</u>	<u>Lines</u>	<u>Trunk</u> <u>Equivalency</u>
3-5	2	151-175	18	351-360	36
6-7	3	176-200	20	361-370	37
8-9	4	201-230	23	371-380	38
10-11	5	231-240	24	381-390	39
12-15	6	241-250	25	391-400	40
16-20	7	251-260	26	401-410	41
21-30	8	261-270	27	411-420	42
31-40	9	271-280	28	421-430	43
41-45	10	281-290	29	431-440	44
46-50	11	291-300	30	441-450	45
51-65	12	301-310	31	451-460	46
66-75	13	311-320	32	461-470	47
76-100	14	321-330	33	471-480	48
101-125	15	331-340	34	481-490	49
126-150	16	341-350	35	491-500	50

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.04. Rates (Continued)

A. (Continued)

(6) (Continued)

Internal Communications and Call Management Features trunk access in excess of the trunk equivalency shown above may be obtained at the following rates:

	<u>Monthly Rate</u>
Additional trunk access, each trunk	\$40.00

- (7) Appropriate Servicing Charges, excluding the Central Office Charges and Outside Plant Charges, set forth in Section 2 of this Product Guide apply to installation of a Month to Month Internal Communications and Call Management Features system up to and including the Network Interface.

The Initial Service Ordering Charge, the Subsequent Service Ordering Charge and the Central Office Charge as identified in Section 2 of this Product Guide plus the First Line Programmed or Reprogrammed and the Each Additional Line Programmed or Reprogrammed as identified in Paragraph 1.04.A.(8) following will not apply to the initial installation of Internal Communications and Call Management Features lines when installed at Product Guide rates under a term commitment.

In the case of Internal Communications and Call Management Features customer moves within the same exchange area, appropriate Servicing Charges, including the Central Office Charges and Outside Plant Charges, will apply.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.04. Rates (Continued)

A. (Continued)

(8) Internal Communications and Call Management Features database program changes resulting from customer requested work activities.

	<u>Nonrecurring Charge</u>
(a) When the change is made to (1) establish a new line, (2) change the class of service mark for an existing line, (3) establish or change a line's dial call pickup group assignment or feature series or (4) for any other modification in service.	
(a.1) First line programmed or reprogrammed	\$25.00 ^{1,2}
(a.2) Each additional line programmed or reprogrammed	2.50 ^{1,2}

¹ In addition, Servicing Charges, excluding the Central Office Charges and Outside Plant Charges, as set forth in Section 2 of this Product Guide will apply. In the case of Internal Communications and Call Management Features customer moves within the same exchange area, appropriate Servicing Charges, including the Central Office Charges and Outside Plant Charges, will apply.

² This charge will not apply to the initial installation of Internal Communications and Call Management Features lines when installed at Product Guide rates under a term commitment.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.04. Rates (Continued)

A. (Continued)

- (9) All subsequent line and/or feature additions, deletions, or changes will be subject to rates set forth in 1.03.F.(1) or 1.04.A.(8).
- (10) Subsequent line additions/deletions.
 - (a) Subsequent line additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the current term commitment. Existing term period rates, for lines previously provisioned, remain unchanged. If the line addition results in the customer's total Internal Communications and Call Management Features line count exceeding the threshold of the line group previously provisioned, only the quantity of additional lines will be billed at the rate for the larger group.
 - (b) If subsequent line deletions resulting in reductions 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 Paragraph 1..04.A.(3) preceding.
- (11) If a customer requests an upgrade of an existing Feature Series (e.g., from Series 1000 to 2000 or from Series 2000 to 3000), his existing per line term rate will be changed to reflect the appropriate rate applicable to the new Feature Series, as set forth in Paragraph 1.04.A.(4) preceding. The new term rate will apply for the duration of the existing term commitment period. Charges as set forth in 1.04.A.(8) preceding will apply.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.04. Rates (Continued)

B. Optional Internal Communications and Call Management Features

(1) Internal Communications and Call Management Features System Interface - This service provides special interface arrangements for the connection of certain customer premises equipment to a Internal Communications and Call Management Features. Each interface requires a separate Internal Communications and Call Management Features line. Data base program change charges as set forth in 1.04.A.(8) preceding apply per line programmed.

	<u>Term Period*</u>	<u>Monthly Rates</u>
Attendant Data Link Console Interface, per interface.....	Month to Month 12 Month 36 Month 60 Month 84 Month	\$170.00 170.00 170.00 125.00 110.00
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(2) Conference Calling, per circuit.....	\$230.00	\$140.00
(3) (Reserved for future use.)		
(4) Pseudo Number, each.....		<u>Monthly Rate</u> \$6.00

* The term period for the Internal Communications and Call Management Features System Interface is based upon the current term period for the Internal Communications and Call Management Features. Subsequent interface additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the current term commitment.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.04. Rates (Continued)

B. Optional Internal Communications and Call Management Features (Continued)

(5) Optional Features*

	<u>Monthly Rate</u>
Attendant Additional Console Member...	NC
Attendant Flexible Night Answer.....	\$1.00
Attendant Identification - Multiple Directory Numbers.....	1.00
Attendant Mixed Night Answer (1)(2)...	1.00
Attendant Non-Data Link Console Interface(3)	40.00
Attendant Predetermined Night Answer.....	1.00
Attendant Universal Night Answer (1)(4)(5)...	1.00
Authorization Codes, per group of 10.....	1.00
Automatic Route Selection.....	2.00
Code Calling Access (1).....	25.00
Dictation Access & Control (1).....	25.00
FX Access.....	6.00
Limited Automatic Call Distribution.....	1.00

- Notes: (1) Where facilities and conditions permit. Does not include music source for Music on Hold.
 (2) Requires Predetermined Night Answer and Universal Night Answer.
 (3) Requires multiline appearances normally assigned to a rotary hunt group.
 (4) Requires listed directory number.
 (5) Requires data-link console.

* The charges apply to initial and subsequent additions of Optional Features.

NC = No Charge

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.04. Rates (Continued)

B. Optional Internal Communications and Call Management Features (Continued)

(5) Optional Features* (Continued)

	<u>Monthly Rate</u>
Music On Hold Access (1).....	\$25.00
Paging/Public Address Access (1).....	50.00
Pilot Number of Hunt Groups.....	.05
Preferential Hunting (2).....	.50
Priority Queuing (3).....	1.00
Proprietary Set Interface.....	5.00
Recorded Announcement.....	50.00
Speed Call 30 (System).....	.30
Station Message Detail Recording**.....	.30
Stop Hunt (2)(4).....	1.80
Terminal Make Busy (4).....	1.80
Tie Facility Access.....	3.00
T1 Access.....	300.00
WATS Access.....	3.00
800 Service Access.....	3.00

- Notes: (1) Where facilities and conditions permit. Does not include music source for Music on Hold.
 (2) Requires one or more hunt groups.
 (3) Requires off-hook queuing.
 (4) May require additional hardware.

NC = No Charge

* The charges apply to initial and subsequent additions of Optional Features.

** This feature is grandfathered to existing customers as of June 22, 2000.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.04. Rates (Continued)

B. Optional Internal Communications and Call Management Features (Continued)

(5) Optional Features* (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
CallerID-Number, per line		
3-25 Lines.....	\$6.00	
26-50 Lines.....	4.50	
51-100 Lines.....	2.00	
Over 100 Lines.....	.70	
CallerID-Name and Number, per line		
3-25 Lines.....	\$ 6.00	
26-50 Lines.....	4.50	
51-100 Lines.....	2.00	
Over 100 Lines.....	1.50	
VIP Alert, per line.....	4.00	
ISDN-PRI Access, per PRI (1)		\$200.00
ISDN-PRI Enhanced Access (1)		
Per Block of 100 DID Numbers or fraction thereof		235.00
Per Additional Number if less than 100		2.50

* The charges apply to initial and subsequent additions of Optional Features.

(1) ISDN-PRI Access and Tie Channel Service or Tie Channel to an Intermediary Customer Service is provided as set forth in Section 7 of this Product Guide. Initial installations are charged at the Per Block of 100 DID Numbers rate. For subsequent additions, Per Block of 100 DID Numbers or Each Additional Number rates may be used.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.05. Optional System Features

A. Internal Communications and Call Management Features Moves and Changes (CMAC)

(1) General

Internal Communications and Call Management Features Customer Moves and Changes (CMAC) provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

(2) Product Functions

The customer controls the following functions:

(a) Service Option Information Changes

- Line Restriction Status
- Facility Restriction Level Assignment
- Call Pick-Up Group
- Call Forwarding Number
- Authorization Code Assignment
- Button Features

(b) Activation/Deactivation of Features

(c) Telephone Number Swaps

(d) Reports (Queries and Tallies)

(3) Definitions

(a) Service Option Information Changes:

Line Restriction Status - The customer can restrict telephone numbers from all Service Option Information Changes. If changes are desired at a later time, the customer can remove the restriction.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.05. Optional System Features (Continued)

A. C Internal Communications and Call Management Features Customer Moves and Changes (CMAC) (Continued)

(3) Definitions

(a) Service Option Information Changes: (Continued)

Facility Restriction Level Assignment - The customer can change the Facility Restriction Level (a permission level assigned to define calling privileges) associated with both facilities and station users.

Call Pick-Up Group - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.

Call Forwarding Number - The customer can change the number that a station user forwards calls to.

Authorization Code Assignment - An authorization code is a number associated with a specific person rather than a specific telephone number. 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. (Authorization Codes are defined in the existing Internal Communications and Call Management Features Product Guide Optional System Features list.)

Button Features - The buttons on a multi-button station set can either activate features or enable call appearances (specific telephone numbers assigned to buttons). The customer can manipulate the features assigned to the buttons.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.05. Optional System Features ((Continued)

A. Internal Communications and Call Management Features Customer Moves and Changes (Continued)

(3) Definitions (Continued)

(b) Activation/Deactivation of Features:

The customer can either add a feature to a telephone number that does not have it, 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 lines within a group.

(d) Reports (Queries and Tallies):

Customers can run reports that show the status of existing and requested feature changes (feature queries) and the total number of stations with the features that they have (feature tallies).

The customer can be provided with a set of standard reports or can request that the Company customize the standard report formats to the customer's specifications. The customer can run query or tally reports as a function by itself or may choose to perform other system functions once the report request is made.

This feature of the report function keeps customers from having to wait on-line for reports to be processed.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.05. Optional System Features ((Continued)

A. Internal Communications and Call Management Features Customer Moves and Changes (Continued)

(4) Regulations

- (a) Internal Communications and Call Management Features Customer Moves and Changes is available to either existing or new Internal Communications and Call Management Features customers.
- (b) Customers with compatible customer premises equipment may access Internal Communications and Call Management Features from any local exchange access line.
- (c) Internal Communications and Call Management Features will be furnished only from offices that are technically capable of and equipped for providing the service.
- (d) Customers will have 24-hour dial-up access to the system except when restricted during maintenance windows. On occasion, customers may receive a busy condition.
- (e) Customers will have up to two hours per dial-in session on the system. A warning tone will sound as the two-hour limit approaches. During the dial-in session, the Company will discontinue the transmission after a period of inactivity.
- (f) Some of the lines in a customer's Internal Communications and Call Management Features can not or should not be rearranged through system. Changes to these Company-specified lines will be made through the Company's existing service order procedure.
- (g) All normal or emergency functions of the central office switch processor will have priority over execution of requests. The Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
- (h) The Company reserves the right to inhibit service in the event of a service-affecting condition to the central office or affiliated operating support system.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

1. Internal Communications and Call Management Features (Continued)

1.05. Optional System Features ((Continued)

A. Internal Communications and Call Management Features Customer Moves and Changes (Continued)

(4) Rates

The following rates are for Internal Communications and Call Management Features Customer Moves and Changes (

<u>Line Size</u>	<u>Non-Recurring Charge*</u>	<u>Monthly Recurring Charge*</u>
3 - 100 lines	\$ 250.00	\$125.00
101 - 200 lines	400.00	165.00
201 - 500 lines	800.00	200.00
501 - 1500 lines	1850.00	300.00
1501+ lines	3500.00	425.00

* Both Nonrecurring Charges and Monthly Recurring Charges apply per system.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature

2.01. General

- A. Internal Communications, System and Call Management Feature is a non-engineered Internal Communications and Call Management Features 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. Internal Communications, System and Call Management Feature 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. Internal Communications, System and Call Management Feature is a customized package for small business with a minimum of 2 lines, and may not exceed a maximum of 30 lines. Internal Communications, System and Call Management Feature provides an enhanced dial tone from the Central office to the customer's premises along with an attractive menu of basic services.
- B. Internal Communications, System and Call Management Feature is furnished from compatible digital type switching equipment located on the Telephone Company premises and includes the facilities necessary for intercommunication between Internal Communications and Call Management Features lines within the customer's system.
- C. Internal Communications, System and Call Management Feature services provides Local Exchange Service (no dial "9" required), direct inward-dialing to Internal Communications and Call Management Features lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Telephone Company, Touch Calling Service and intercept to the main listed number.
- D. No Network Access Register (NARs) required for local access.
- E. No other internal Communications and Call Manamgnet features Classes of Service and features can be mixed with Internal Communications, System and Call Management Feature Service. The customer has the flexibility of adding any combination of standard individual lines and hunt groups that meets the communications needs of the business as well as choosing services from within the offered Internal Communications and Call Management Feature System package for each line or hunt group.
- F. Internal Communications, System and Call Management Feature is furnished subject to the availability of facilities from suitably equipped central offices.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.02. Conditions

A. Service Options

Basic Services¹ – Services included with a Internal Communications, System and Call Management Feature service line

Assume Dial "9"
Call Transfer – (All Calls)
Call Hold
Consultation Hold
Direct Inward Dial (DID)
Direct Outward Dial (DOD)
Distinctive Ring (Inside/Outside Ringing)
Intercom Dialing
Three-Way Calling
Touch Calling

Selectable Services¹ – Services listed in this section are available for each Internal Communications, System and Call Management Feature line at no additional charge. A customer may customize his service by selecting as many of the following services as desired for each individual Internal Communications, System and Call Management Feature line:

Automatic Callback (within system only)
Call Forwarding – Busy
Call Forwarding – No Answer
Call Forwarding (All Calls)
Call Restrictions (8 Options):
No Call restrictions
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
Call Pick-up Directed
Call Pick-up Group
Dial Call Waiting-Originating
Hunting-Series
Hunting-Multiline
Speed Dialing (6 or 8)

¹ Offered where facilities are available.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.02. Conditions (Continued)

A. Service Options (Continued)

Optional Services¹ listed in this section are also available for each Internal Communications, System and Call Management Feature line at an additional monthly recurring charge per feature:

- Busy Redial
- Call Block
- Call Park
- Call Park Directed
- *69
- Caller ID-Number Only
- Caller ID
- Call Trace²
- Executive Busy Override
- Last Number Redial³
- Select Call Forwarding
- Priority Call

B. Term Options

Internal Communications, System and Call Management Feature customers may select either a month-to-month or a 36-month term option. The term agreement becomes effective upon the installation date of the service.

Internal Communications, System and Call Management Feature payment options may be selected by billing account number within a customer's system.

C. Adding Lines Under Term Option

Additional Internal Communications, System and Call Management Feature lines may be added to an existing system, up to a maximum of 30, during the term period. For customers subscribing to the 36-month term option, the term obligation with respect to any additional lines will be coterminous with such 36-month term.

¹ Offered where facilities are available.

² See P.U.C.O. No. 7 Tariff for descriptions and rates.

³ This feature is specific to Internal Communications, System and Call Management Feature services.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.02. Conditions (Continued)

D. Termination Liability

There is no termination liability for customers who have elected the Internal Communications, System and Call Management Feature month-to-month payment option.

When a Internal Communications, System and Call Management Feature customer chooses a 36-month term option and disconnects or terminates the Internal Communications, System and Call Management Feature service after 30 days following installation, the non-recurring and installation charges will not be refunded. In addition, the customer will be liable for applicable early termination charges as set forth in (1) through (4) below. The customer shall be required to pay a lump sum determined by the application of the formula set forth in (1) following.

(1) 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:

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

(2) 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.

(3) End of Term Options

(a) 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.

(b) 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 the 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: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.02. Conditions (Continued)

D. Termination Liability (Continued)

- (4) Early termination charges will not be assessed under the following circumstances:
- (a) 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;
 - (b) Customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable;
 - (c) 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
 - (d) Customer changes to another service 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.
- (5) P.U.C.O. approval of the above termination liability language is not intended to indicate that the P.U.C.O. has sanctioned any particular legal result should a dispute arise between the parties. In the event of a dispute, signatories to such term agreements may pursue whatever legal remedies they deem appropriate to resolve the dispute.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.02. Conditions (Continued)

E. Transfer of Term Option

With the written permission of the Telephone Company, the obligation to pay the Internal Communications, System and Call Management Feature 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.

F. Internal Communications, System and Call Management Feature Service System

Internal Communications, System and Call Management Feature service lines sharing a common intercom arrangement and a primary Directory listing will be considered a Internal Communications, System and Call Management Feature Service System. A system must have a minimum of two lines and may not exceed a maximum of thirty Internal Communications, System and Call Management Feature Service lines. Internal Communications, System and Call Management Feature 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. If the Internal Communications, System and Call Management Feature system falls below two lines it will no longer be considered a Internal Communications, System and Call Management Feature 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. Subscriber Line Charge/Access Recovery Charge

An applicable interstate Subscriber Line Charge will be applied to each Internal Communications, System and Call Management Feature line as set forth in Section 13 of Frontier Telephone Companies Tariff FCC No. 5

An applicable intrastate Access Recovery Charge will be applied to each Internal Communications, System and Call Management Feature line as set forth in P.U.C.O. No. 2 Tariff.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature

2.02. Conditions (Continued)

H. Incoming Toll Free Service Access Arrangement

Incoming calls on toll free service access lines can be terminated on a Internal Communications, System and Call Management Feature Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Internal Communications, System and Call Management Feature Service System.

I. Off-Premises Lines

Internal Communications, System and Call Management Feature Service lines can be provided at a separate customer premise. No mileage charges apply to lines of the same Internal Communications, System and Call Management Feature Service system that are located at different premises but situated within the same central office serving area.

J. Optional Internal Communications, System and Call Management Feature Services

Optional services may be available where Telephone Company facilities permit at the rates specified in 2.04.C. following. Descriptions of these services are shown in 2.03.C. following. Only the Internal Communications and Call management Features specified in this paragraph will be available under Internal Communications, System and Call Management Feature Service. Other Internal Communications and Call Management Features are not available under the Internal Communications, System and Call Management Feature Service. Certain Custom Local Area Signaling Service (CLASS) features may also be added to Internal Communications, System and Call Management Feature Service lines, where technically capable, at rates set forth in P.U.C.O No. 7 Tariff or Section 5 this Product Guide.

K. Feature Restriction

Call Transfer, Three-Way Calling, Call Forwarding Busy, Call Forwarding No Answer and Call Forwarding Variable may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Internal Communications, System and Call Management Feature customer.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature

2.02. Conditions (Continued)

L. Customer Satisfaction Guarantee

When a customer subscribes to the month-to-month option or the 36-month term option of Internal Communications, System and Call Management Feature Service, he must request that the Telephone 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 Internal Communications, System and Call Management Feature service may have their previous Frontier 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 Internal Communications, System and Call Management Feature Service disconnected will be converted by the Telephone Company to Frontier business lines or trunks at no additional non-recurring charge to them. However, the lines cannot exceed the total number of lines in the Internal Communications, System and Call Management Feature 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 services offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) or charges incurred in conjunction with such CPE.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature

2.03. Features

A. Internal Communications, System and Call Management Feature Basic Services

The services listed here are automatically included on every Internal Communications, System and Call Management Features line, and are the backbone of the Internal Communications, System and Call Management Feature offering:

Assume Dial "9" – Allows the customer to place calls outside the group without having to dial the access code "9".

Touch Calling – Provides push button tone signaling for dialing calls, and accessing services. Rotary dial telephones are not compatible with Internal Communications, System and Call Management Feature.

Direct Inward Dial (DID) - The ability of each member of the Internal Communications, System and Call Management Feature group to receive calls from outside the group directly to their station.

Direct Outward Dial (DOD) - The ability of each member of the Internal Communications, System and Call Management Feature group to place calls to locations outside the group without first having to dial a "9" access code or use an attendant.

Distinctive Ring (Inside/Outside Ringing) - This feature allows the user to distinguish between calls originating from within the Internal Communications, System and Call Management Features group and calls originated from outside the Internal Communications, System and Call Management Feature group. Calls originating from inside the group will receive one ring, and calls originated from outside the group will receive a double ring.

Call Transfer – (All Calls) - The ability for a Internal Communications, System and Call Management Feature 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 Internal Communications, System and Call Management Feature customer.

Call Hold - 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.

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.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.03. Features (Continued)

A. Internal Communications, System and Call Management Feature Basic Services (Continued)

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 Internal Communications, System and Call Management Feature customer.

Intercom Dialing – Provides the customer with the ability to communicate between lines within the customer's own Internal Communications, System and Call Management Feature group by dialing a two digit code instead of having to dial the full 7 or 10 digit telephone number.

B. Internal Communications, System and Call Management Feature Selectable Services

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) - When a Internal Communications, System and Call Management Feature user reaches a busy line within the Internal Communications, System and Call Management Feature 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 Internal Communications, System and Call Management Feature 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 Forwarding – Busy - 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) when the called line is busy. Calls forwarded outside the Internal Communications, System and Call Management Feature group are subject to local and/or long distance charges billed to the Internal Communications, System and Call Management Feature customer.

Call Forwarding - No Answer - 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) when the called line is not answered in a predetermined number of rings/seconds. Calls forwarded outside the Internal Communications, System and Call Mangmetn Features group are subject to local and/or long distance charges billed to the Internal Communications, System and Call Management Feature customer.

Call Forwarding (All Calls) - 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 users needs.

Calls forwarded outside the Internal Communications, System and Call Management Feature group are subject to local and/or long distance charges billed to the Internal Communications, System and Call Management Feature customer.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.03. Features (Continued)

B. Internal Communications, System and Call Management Feature Selectable Services (Continued)

Call Waiting/ Cancel Call Waiting – When a busy Internal Communications, System and Call Management Feature line receives an incoming call, a tone is heard announcing that an incoming call is being received. The user then has the option of either placing their present call on hold and answering 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 - When a user calls another member of the Internal Communications, System and Call Management Feature group, and reaches a busy signal, the user can dial a code (*54) to send a call waiting tone to the called line. 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. This feature can be activated or deactivated by the user.

Call Pick-Up Directed - This feature enables a user to answer (pick-up) calls directed to any other line within the Internal Communications, System and Call Management Features 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 – 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).

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 Internal Communications, System and Call Management Feature Customers will be provided in a Series or Multi-line arrangement only, and must be programmed by the Company from data provided by the customer.

Note: Circular or any other type hunting sequence is not available to Internal Communications, System and Call Management Feature customers.

Speed Dialing (6 or 8) - 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.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.03. Features (Continued)

B. Internal Communications, System and Call Management Feature Selectable Services (Continued)

Call Restriction Options (8 options) – The customer has the option of choosing the type 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) No Call Restrictions - This option allows the user to make and receive calls without any restrictions of any kind.
- (2) 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.
- (3) Call Restriction Two - This option blocks all outgoing direct dialed chargeable toll calls, but allows outgoing operator handled calls for Selective Class of 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.
- (4) Call Restriction Three - The user is not permitted to make any outgoing calls to numbers outside the Internal Communications, System and Call Management Feature group (toll or local, including 911). This option allows all incoming calls with no restrictions.
- (5) Call Restriction Four - The user cannot make or receive calls to or from outside the Internal Communications, System and Call Management Feature group (including 911). Only inside the group (intercom) calling is allowed.
- (6) 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.
- (7) 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.
- (8) 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.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.03. Features (Continued)

C. Internal Communications, System and Call Management Feature Optional Services

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.

Busy Redial - 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.

Call Block - 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 Internal Communications, System and Call Management Feature 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.

*69 - This feature 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 or per activation basis. 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.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.03. Features (Continued)

C. Internal Communications, System and Call Management Feature Optional Services (Continued)

*69 – (Continued)

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.

Rates & Charges: 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.

Call Trace - See definition in P.U.C.O No. 7 Tariff.

Caller ID-Number Only – 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. Telephone numbers of incoming callers will be forwarded (typically by the second ring) for non-blocked calls subject to technical limitations, including the availability of the number for forwarding.

Caller ID - This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN) of the incoming call (typically by the second ring) before answering the call or choosing to ignore it. 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.

Executive Busy Override - 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 Internal Communications, System and Call Management Features group, and will receive a warning tone prior to the establishment of the three-way conference call.

Last Number Redial – 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.

Select Call Forwarding - This feature allows the user the ability to program up to twelve telephone numbers of their choosing that they want call forwarded. When one of the numbers on the user's list calls, that 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 forwarding all calls is activated, it will override this feature.

Priority Call - This feature provides the user the ability to program up to twelve telephone numbers that can be distinguished from all other incoming call 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.

Effective: January 15, 2024

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.04. Rates

	<u>Monthly Rate</u>	<u>24-Month Term Monthly Rate</u> ¹	<u>36 Month Term Monthly Rate</u>
A. Internal Communications, System and Call Management Feature Lines, each	\$49.00 (I)	\$38.00	\$36.00

Basic Package Includes:
Assume Dial "9"
Call Transfer--(All Calls)
Call Hold
Consultation Hold
Distinctive Ring (Inside/Outside Ringing)
Direct Inward Dialing (DID)
Direct Outward Dialing (DOD)
Intercom Dialing
Three-Way Calling
Touch Calling

B. Internal Communications, System and Call Management Feature Selectable Services

Automatic Callback (within system only)	--	--
Call Forwarding – Busy	--	--
Call Forwarding - Don't Answer	--	--
Call Forwarding (All Calls)	--	--
<u>Call Restrictions:</u>		
No Call Restrictions	--	--
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	--	--
Call Pick-Up Directed	--	--
Call Pick-Up Group	--	--
Hunting Series	--	--
Hunting-Multiline	--	--
Speed Dialing (6 or 8)	--	--

¹ The Internal Communications, System and Call Management Feature 24-month term option is limited to customers subscribed prior to June 19, 2010. Those 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.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.04. Rates (Continued)

C. Internal Communications, System and Call Management Feature Service Optional Services

	<u>Monthly Rate</u>
Busy Redial	\$4.00
Call Block	\$3.00
Call Park	\$3.00
Call Park Directed	\$4.00
*69	\$4.00
Call Trace	(See P.U.C.O No. 7 Tariff for rate)
Caller ID-Number Only	\$6.00
Caller ID	\$7.00
Executive Busy Override	\$4.00
Last Number Redial	\$4.00
Select Call Forwarding	\$4.00
Priority Call	\$3.00

D. Foreign Central Office

When the Internal Communications, System and Call Management Features group station line is located in a different central office area of the serving exchange, Foreign Central Office charges as specified in Section 5 of this Product Guide will apply.

E. Usage Charges

No local calling usage allowance is included in the Internal Communications, System and Call Management Feature offering for measured rate calls. Usage charges apply as specified in Section 4 of this Product Guide.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

2. Internal Communications, System and Call Management Feature (Continued)

2.04. Rates (Continued)

F. Service Order Activity

Servicing Charges as set forth in Section 2 of this tariff will apply for Internal Communications, System and Call Management Feature.

The Initial Service Ordering Charge, the Subsequent Service Ordering Charge and the Central Office Charge as identified in Section 2 of this Product Guide will not apply to the initial installation of Internal Communications, System and Call Management Feature lines when installed under a term commitment.

If a customer elects to change from a Business Line or another Internal Communications and Call Management Features Line to the Internal Communications, System and Call Management Feature Service or from the Internal Communications, System and Call Management Feature Service to another Internal Communications and Call Management Features, a subsequent Service Ordering Charge of Class or Grade of Service Charge applies. A Central Office Charge will not apply.

No service charges will apply for Internal Communications, System and Call Management Feature custom calling and CLASS services if installed initially with the Internal Communications, System and Call Management Feature system. When services are added or rearranged on an existing line subsequent to the installation of the Internal Communications, System and Call Management Feature System, the appropriate service charges, as set forth in Section 2 of this tariff will apply.

G. Foreign Exchange Service

Foreign Exchange Service is permitted with Internal Communications, System and Call Management Feature Service at rates and charges specified in Section 5 of this Product Guide.

H. Calling Plans

Local Calling Plan (LCP) options are available to Internal Communications, System and Call Management Feature customers at rates shown in Section 10 of this Product Guide. Internal Communications, System and Call Management Feature customers are also eligible for toll Discount Calling Plans (DCP) shown in Section 12, Optional Calling Plans of this Product Guide. Customers may split their Internal Communications, System and Call Management Feature system lines between LCP, non-LCP, and DCP equipped lines, but can only subscribe to one calling plan (LCP or DCP) on each line.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CENTREX SERVICE

Centrex Service is an arrangement of switching equipment and facilities providing for:

- A. Inward dialing - Incoming calls from outside the system may be made to any station of the system, without the assistance of the attendant, by dialing the number of the Centrex station.
- B. Outward dialing - Stations of the system may dial outgoing local calls and message toll telephone calls to dialable points.
- C. Identification of individual stations for outward message toll telephone calls.
- D. Call transfer - Stations of the system may transfer calls from outside the system to any other station of the same system without the assistance of the attendant.
- E. Dial intercommunication between all stations of the same system.
- F. Attendant service which include:
 - 1. Completion of inward calls from outside the system to the telephone number associated with the primary directory listing.
 - 2. Interception of calls to non-working station lines of the system.
 - 3. Night answer arrangements whereby calls to the telephone number associated with the primary listing, coming in when the attendant position is unattended can be answered (1) at designated Centrex stations or (2) at an additional attendant position at an answering location.
- G. Mechanical interception of calls to non-working station lines of the system in lieu of attendant interception.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CENTREX SERVICE (Continued)

3.01. Terms

The following are special terms as used in connection with Centrex Service and Institutional Service:

- A. Serving Central Office Area - The central office area in which the Centrex primary location is situated.
- B. Basic Serving Area - That part of the serving central office area which is within the Base Rate Area. In single central office exchanges, the basic serving area is the exchange Base Rate Area.
- C. Primary Location - A continuous property location of the subscriber, designated by the subscriber as the primary location. The attendant position or positions, and the terminations for the lines associated with the primary listing will normally be situated at the primary location.
- D. Secondary Location - Each continuous property location which is noncontinuous with the primary location but is served by the same Centrex System as the primary location.
- E. Centrex System - The physical facilities part of a Centrex Service for a single customer.
- F. Centrex Station Line - A non-restricted station line of a Centrex System which has full inward dialing privileges, access to and from the attendant position and may:
 - 1. Either have full outward dialing privileges, or
 - 2. Be restricted from direct outward dialing privileges.
- G. Extension Station Line - An additional station line of a Centrex station line or a restricted station line and having the same privileges. An extension station line shall be confined to the same continuous property as the primary station of which it is an extension.
- K. Institutional Service - A special Centrex service arrangement for colleges and universities providing Centrex service to those responsible for administering the institutions affairs and special dormitory service in students on-campus living quarters.
 - 1. Administrative Station Line - A Centrex station line of an Institutional Service for those individuals responsible for the management of the institution.
 - 2. Dormitory Station Line - A station line of an Institutional Service, located in student living quarters, having station-to-station dial intercommunication, full in-dialing and out-dialing privileges.
- L. Institutional CO Service - Institutional service served by switching equipment located on Telephone Company premises.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CENTREX SERVICE (Continued)

3.02. Regulations

3.02.01. Availability of the Service

- A. Centrex Service is furnished at any primary or secondary location served by the Telephone Company, which is within the local service area of the central office serving the primary location, except as provided herein.
- B. Centrex Service, served by switching equipment located on Telephone Company premises, is offered only from central offices with facilities arranged for such service and is subject to the availability of facilities. The type of service furnished and the method of serving will be determined by the central office equipment, and the associated facility arrangements involved.
- C. Centrex Service is a discontinued service offering. Rates and regulations apply only to those Centrex services in service on the effective date of this sheet and to subsequent additions to, and changes in, such Centrex systems where; in the opinion of the Telephone Company; it is feasible to make such additions or changes.

3.02.02. Space

Suitable and sufficient space for any switching or distributing equipment at primary and secondary locations shall be provided by the subscriber.

3.02.03. Commercial Power

All commercial power necessary to operate any switching or distributing equipment at primary or secondary locations shall be furnished by the subscriber at a point or points designated by the Telephone Company.

3.02.04. Excess Equipment

- A. The Telephone Company will provide in connection with Centrex Service the quantities of central office lines and switching equipment it considers necessary to the providing of standard quality telephone service.
- B. Where quantities of central office lines or switching equipment in excess of those considered standard by the Telephone Company are requested by the subscriber, the additional facilities will be furnished at rates and charges based upon the costs incurred by the Telephone Company.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CENTREX SERVICE (Continued)

3.02. Regulations (Continued)

3.02.05 Telephone Numbers

Established regulations applicable to telephone numbers are also applicable to those of Centrex Service in addition to the following special regulations:

A. Primary Listing Numbers

The central office line connected to the telephone number associated with the primary directory listing shall always be connected to the attendant position.

B. The Telephone Company may for service or operating reasons assign a central office code other than that ordinarily assigned in the central office area in which the primary location is situated. In such case, the central office which would normally serve the primary location is considered as the serving central office of the primary location.

3.02.06. Directory Listings

A. One (1) primary directory listing is furnished without charge for each Centrex Service at the primary location in accordance with established regulations.

B. Station Lines of a Centrex Service are not provided listings in the directory of the Telephone Company.

C. The subscriber may have station lines of a Centrex Service listed in the directory of the Telephone Company in accordance with the established regulations for business additional listings.

D. The subscriber to Centrex Service is fully responsible for providing the correct information for listings in the directory of the Telephone Company and for payment of the rate for each additional listing as a part of the monthly billing for the service.

E. When requested by a subscriber, the Telephone Company will also furnish without charge informative wording associated with the primary listing, and with additional listings only when such listings use the telephone number associated with the primary listing to indicate the station lines of the system may be dialed direct when the telephone numbers of the station lines are known.

3.02.07. Internal Directories

The preparation, publication, maintenance and distribution of any directory for a Centrex Service is entirely the responsibility of the subscriber.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CENTREX SERVICE (Continued)

3.02. Regulations (Continued)

3.02.08. Tie Lines

A. Circuits to Secondary Locations

1. The Telephone Company may elect to serve station lines at certain secondary locations by means of circuits directly from the primary location.
2. A secondary location served by switching equipment at the secondary location must be served from the exchange in which the primary location is situated.
3. When a secondary location has switching equipment and is outside the basic serving area, the established mileage charges for circuits apply to the tie lines required between the secondary location and the switching equipment of the primary location.

B. Circuits to Other Systems

1. The established mileage charges for circuits apply to all tie lines connecting a Centrex Service to another Centrex Service of a different subscriber or to a PBX system of the same or of a different subscriber.
2. Station lines of tie lines terminating in a Centrex Service are provided in the following arrangements:
 - a. Non-Restricted - provides (1) intercommunication with stations of the Centrex Service and (2) interconnection with all facilities terminating in the same system.
 - b. Restricted - provides connection with the Centrex Service for purposes of intercommunication with stations of the Centrex Service system and is restricted from direct outward dialing privileges.

3.02.09. Secondary Locations

A. Rate Treatment

Each secondary location shall be treated as a separate location with regard to the application of rates.

B. Secondary Locations with Switching Equipment

A secondary location equipped with switching equipment may be used as a switching center for station lines of other secondary locations at which switching equipment is not furnished. In such cases, the locations with switching equipment will be considered as a primary location with respect to the charges applicable for the circuits connecting the station lines of the locations without switching equipment to the equipment of the secondary location so equipped.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CENTREX SERVICE (Continued)

3.02. Regulations (Continued)

3.02.10. Off-Premises Extensions

- A. Centrex station lines and other station lines of a Centrex Service not situated on either the primary location or a secondary location of the same service are off-premises extensions. The established regulations and rates are as set forth in Section 17 of this Product Guide.

3.02.11. Other Equipment and Services

Other equipment and services requested by the subscriber, which are compatible with this service, will be furnished in accordance with regulations and at the rates specified in the applicable sections of this Product Guide and other tariffs of the Telephone Company.

3.02.12. Minimum Monthly Station Line Billing

In view of the sliding scale of Centrex station line rates, it will be necessary in some cases to multiply different portions of the station line quantities by different rates to determine the minimum monthly station line billing charge for each primary and secondary location.

A. Primary Locations

1. Initial Station Line Quantities

- a. Beginning on the date of initial installation and continuing thereafter, the minimum monthly station line billing charge for each Centrex service at the primary location shall be an amount equal to two hundred (200) station lines at the applicable Centrex station line rate or rates.
- b. Beginning on the date of initial installation and continuing thereafter, if the number of Centrex station lines initially in service exceeds two hundred (200), the minimum monthly station line billing charge for each Centrex service at the primary location shall be an amount equal to the multiple of 100 below the number of station lines in service at the applicable Centrex station rate or rates.

2. Additional Station Line Quantities

- a. Each time the number of Centrex station lines in service at a primary location reaches a figure which is more than 120 above that of the then current minimum monthly station line billing charge, then a new minimum monthly station line billing charge for that location is applicable.
- b. The new minimum monthly station line billing charge shall be an amount equal to the multiple of 100 below the number of station lines in service, at the applicable Centrex station line rates and shall be effective beginning on the date of occurrence and continue thereafter.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CENTREX SERVICE (Continued)

3.02. Regulations (Continued)

3.02.12. Minimum Monthly Station Line Billing (Continued)

B. At Secondary Locations

1. Initial Station Line Quantities

- a. Beginning on the date of initial installation and continuing thereafter, the minimum monthly station line billing charge for Centrex service at each secondary location shall be an amount equal to one hundred (100) station lines at the applicable Centrex station line rate or rates.
- b. Beginning on the date of initial installation and continuing thereafter, if the number of Centrex station lines initially in service at a secondary location exceeds one hundred (100), the minimum monthly billing charge for that location is an amount equal to the multiple of 100 below the number of station lines in service (if such is above 100 station lines) at the applicable Centrex station line rate or rates.

2. Additional Station Line Quantities

Each time the number of Centrex station lines in service at a secondary location reaches a figure which is more than 120 above that of the then current minimum monthly station line billing charge, then a new minimum monthly station line billing charge for that location is applicable. The new minimum monthly station line billing charge shall be determined in the same manner as that for the primary location and shall be effective beginning on the date of occurrence and continue thereafter.

3.02.13. Term Commitment Periods

Each term period of Centrex Service shall begin on the date the equipment and other facilities necessary to the service are in place and capable of providing the service as determined by the Telephone Company. This date is sometimes referred to as the "Date of Installation."

A. Station Lines

1. The term period for individual station lines of a Centrex Service, either Centrex station lines or extension station lines is one (1) month.
2. The term commitment periods for both initial station line quantities and additional station line quantities, as set forth in "Minimum Monthly Station Line Billing", is three (3) years at the same location.
3. When multiples of 100 station lines are added to a service as set forth in "Minimum Monthly Station Line Billing", a new term commitment period supersedes the previous period and includes both the station line quantities of the previous period and the multiples of 100 which have been added.

3.02.14. Termination Charges

- A. In the event that the Centrex Service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 1, General Regulations of this Product Guide.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CENTREX SERVICE (Continued)

3.03. Monthly Rates

The following monthly rates are in addition to those charges applicable to other services and equipment associated with this service.

A. Station Lines

The monthly rate for a Centrex station line is the total of the appropriate rates for exchange access and intercommunication.

1. Basic Serving Area Rates

- a. When the switching equipment is located on Telephone Company premises:

<u>Intercommunication</u>	<u>Monthly Rates</u>
200 Centrex station lines or less	\$995.00
201 to 600 Centrex station lines, each	4.30
601 to 1,000 Centrex station lines, each	3.30
Over 1,000 Centrex station lines, each	1.80

Exchange Access

200 Centrex station lines or less	655.00
201 to 600 Centrex station lines, each	2.95
601 to 1,000 Centrex station lines, each	2.45
Over 1,000 Centrex station lines, each	1.70

<u>Extension Station Lines, each</u>	1.25
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2. When the primary location is in the Basic Serving Area, the appropriate Basic Serving Area rates apply.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CENTREX SERVICE (Continued)

3.03. Monthly Rates (Continued)

A. Station Lines (Continued)

3. When the primary location is outside the Basic Serving Area and the switching equipment is located on the Telephone Company premises:

- In Exchange Areas having Zone Rate Areas - the Zone Rate differential is applicable to each Centrex station lines in addition to the appropriate Basic Serving Area Rate.

The Zone rate differential shall be the difference between the monthly rate for a flat rate business individual line in the Base Rate Area and a flat rate business individual line in the Zone Rate area in the exchange involved, as set forth in Section 4, Local Exchange Service of this Product Guide.

- In Exchange Areas not having Zone Rate Areas - the established mileage charges for exchange individual line circuits is applicable to each Centrex station line in addition to the appropriate Basic Serving Area Rate.

4. At Each Secondary Location In the Basic Serving Area

The appropriate Basic Serving Area Rates are applicable to station lines so situated.

5. At Each Secondary Location Outside the Basic Serving Area

- When the primary location switching equipment is located on Telephone Company premises:

Charges are the same as those set forth in the foregoing Part 3 as applicable to station lines at a primary location outside the Basic Serving Area with switching equipment located on Telephone Company premises.

3.04. Servicing Charges

A. Centrex Station Lines

B. Extension Station Lines

Servicing charges for Centrex Station Lines and Extension Station Lines are the same as those applicable to business extensions.

- C. All other servicing charges are the same as those applicable to extension station lines.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CENTREX SERVICE (Continued)

3.05. INSTITUTIONAL SERVICE ARRANGEMENT

The Telephone Company will provide a special Centrex Service arrangement for colleges and universities, hereinafter called Institutional Service, providing Centrex Service to those responsible for administering the institution's affairs and special dormitory service in student's on-campus living quarters.

3.05.01. Regulations

The regulations applicable to Centrex Service also apply to Institutional service in addition to, or unless specifically exempted by, those listed herein as applying to this service only.

A. Availability of the Service

1. Institutional Service, served by switching equipment located on Telephone Company premises, is offered only from central offices with facilities arranged for such service and is subject to the availability of facilities. The type of service furnished and the method of serving will be determined by the central office equipment, and the associated facility arrangements involved.

C. Dormitory Station Line Telephone Numbers

All dormitory station line telephone numbers are assigned to specific rooms or living quarters, and not to individuals.

D. Directory Listings

1. The regulations applicable to Centrex service and Centrex station lines listings are applicable also to institutional service and administrative station lines.
2. The subscriber may have dormitory station lines listed in the directory of the Telephone Company in accordance with the regulations and rates applicable to residence additional listings.

E. Dormitory Service Extensions are not permitted.

F. Minimum Monthly Station Line Billing

1. Administrative Station Lines

The minimum monthly station line billing regulations applicable to Centrex station lines is applicable also to administrative station lines.

NOTE: Institutional Service is a discounted offering.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CENTREX SERVICE (Continued)

3.05. INSTITUTIONAL SERVICE ARRANGEMENT (Continued)

3.05.01. Regulations (Continued)

F. Minimum Monthly Station Line Billing (Continued)

2. Dormitory Station Lines

- a. Following the date of installation of Institutional Service any subsequent reduction or increase in station lines to a higher or lower rate schedule at the time of preparation of monthly billing for the service will cause the higher or lower rate schedule to be applied in subsequent monthly billing.
- b. The Telephone Company is not obliged to inform the subscriber of a change in station line rates from one schedule to another. The subscriber will, in effect, be notified one month in advance of a change by the billing causing the change.
- c. Exceptions to the Rate Schedule Charges are:
 - those instances wherein station lines have been removed temporarily in connection with additions or change in the service for a period not to exceed two weeks.
 - dormitory station lines disconnected during the summer vacation period, said period not to exceed three months, and to which the service connection charge will apply to each station line upon reconnection.

NOTE: Institutional Service is a discounted offering.

Effective: July 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CENTREX SERVICE (Continued)

3.05. INSTITUTIONAL SERVICE ARRANGEMENT (Continued)

3.05.02. Monthly Station Line Rates

Basic serving area station line rates are applicable to the station lines at each primary location in the basic serving area.

A. Administrative Station Lines

Monthly Rates

(1) When the switching equipment is located on Telephone Company premises:

Centrex Station Lines	
200 station lines or less	\$1,895.00
201 to 600 station lines, each	7.25
601 to 1,000 station lines, each	5.75
Over 1,000 station lines, each	3.50

B. Dormitory Station Lines

(1) When the switching equipment is located on Telephone Company premises:

1,000 such station lines or less, each	7.00
Over 1,000 such station lines, each	6.00

3.05.03. Servicing Charges

B. Station Lines

Servicing charges for both Administrative and Dormitory station lines are the same as those previously established for Centrex station lines, except that the charge for the reconnection of station lines when the facilities are in place shall be \$7.50 per administrative station line and \$3.50 per dormitory station line.

NOTES: Institutional Service is a discontinued offering.

Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

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Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)

1.01. GENERAL

- A. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a central office based service arrangement that is an alternative for individual access services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800/888 Services, Wide Area Telecommunications Services, and local business trunks.
- B. ISDN-PRI Service is provisioned on a clear channel 1.544 megabit per second (Mbps) DS1 facility or on a 44.736 Mbps DS3 facility and uses the ISDN architecture of 23 "B" channels and one "D" channel or 24 "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport.
- C. ISDN-PRI Service provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 Kbps over any "B" channel. One "D" channel can control up to 20 PRI Accesses. In these cases, a single "D" channel in one ISDN-PRI trunk handles all signaling and control functions of the other trunks in the arrangement, which allows supplemental trunks to consist of 24 "B" channels.

1.02. REGULATIONS

- A. ISDN-PRI service is available from serving central offices equipped with the necessary "clear channel" facilities to provide ISDN-PRI service. Feature availability and service capabilities are dependent on the facilities and the digital technology providing the service.
- B. 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 individual case basis.
- C. The service is available from central offices that have the necessary facilities to provide ISDN-PRI service when the customers serving wire center is ISDN-PRI capable. In the event, the local serving office is not so equipped, Frontier will provide PRI service from an alternate (or foreign) serving central office (determined by Frontier), within the same calling scope.

Effective: June 30, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

1.02. REGULATIONS (Continued)

- D. When a customer's serving office is not suitably equipped or the customer chooses to subscribe to ISDN-PRI Service from another Telephone Company designated ISDN-PRI central office, the customer will utilize the dialing plan associated with the central office from which the ISDN-PRI Service is provided. ISDN-PRI access and facility charges will apply. Special transport charges will also apply except when the customer's serving office is part of a remote switching cluster as defined in Paragraph 1.03. following.

This Product Guide provides for PRI switching capabilities only and additional services must be subscribed to under separate sections of this Product Guide or other Company Tariffs. Each ISDN-PRI trunk group is provided with one telephone number per channel.

Additional numbers may be purchased at the rates specified in the DID service section of this Product Guide.

Rates and charges for the OutWATS/800 accessible service apply. The appropriate charges are the monthly WATS Access line and the usage charges.

- E. In the event that the ISDN-PRI Service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 1, General Regulations of this Product Guide. Termination liability does not apply to optional features. Termination liability charges 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.
- F. During the term commitment period, the customer may add ISDN-PRI services at the same monthly rate as specified in their initial term commitment period or on a different term commitment basis. The commitment period for these additional ISDN-PRI services will not end concurrently with the initial commitment period.
- G. Customers with existing PRI term commitments may convert to a new term commitment without incurring termination charges provided the value of the new term commitment is equal to or greater than the remaining value of the existing term commitment.
- H. An ISDN-PRI Access without DS1 Facility term commitment period is independent of any term commitment to which the customer may subscribe for alternate facilities from Frontier's intrastate or interstate tariffs or Product Guide.

Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

1.02. REGULATIONS (Continued)

- I. If a customer discontinues other Frontier services and establishes ISDN-PRI that utilizes the same facilities (i.e., Digital Channel Service) the nonrecurring charge associated with the ISDN-PRI facilities (DS1 or DS3 facilities) will be waived for the same quantity replaced by the ISDN-PRI facilities to which the customer currently subscribes. The nonrecurring charges associated with the ISDN-PRI access portion of the new service applies in all instances.
- J. The PRI Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks.
- K. When a customer requests the ISDN-PRI Facility portion of their ISDN-PRI Service to be provisioned on 44.736 Mbps (DS3) facilities, one DS3 to DS1 Multiplexing Arrangement must be subscribed to at the ISDN-PRI serving central office for each DS3 facility utilized in providing the ISDN-PRI services.
- L. Customers may utilize alternate high capacity digital facilities (i.e. DS3 or any other compatible high capacity digital facility that meets the specifications as determined by the Company) in lieu of the local PRI Facility specified herein. T

he applicable rules, regulations and rates from the appropriate Company Tariff (P.U.C.O. No. 2 when riding intrastate facilities and Frontier Telephone Companies Tariff FCC No. 5 when riding interstate facilities) will apply for the alternate high capacity digital facilities.

Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

1.03. DEFINITIONS

Primary Rate Interface (PRI) - 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.

ISDN-PRI Service - provides the communications 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.

ISDN-PRI Service Arrangement - denotes one or more PRI Facilities plus PRI Access(es) arranged together in the same central office or different central office to provide one single service for the same customer.

Intermediary Customer (IC) Services - "B" channels may be dedicated to interconnect with various compatible 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.

"B" Channel - The "B" channel carries digitized customer traffic (voice, data) at 64 Kbps.

"D" Channel - The "D" Channel is a signaling channel at 64 Kbps used to control and route "B" channel traffic.

Remote Switching Cluster - exists when the remote switch is dependent on the host switch for its software processing. A remote switch can process only intra-office calls with the host switch. Customers served from a Remote Switching Cluster may subscribe to ISDN-PRI from the host switch at no additional charge, provided the customer's local calling area and telephone numbers are those provided from the remote switch.

Tie Channel Service - provides intercom capability on "B" Channels of ISDN-PRI arrangements and other digital Internal Communications and Call Management Features 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 Internal Communications and Call Management features systems served from different central offices. Tie Channels on a single ISDN-PRI arrangement can be configured for intercom calling to a Internal Communications and Call Management Features system and local exchange access for CPE. Calls to telephone numbers outside of a Internal Communications and Call Management features intercom system will incur usage charges if outside the local flat rate calling area.

Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

1.04. PRI STANDARD FEATURES

The following B-channel features are offered to the customer, at no additional charge.

- A. Calling Number Identification is a standard feature of ISDN-PRI Service.
- B. "D" Channel Back-Up automatically takes over for a failed "D" channel in case of trouble. This may be subscribed to as part of a 23B+D Channel Back-Up arrangement.
- C. Call-by-Call Service Selection provides an option to the dedicated channel configuration by allowing channels to be configured to access multiple services on a per call basis. With this feature, separate facilities are not required for individual services, such as DID, DOD, WATS, 800/888 services, and local switched access lines.
- D. Clear Channel Capability allows the customer 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.
- E. Non-Facility Associated Signaling (NFAS) allows the D-channel signaling entity to assign calls to channels on more than one interface (including the one containing the D-channel). The collection of these B-channels and the controlling D-channel is called a PRI group. Up to 20 PRI Accesses can be assigned to a PRI group.

1.05. PRI OPTIONAL FEATURES

- A. Calling Line Identification with Name allows the customer to have access to the directory number and name of the calling party. Calling Line Identification with Name is available only where facilities and conditions permit. Compatible CPE is required.
- B. PRI Station Detail Billing provides individual station call details for all stations utilizing a customer's ISDN-PRI 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 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-PRI 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 Internal Communications and Call Management Features 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-PRI Service.

Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

1.06. UPGRADE OF EXISTING SERVICES

- A. A customer with existing local exchange service offerings may elect to upgrade to ISDN-PRI Service as set forth in Section 1, General Regulations, Termination Liability of this Product Guide.
- B. All applicable installation and service connection charges plus charges applicable to the establishment of ISDN-PRI Service will apply.
- C. A temporary interruption of service will occur.
- D. The discontinuance of existing service and establishment of new service may incur a change of service arrangement requiring a telephone number change.

1.07. ISDN-PRI TERM AND VOLUME PLANS

- A. ISDN-PRI Service is offered on an optional 1-, 2- or 3-year term and volume plan (TVP). The ISDN-PRI Access TVP includes the ISDN-PRI Access, Standard Features, and Channel Activations. Packages are available with or without the ISDN-PRI (DS1) Facility and are offered as flat rate voice (with measured data option) or as measured voice/data. Available PRI Access configurations are 23B, 23B+D Additional, or 24B. Tie Channel capability is in addition to the Term and Volume Plan.
- B. All of a customer's Company provided TVP ISDN-PRI within the state will count toward the volume commitment threshold. TVP customers may change the number of ISDN PRIs during the TVP period. In the event customers under a TVP plan make subsequent ISDN-PRI increases or decreases that cause the total number of ISDN-PRIs to fall within a different threshold level, all remaining ISDN-PRIs will be billed at the applicable level rate for the remainder of the TVP period.
- C. The customer must provide the account information of the ISDN-PRIs included in the TVP at the time of the initial installation of service and with each change to the service under the TVP on a Term and Volume Application of Service signed by both parties.
- D. Regulations set forth in Paragraph 1.02. preceding are applicable to ISDN-PRI on a TVP. Customer will be subject to termination liability charges as specified in Paragraph 1.02.

Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

1.08. RATE STRUCTURE

A. Each ISDN-PRI Service consists of the following basic elements:

- (1) PRI Access
- (2) PRI Facility
- (3) Voice or Voice/Data Channel Activation
- (4) Voice/Data Channel Usage
- (5) Subsequent Activity

B. 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) Central Office to Central Office - to be utilized for Internal Communications and Call Management Features to Internal Communications and Call Management Features or Internal Communications and Call Management Features to end-user or end-user to end-user configurations, within a single customer's ISDN-PRI Service Arrangement.
- (3) 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 tariff or Product Guide, to be connected in the applicable serving central office with PRI Access for a single customer's ISDN-PRI Service Arrangement.

C. PRI Access

The PRI Access provides the switch termination for a DS1 level circuit from a PRI Facility. A PRI Access is required to terminate each DS1 level circuit provided via 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.

Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

1.08. RATE STRUCTURE (Continued)

D. PRI Facility

The customer has a choice of call connection arrangements as described in 1.08.B. preceding. 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:

- (1) PRI Special Access Line and/or
- (2) PRI Transport and Transport Termination

- E. The PRI Facility utilizes DS1 (1.544 Mbps) or alternate high capacity digital facilities such as DS3 (44.736 Mbps) or EDSR for connection to the designated Telephone Company ISDN-PRI serving central office switch and for connection between ISDN-PRI central offices. The rates and charges for the PRI DS1 facility are as set forth in Paragraph 1.09.B. If the service is provided via an alternate high capacity digital facility, the rules, rates and charges from that tariff or Product Guide will apply.

Effective: January 15, 2024

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

1.09. RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
A. ISDN-PRI Access		
Month-to-Month	\$400.00	\$560.00 (I)
12-Month Term	400.00	395.00
36-Month Term ¹	400.00	380.00
60-Month Term	400.00	340.00
B. PRI Facility ²		
DS1 PRI Special Access Line	3	3
Month-to Month	450.00	150.00
12-Month Term	450.00	140.00
60-Month Term	450.00	120.00
DS1 PRI Transport Each Airline Mile or Fraction Thereof	-	10.00
DS1 PRI Transport Termination Per Termination	-	50.00

¹ Effective May 17, 2006, this service is limited to existing customers at existing locations for the duration of their term.

² Customers may utilize alternate high capacity digital facilities in lieu of the local ISDN-PRI Facility specified herein. The rules, regulations and rates from Tariff P.U.C.O. No. 2 are applicable when using intrastate facilities and Frontier Tariff FCC No. 5 will apply when using interstate facilities.

³ Effective May 17, 2006, the nonrecurring and monthly recurring charges for the 1.544 Mbps facility Special Access Line as specified in Section 5 of the Frontier Telephone Companies Tariff FCC No. 5 are limited to existing customers at existing locations for the duration of their term and new services will be provided at rates set forth in this Product Guide.

Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

1.09. RATES AND CHARGES (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
C. Channel Activations, Per Channel		
Voice Channel Activation (Flat Rate)	-	\$15.00
Voice/Data Channel Activation (Measured)	-	5.00
Tie Channel Service ¹	-	3.00
D. Channel Usage		
Voice/Data Channel Usage	-	2
E. IC Channel Service ¹ , Per PRI		100.00
F. Subsequent Activity Charge, Per Occurrence	\$200.00	-
G. Optional Features		
Calling Line Identification with Name, Per ISDN-PRI Service Arrangement		
Month to Month	-	85.00
1-Year Term Commitment	-	75.00
2- or 3-Year Term Commitment	-	70.00
5-Year Term Commitment	-	65.00
Term and Volume	-	40.00
PRI Station Detail Billing, Per Account	-	100.00

¹ ISDN-PRI Internal Communications and Call Management Features Access or ISDN-PRI Enhanced Internal Communications and Call Management Features Access Nonrecurring Charges as set forth elsewhere in this Section always apply. Tie Channels are in addition to the normal channel charges.

² The applicable rates and charges for Voice/Data Channel Usage are the local usage charges as specified in Section 4 of this Product Guide.

Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

1.09. RATES AND CHARGES (Continued)

	<u>2-Year Term Commitment</u> ¹	<u>3-Year Term Commitment</u> ¹
I. Term and Volume Plan (TVP)		
ISDN-PRI Access System - Flat Rate with DS1 Facility ² , per PRI		
Package 1 (1 to 10 PRIs)	\$750.00	\$720.00
Package 2 (11 to 20 PRIs)	700.00	685.00
Package 3 (21 to 29 PRIs)	675.00	650.00
Package 4 (30 + PRIs)	650.00	625.00
ISDN-PRI Access System - Flat Rate w/o DS1 Facility ² , per PRI		
Package 1 (1 to 10 PRIs)	615.00	585.00
Package 2 (11 to 20 PRIs)	590.00	570.00
Package 3 (21 to 29 PRIs)	570.00	540.00
Package 4 (30 + PRIs)	515.00	485.00
ISDN-PRI Access System - Measured Rate with DS-1 Facility ³ , per PRI		
Package 1 (1 to 10 PRIs)	505.0	450.00
Package 2 (11 to 20 PRIs)	470.00	425.00
Package 3 (21 to 29 PRIs)	435.00	405.00
Package 4 (30 + PRIs)	395.00	385.00
ISDN-PRI Access System - Measured Rate w/o DS1 Facility ³ , per PRI		
Package 1 (1 to 10 PRIs)	390.00	335.00
Package 2 (11 to 20 PRIs)	350.00	310.00
Package 3 (21 to 29 PRIs)	315.00	290.00
Package 4 (30 + PRIs)	250.00	240.00

¹ Nonrecurring Charges do not apply to the initial installation of a Term and Volume Plan.

² Channels activated for data will generate Usage Charges as set forth in 1.09.D. (Voice/Data Channel Usage) preceding.

³ Usage Charges are as set forth in 1.09.D. (Voice/Data Channel Usage) preceding.

Effective: January 15, 2024

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

1.09. RATES AND CHARGES (Continued)

	<u>1-Year Term Commitment</u> ¹
I. Term and Volume Plan (TVP) (Continued)	
ISDN-PRI Access System - Flat Rate with DS1 Facility ² , per PRI	
Package 1 (1 + PRIs)	\$1,162.00 (I)
ISDN-PRI Access System - Flat Rate w/o DS1 Facility ² , per PRI	
Package 1 (1 + PRIs)	952.00 (I)
ISDN-PRI Access System - Measured Rate with DS-1 Facility ³ , per PRI	
Package 1 (1 + PRIs)	840.00 (I)
ISDN-PRI Access System - Measured Rate w/o DS1 Facility ³ , per PRI	
Package 1 (1 + PRIs)	450.00

¹ Nonrecurring Charges do not apply to the initial installation of a Term and Volume Plan.

² Channels activated for data will generate Usage Charges as set forth in 1.09.D. (Voice/Data Channel Usage) preceding.

³ Usage Charges are as set forth in 1.09.D. (Voice/Data Channel Usage) preceding.

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (C)

2.01. GENERAL

1. Integrated Services Digital Network (ISDN) – Basic Rate Interface 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 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 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 5 of this Product Guide.
- D. ISDN – Basic Rate Interface Service may be comprised of the following elements:
 - Channel Configuration
 - Features
 - ISDN Access
 - Network Access
- E. ISDN – Basic Rate Interface features will be grouped as follows:
 - Internal Communications and Call Management Features Series 1000
 - Internal Communications and Call Management Features Series 2000
 - Internal Communications and Call Management Features Series 3000
 - Circuit Switched Data Features
 - Non- Internal Communications and Call Management Features ISDN Feature Packages
 - Optional Internal Communications and Call Management Features
 - Packet Switched Data Features¹

1 Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued)

(C)

2.02. REGULATIONS

- A. ISDN - Basic Rate Interface Services under this Product Guide are available to those subscribers requiring five-hundred (500) lines or less. The minimum allowed line size is three (3) lines. All subscribers over the five-hundred (500) line maximum will be handled as a Special Service Arrangement.
- B. ISDN - Basic Rate Interface Service is required to conform with the Technical Reference Specifications as used by the Company in the Technical Interface Reference Manual. Refer to Bellcore TR Nos. 393, 394, 397, 471, 793 and ANSI T1.601-620, T1.216-219. ISDN BRI will be provided where local loops do not exceed 14,000 kilo feet in length or a maximum 34 db loss as measured at the customer's premises.
- C. Should a change or substitution of Telephone Company operating facilities occur, the Telephone Company will work cooperatively with the customer relative to the implementation required by the change in operating characteristics.
- D. ISDN - Basic Rate Interface Features are listed in this Section. These features may require customer-provided compatible terminal equipment.
- E. Access to the exchange network for voice calls is provided via a Network Access as specified in Section 6, Paragraph 1.04.A.(6) of this Product Guide. Each business group will have, at minimum, one (1) Network Access.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 8, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued)

(C)

2.02. 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 system are limited by the number of Network Accesses subscribed to by the customer. Each Network Access 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 is installed. When a change in the type of network utilization is requested by the customer, the appropriate change charge as specified in Section 6, Paragraph 1.04.A. of this Product Guide applies per Network Access affected.
- G. Directory Listings will be furnished subject to the rates and regulations specified in Section 15 of this Product Guide.
- H. Service charges as specified in Section 2 of this Product Guide apply in addition to the charges provided in this Section.
- I. Regulations specified in Section 1 of this Product Guide are applicable to ISDN - Basic Rate Interface Service unless otherwise specified elsewhere in this Section.
- J. A single primary directory number (DN) is included with ISDN - Basic Rate Interface Service. Secondary directory numbers may be purchased as provided in Paragraph 2.06. of this Section. 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.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2020

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued)

(C)

2.03. ISDN - BASIC RATE INTERFACE FEATURES

- A. The Attendant Services Feature package requires a single "B" Voice channel configuration on the ISDN - Basic Rate Interface Line.
- B. All features may not be available on all types of central office switches.
- C. Basic Service Features: Automatic Identification of Outward Dial (AIOD), Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Distinctive Ringing, Station-to-Station Calling (Intercom), Touch Call, and Incoming Calling Number Identification (within the Business Group).
- D. Internal Communications and Call Management Features Package - Series 1000: Provided in Section 6 of this Product Guide.
- E. Internal Communications and Call Management Features Package - Series 2000: Provided in Section 6 of this Product Guide.
- F. Internal Communications and Call Management Features Package - Series 3000: Provided in Section 6 of this Product Guide.
- G. Internal Communications and Call Management Features Optional System Features: Provided in Section 6 of this Product Guide.
- H. 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.
- I. Data Optional Features: Data Closed User Group and Data Direct Connect.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued)

(C)

2.03. ISDN - BASIC RATE INTERFACE FEATURES (Continued)

- J. ISDN - Basic Rate Interface Attendant Service Features: Aggregate Work Time/Number of Calls Handled for ISDN Attendant, Attendant Busy Verification of Lines and Trunks, Attendant Call Hold, Attendant Call Splitting, Attendant Call-Through Tests, Attendant Camp On, Attendant Conference Calling, Attendant Console Terminal Management, Attendant Control of Voice Terminals, Attendant Direct Station Selection/Busy Lamp Field, Attendant Direct Trunk Group Selection, Attendant Emergency Override, Attendant Incoming Calling Identification (Customer Group), Attendant Night Service, Attendant Origination Permission Display (Class of Service), Attendant Position Busy, Attendant Power Failure Transfer, Attendant Selective Customer Control of Facilities, Attendant Through Dialing, Attendant Timed Reminder, Attendant Traffic, Attendant Trunk Group Indicators, Attendant Trunk Identification, Attendant Trunk Queuing, Auto Dropback to ISDN Attendant (Serial Calls), Dial and Emergency Access to ISDN Attendant, Even Call Distribution (Uniform Call Distribution), Flexible Night Service/Attendant Call Forwarding, Number of Calls on Queue - ISDN Attendant, Queuing for ISDN Attendants with Call Waiting Indication, and Total Number of Calls Handled Display Data for ISDN Attendants.
- K. ISDN - Basic Rate Interface Multibutton Key System Features (MBKS): Analog Shared Directory Number, Automatic Callback on Busy, Bridging, Call Forwarding, Call Pickup, Conference Calling, Drop, Feature Function Buttons, Feature Inspect, Hold, Intercom Function, Key System Coverage for Analog Lines, Manual Exclusion, Multiple Directory Number Buttons, Shared Call Appearances of Directory Numbers, Speed Calling, Terminal Management, Time and Date Display, Transfer, and Two-Digit Intercom Dialing.
- L. ISDN - Basic Rate Interface Multibutton Key System Deluxe Features: All of the ISDN MBKS Features plus the following: Delayed and Abbreviated Ringing, Display for Ringing Call Appearances Only, Initiated Priority Calling, Inspect for ISDN Terminals, Intercom Alerting, Originating Priority Calling, Outgoing Called Line Identification for ISDN Terminals, and Priority Calling Incoming Only.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.03. ISDN - BASIC RATE INTERFACE FEATURES (Continued)

M. Packet Switching Features¹:

- (1) ISDN X.25 Basic Feature Package¹ includes Flow Control Parameter Negotiation, Incoming Calls Barred, Outgoing Calls Barred, Throughput Class Negotiations, and Transmit Delay Selection and Indication.
- (2) ISDN X.25 Enhanced Feature Package¹ includes Closed User Group, Fast Select, Fast Select Acceptance, Hunt Groups, One-Way Outgoing Logical Channels, and Permanent Virtual Circuit.

2.04. DEFINITIONS

A. Standard definitions:

"B" Channel - A 64 Kbps channel primarily used for information transfer (voice/data) from user to user.

Business System - The combination of ISDN Access and Network Access Registers forming a complete communications system for a single business group within a single central office.

"D" Channel - A 16 kbps channel primarily used for signaling messages and/or packet-switched user data¹. The bit rate is fixed as a function of the interface used.

ISDN - Basic Rate Interface 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 Internal Communications and Call Management Features System in the same business group or between two or more ISDN Basic Rate Interface 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 line.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued)

(C)

2.04. DEFINITIONS (Continued)

B. Definition of Features:

(1) Definitions of the Internal Communications and Call Management Features Packages and Internal Communications and Call Management Features Optional System Features are provided in Section 6 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.

Data Multi-Line Hunt Group - 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.

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.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued)

(C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(2) Circuit Switched Data Features: (Continued)

(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.

(3) Data Optional Features

Data Closed User Group - This feature provides the partitioning of 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.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued)

(C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Attendant Service Features:

Aggregate Work Time/Number of Calls Handled for ISDN Attendant allows a supervisor, or attendant, to display data about an attendant position. The data includes:

- Aggregate time spent handling calls
- Length of time the console was active

- Number of calls handled

Attendant Busy Verification of Lines and Trunks allows an attendant to determine whether a line or trunk within the same customer group is busy or idle. If the line or trunk is busy, the attendant is bridged onto the connection to:

- Converse with the parties
- Determine if it is busy or if there is a problem
- Override (disconnect) the talking parties

Attendant Call Hold allows the attendant to hold a call in progress to originate another call, or pick up a call on hold. Timed reminder is activated when the call is placed on hold by the attendant.

Attendant Call Splitting allows the attendant to consult privately with the called party without the calling party hearing. The attendant can alternate conversation between the called and calling party before completing (or terminating) the call.

Attendant Call-Through Tests (Physical Trunks) allows the attendant to set up a test call over a selected physical trunk in a trunk group to determine if the trunk is working properly.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued)

(C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Attendant Camp-on allows calls that the attendant attempts to complete to a busy analog or ISDN station to be held waiting until the station becomes idle. The attendant can release from the connection. A call waiting indication is given to alert the busy party. When the busy station becomes idle, it is automatically alerted and connected to the calling party without attendant intervention. While waiting, the caller (and the attendant) can be connected to silence, tone, audible ringing, or announcement. The Timed Reminder feature can be initiated when camp-on is activated. Calls to the attendant from within the group and from outside the group can be camped-on to a busy station.

Attendant Conference Calling allows the attendant to set up conference calls with any combination of extensions or trunks on the internal conference bridge. The maximum number of parties on the conference call is limited to the capacity of the multipoint conference circuit.

Attendant Console Terminal Management provides management services for the attendant console but is not a feature that an attendant uses as part of his/her responsibilities. Rather, it is a feature provided by the switch to support the attendant console. The basic services provided are:

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued)

(C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Attendant Console Terminal Management (Continued)

Button Management: The switch maintains information about the button configuration of the console. For example, a console could have ten buttons. For one console, the switch could configure these ten buttons to be six call appearance and four feature buttons. For another console, these ten buttons could be eight call appearances and two feature buttons.

Call Appearance Selection: The switch selects a call appearance on the console for incoming calls and for certain attendant-originated calls (e.g., originations via Direct Trunk Group Selection, Direct Station Selection, etc.).

Directory Number Management: A maximum of eight listed directory numbers (DNs) can be assigned to an attendant group. The switch does not support shared call appearances for attendant positions. Each attendant is capable of having a unique DN, other than the listed directory number (LDN), for purposes of attendant-to-attendant calls.

Display Management: Many of the attendant features use a console display.

Lamp Management: Lamp management is responsible for controlling console lamps associated with features.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued)

(C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Attendant Console Terminal Management (Continued)

Tones Management: The switch informs the console to alert the attendant to one of four specific events. The console is responsible for generating corresponding tones. Note that these are not in-band call processing tones generated by the switch. The four alerting tones, arranged in priority of importance are:

- Emergency informs the attendant that an emergency call is waiting (highest priority).
- Timed Reminder informs the attendant that a timed reminder for a held call or an unanswered transferred call has expired.
- Call Waiting informs the attendant that calls are in queue waiting to be answered.
- Alerting informs the attendant that a call is alerting the console.

Attendant Control of Voice Terminals feature routes calls destined for a line or group of lines to the attendant for handling. It is activated by the attendant or automatically by the switch.

Attendant Direct Station Selection/Busy Lamp Field feature allows the attendant to display the status of up to 10,000 directory numbers (DNs) in 100 groups of 100 contiguous DN's starting at 00. Within a group of 100, the attendant can select a station via a single keystroke. Two selection options are available: one for monitoring up to 800 DN's and the other for monitoring up to 10,000 DN's.

Attendant Direct Trunk Group Selection allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Attendant Emergency Override allows the attendant to complete incoming calls to stations:

- That are busy from setting the make busy key;
- That have a series completion or multiline hunt arrangement;
- With Call Forwarding activated; or
- With terminating restrictions.

Attendant Incoming Calling Identification Customer Group allows an attendant to identify the type of facility over which an incoming call to the attendant was routed.

Attendant Night Service routes calls directed to the ISDN Attendant to a different station. This feature is activated and deactivated from a designated ISDN Attendant console. The user can select one of the following options for Night Service routing:

Fixed Routing: Calls are routed from the major listed directory number to a preselected night station. Routing is controlled by the operating company and can be changed by a service order.

Flexible Routing: The ISDN Attendant user Call Forwarding to arrange routing.

Trunk Answer From Any Station: Calls activate a night ring or other indicator at all stations in the group. Calls can be answered at any station by dialing an access code for the call pickup feature.

When Night Service is activated, trunk queuing and automatic callback are automatically cancelled, and the attendant can originate calls.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Attendant Originated Permission Display (Class of Service Display) identifies the originating permissions of lines that have been routed to the attendant.

Attendant Position Busy allows the position to be made busy by the attendant. When the position is made busy in a single position arrangement, new calls to the position receive busy treatment. In a multiple position arrangement, new calls are directed to a different console position. When a position is in a position-busy state, the attendant can serve calls on hold, calls alerting the console, and calls on a timed reminder and can also originate calls. The attendant can remove the position busy condition at any time.

Attendant Power Failure Transfer (ISDN Communication Failure) routes calls destined for the attendant to a preassigned directory number (DN) during a commercial power failure at the customer premises.

Attendant Selective Customer Control of Facilities allows an attendant to deny access to a trunk or simulated facility group. All calls, including attendant-originated calls, are denied access to the facility when this feature is activated. Calls to restricted facilities are routed as specified by the customer.

Attendant Through Dialing allows an attendant to access an outgoing facility for a calling party within the group who has restrictions or difficulty in placing an outgoing call.

Attendant Timed Reminder provides a timer that is started when a call is camped-on, when the called party has not answered after a transfer, or when a call is on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party. The length of the timer is specified by the customer.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Attendant Traffic provides the following counts for each attendant console position. These counts are available only to a designated attendant (master position) for display at the console and via traffic data to customer reporting mechanisms.

- Aggregate work time for the position
- Minutes the position has been active
- Number of calls handled by the position

Customer traffic reports these counts periodically (every 30 minutes). The master position can obtain this information for each attendant position in the attendant group. The master position must make repeated requests for this data to sequence through all the data for attendants in the attendant group.

These counts are zeroed by the switch when an attendant activates a position. The counts apply only to calls offered to the position, not including time waiting in a central office queue or calls abandoned before connection to an attendant call appearance. These counts are not part of the standard traffic reporting mechanism of the switch (e.g., hourly reports).

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Attendant Trunk Group Indicators allow an attendant to monitor the level of traffic on customer selected trunk groups. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored. Each attendant position is capable of monitoring a different set of trunk groups. Two trunk indicators, busy and warning, are provided per trunk group. These indicators are based on traffic thresholds. The attendant is notified if the thresholds are exceeded or if the traffic levels recede below the thresholds.

Attendant Trunk Identification provides a display of the trunk group and member number of the incoming or outgoing trunk in use at the request of the attendant.

Attendant Trunk Queuing allows an attendant position to invoke this feature when all trunks in a trunk group are busy and provides call-back when a trunk is available.

Automatic Dropback to ISDN Attendant (Serial Calls) lets an attendant complete a call from an incoming trunk to two or more stations in succession, without requiring the calling party to redial the attendant. When the called party disconnects, the attendant is recalled and the calling party can give further instructions for the next call. This feature provides time and cost savings for a long-distance caller because the largest cost per time-segment occurs at the beginning of a call. Serial calling can also be used by callers within a group to place a series of calls over an outgoing trunk.

Dial Access to ISDN Attendant provides dial access from stations within the customer group.

Even Call Distribution (Uniform Call Distribution) uniformly distributes calls to multiple attendant positions.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Flexible Night Service/Attendant Call Forwarding

Night Service routes calls normally directed to the attendant group to a different location (night location, also known as a night directory number). Routing may be provided in one of the following ways:

- Fixed - All calls to all listed Directory Numbers (LDNs) served by Multiple Position Hunt (MUPH) or ISDN Attendant (ISAT) groups are routed to a preselected (at subscription time) night directory number and the activation/deactivation of it is done from a designated console only.
- Trunk Answer from any Station: All calls to all LDNs served by MUPH or ISAT groups activate a night bell or other indicator so that calls may be answered at any station by dialing an answer access code for the call pickup feature.
- Flexible: The Attendant call forwarding feature is used to selectively route all calls to an LDN served by a MUPH or ISAT group to a different customer changeable night directory number and the activation/ deactivation of it can be done from any console in the MUPH or ISAT group.

Flexible and fixed night service can be assigned concurrently to the same MUPH or ISAT group and both features can be used by attendants. The flexible night service feature, when activated, will take precedence over the fixed night service activation.

Attendant Call Forwarding allows attendant to activate/deactivate call forwarding for any LDN within the MUPH or ISAT group (i.e., Flexible night service) and for any extension or station with call forwarding variable assigned can be controlled from the attendant console.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Number of Calls on Queue-ISDN Attendant can be displayed for each ISDN call identification (ICI) type. By repeating the request, the attendant can display all ICI queues.

Queuing of ISDN Attendant with Call Waiting Indication (Lamps) provides queuing of calls designated for attendants who are to receive a particular call type, as determined by the Incoming Call Identification feature. Queues are served on a "first come, first serve" basis. An indicator is lighted to alert the attendant that a call is waiting.

Total Number of Calls Handled Display Data for ISDN Attendants provides supervisors with traffic data information about each attendant in the ISDN attendant group. This information includes:

- Average time for calls on queue abandoned before being served
- Average time on queue for served calls
- Longest time for a call on queue
- Total number of calls on queue abandoned before being served
- Total number of served calls

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Basic Rate Interface Multibutton Key System (MBKS) Features:

Analog Shared Directory Number on all SM Configurations allows analog lines that share directory numbers with ISDN multibutton keysets to be assigned to switching modules that do not contain ISDN software.

Automatic Callback on Busy 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 MBKS set user. When the set user goes off-hook, the call is placed.

Bridging allows the MBKS set user to bridge onto a currently active call by pressing the active call appearance button on the MBKS 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 MBKS 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 Forwarding allows the MBKS set user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward All Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

Call Pickup allows the MBKS set user to pick up a call directed to another station in the customer group.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Basic Rate Interface Multibutton Key System (MBKS) Features: (Continued)

Conference Calling allows the MBKS 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.

Drop feature allows the MBKS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the MBKS set from the call.

Feature Function Buttons on the MBKS 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 MBKS set design. Some of the features that can be assigned to feature function buttons are:

Automatic Callback on Busy 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 MBKS set user. When the set user goes off-hook, the call is placed.

Call Forwarding allows the MBKS set user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward All Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

Call Pickup allows the MBKS set user to pick up a call directed to another station in the customer group.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Basic Rate Interface Multibutton Key System (MBKS) Features: (Continued)

Feature Function Buttons (Continued)

Conference Calling allows the MBKS 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.

Drop feature allows the MBKS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the MBKS set from the call.

Hold allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Manual Exclusion allows an MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons provide access to more than one directory number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

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 Forwarding features.

Transfer allows the MBKS 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.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Basic Rate Interface Multibutton Key System (MBKS) Features: (Continued)

Feature Inspect - This provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on the terminal. This is different from inspect for ISDN terminal feature.

Hold allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS 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 active or incoming calls.

Key System Coverage for Analog Lines allows an analog station set to share calls with the ISDN station set.

Manual Exclusion allows an MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons provide access to more than one directory number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

Shared Call Appearances of a Directory Number (DN) allows several MBKS station sets to share one or more DNs. Originating and terminating events on one station set affect all stations sharing that DN. The shared DNs can have multiple call appearances, multiple calls can exist on one DN, and more than one station sharing the DN can have a call active on that shared DN.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Basic Rate Interface Multibutton Key System (MBKS) Features: (Continued)

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 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 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 Forwarding features.

Terminal Management provides a management function for the MBKS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

Adjunct Control automatically turns on the speaker phone at the station set, if appropriate for the particular feature.

Automatic Hold/Drop Preference automatically determines how to handle a call active on one call appearance when the user shifts to another appearance. Two types of treatment are provided: auto-drop and auto-hold.

Button Management provides generic buttons that can be used for features or call appearances.

Call Appearance Selection for Implicit Conference and Transfer automatically selects an idle appearance for the Implicit Conference and Transfer features.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Basic Rate Interface Multibutton Key System (MBKS) Features: (Continued)

Terminal Management (Continued)

Display for Ringing Call Appearances Only will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared backup coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Feature Button Inspection provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

Idle Call Appearance Preference automatically selects an idle call appearance, if available, when an MBKS set with multiple call appearances goes off-hook. This selection occurs even if other call appearances are alerting the station set.

Inspect for ISDN Terminals retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

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(N)
(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Basic Rate Interface Multibutton Key System (MBKS) Features: (Continued)

Terminal Management (Continued)

Ringling Call Appearance Preference automatically selects the call appearance that has been alerting the longest when the user goes off-hook at an MBKS station set with multiple call appearances being alerted.

Time and Date Display is a subscription feature for ISDN attendants and ISDN station set users.

Transfer allows the MBKS 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.

Two-Digit Intercom Dialing - This feature allows a user to have a shortened dialing sequence (two digits) to reach a group of destination numbers in the business group. The maximum size that can reside in that intercom group cannot exceed 100 members.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(6) ISDN - Basic Rate Interface Multibutton Key System (MBKS) Deluxe Features:

The features below are in addition to the ISDN - Basic Rate Interface Multibutton (BMKS) Features described preceding.

Delayed and Abbreviated Ringing alerts an MBKS set for a predetermined interval before ringing another designated MBKS set.

Display for Ringing Call Appearances Only will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Initiated Priority Calling provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

Inspect for ISDN Terminals retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Intercom Alerting provides a distinctive ring and/or visual indicator to alert the MBKS set user of an intercom call.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(6) ISDN - Basic Rate Interface Multibutton Key System (MBKS) Deluxe Features: (Continued)

Originating Priority Calling provides an ISDN equivalent to Call Waiting Originating. When assigned to a particular station set, all calls originated from it are priority calls.

Outgoing Called Line Identification (OCLID) for ISDN Terminals provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- ISDN Call Identification (ICI)

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Priority Calling Incoming Only provides an ISDN equivalent of Call Waiting-Incoming Only. With this feature, calls outside the business group can terminate to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(7) Package Switching Features¹

(a) ISDN X.25 Basic Feature Package¹:

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. This feature is activated by a service order.

X.25 Outgoing Calls Barred feature prohibits a data terminal from originating outgoing virtual calls. This feature is activated by service order.

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. This feature is activated by service order.

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 Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (Continued) (C)

2.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(7) Package Switching Features¹ (Continued)

(b) ISDN X.25 Enhanced Feature Package¹:

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. The closed user groups are established by a service order. 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. A Hunt Group is established by service order. 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 logical channels to be used only for calls that they originate. This feature is activated by service order.

X.25 Permanent Virtual Circuit feature allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing. The permanent virtual circuit is established by a service order.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.05. CONVERSION

- A. A customer with existing Internal Communications and Call Management Features or other local exchange service offering may select to convert to ISDN - Basic Rate Interface Service. When an existing internal Communications and Call Management Features customer orders services in combination, both Basic Rate Interface Service and Internal Communications and Call Management Features may be grouped together if the facilities provided for all the connections terminate in the same facilities terminal 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 Service will apply.
- C. For the purpose of administering termination liability provision applicable to converting Internal Communications and Call Management Features each Basic Rate Interface Service line will be counted as a Internal Communications and Call Management Features 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 Internal Communications and Call Management Features 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.

2.06. ADDITIONAL DIRECTORY NUMBERS

- A. One "primary" directory number (DN) is provided for the use of an ISDN-Basic Rate Interface Line.
- B. With ISDN Access, a single terminal may choose to order multiple Secondary directory numbers for the ISDN - Basic Rate Interface Line.
- C. A maximum of eight (8) terminals belonging to the same customer are permitted per ISDN-Basic Rate Interface Line. At a minimum, one secondary directory number is required for each additional terminal.
- D. Secondary directory numbers are available as specified in Paragraph 2.10. of this Section.

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Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.07. PAYMENT SCHEDULE

- A. ISDN - Basic Rate Interface Service is offered as a month-to-month payment plan.
- B. ISDN - Basic Rate Interface Service is subject to a one (1) month minimum service period.

2.08. ISDN MULTIPOINT ACCESS

- A. ISDN Multipoint Access provides support for connecting a maximum of eight (8) terminals, belonging to the same customer, to a single ISDN - Basic Rate Interface Line (2B+D).
- B. A maximum of two (2) terminals will be allowed access to the "B" channels, the remaining terminals on the same ISDN - Basic Rate Interface Line will have access to the "D" channel only.
- C. All eight terminals can share the same "D" channel simultaneously in a "D" channel packet switching ¹ arrangement.
- D. ISDN Multipoint Access includes a "primary" directory number. Secondary directory numbers to be used by the multiple users on the same ISDN - Basic Rate Interface Line must be ordered by the customer as specified in Paragraph 2.06. of this Section.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.09. Rate Structure

A. ISDN - Basic Rate Interface Service consists of six (6) basic elements:

- "B" Circuit Switched Data Channel (B-CSD)
- "B" Packet Switched Data Channel¹
- "B" Voice Channel
- "B" Voice/CSD Channel
- "D" Packet Switched Data Channel¹
- ISDN Access

B. Each ISDN - Basic Rate Interface Service is comprised of an 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 capacity.

C. Each ISDN BRI line is allowed only one voice, one data and one packet¹ feature package regardless of the number or mix of desired channels.

D. Each ISDN - Basic Rate Interface Line within a business group can be individually suited by feature package and channel arrangement.

E. The rates and charges for ISDN Access specified in this Section provide for the access to the basic exchange network and the line termination.

F. 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.

G. The rates and charges for Network Access as specified in Section 6, Paragraph 1.04.A.(6) of this Product Guide are required for exchange and toll network usage.

H. The "B" Voice Channel element assigns voice traffic to one of two available "B" channels on the ISDN - Basic Rate Interface Line.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.09. RATE STRUCTURE (Continued)

- I. 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 Line. 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 within a business group and outside of the business group. Usage charges as shown in Section 5 of this Product Guide will apply for CSD calls to points outside the business group. If the customer desires that both available "B" channels be dedicated to CSD, then two (2) "B"-CSD Channel elements would be required.
- J. The "B" Packet Switched Data Channel¹ dedicates a "B" channel to packet switched data¹. This channel is available for business group calling only. 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.
- K. The "D" Packet Switched Data Channel¹ allows the customer to utilize the "D" channel for packet switched data¹. This channel is available for business group calling only. A single "D" Packet Switched Data Channel is available independent of the "B" channel configuration.
- L. End User charges as specified in the End User Common Access Service Section of Frontier Tariff FCC No. 5 apply as appropriate.
- M. Presubscription of a Carrier of Preference is specified in Section 6 of the Frontier FCC No. 5 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 10XXX access code. Each Basic Rate Interface Line may have one Carrier of Preference for switched voice and one Carrier of Preference for switched data.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.10. RATES AND CHARGES

A. Nonrecurring Charges

- (1) The following nonrecurring charge is in addition to any applicable service charges as described in Section 2 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, Per Hour or Fraction Thereof	\$50.00
Add Customized Dialing Plan Add Customer Requested Data Base Profile	
(b) Routine Software Change, Per Hour or Fraction Thereof	50.00
Change Trunk Group Change Non-Data-Link Attendant Change Custom Recording Change ARS Translations 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.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (Continued) (C)

2.10. RATES AND CHARGES (Continued)

A. Nonrecurring Charges

(2) Data Base Changes* (Continued)

Nonrecurring

	<u>Charge</u>
(c) Minor Software Change	\$50.00
Change Subgroup	
Hunt Groups	
ACD Hunt Group (1)	
Simulated Facility Group	
Queuing Groups (2)	
Night Answer (UNA/PNA) (3)	
Paging/Public Address/Code Calling (4)	
Conference Calling - 8, 16, 24 Ports	
Remote Access Directory Number (5)	
Authorization Code Validation (6)	
Music On Hold Access	
Dictation Link Access	
Standard Recording	
Extended Pick Up Code	
Executive Busy Override	
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.

* 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.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.10. RATES AND CHARGES (Continued)

A. Nonrecurring Charges (Continued)

Nonrecurring

	<u>Charge</u>
(3) Software Reconfiguration Charge	\$50.00

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

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 tariffs and Product Guide

	<u>ISDN Access Monthly Rate</u>	<u>ISDN Multi- point Access Monthly Rate</u>
(a) Per Access Line*		
3 - 25 Lines	\$21.50	\$23.50
26 - 50 Lines	21.00	23.00
51 - 100 Lines	20.50	22.50
101 - 500 Lines	20.00	22.00

* May be used for Voice or Data or a combination of Data and Voice on a single or multipoint service.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.10. RATES AND CHARGES (Continued)

B. Recurring Charges (Continued)

(1) (Continued)

	<u>Monthly Rate</u>
(b) For an ISDN - Basic Rate Interface Line Capacity (2B+D), the following channel elements apply per each channel so arranged.	
B-Voice/CSD Channel ¹ , each	\$9.00
B-CSD Channel ¹ , each	8.00
B-Voice Only Channel, each	2.00
B-Packet Switched Data Channel ² , each	120.00
D-Packet Switched Data Channel ² , each	5.00
(c) The following Feature Series rates apply per Basic Rate Interface Line.	
Feature Series 1000, per line	3
Feature Series 2000, per line	3
Feature Series 3000, per line	3
Optional System Features	3

¹ Usage charges shown in this section for Circuit Switched Data will apply.

² Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

³ Apply appropriate rates and charges as specified in Section 3 of this Product Guide for Internal Communications and Call Management Features Series.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.10. RATES AND CHARGES (Continued)

B. Recurring Charges (Continued)

(1) (Continued)

(c) (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
MBKS Features, per line	\$ 25.00	\$ 6.00
MBKS Deluxe Features, per line	25.00	8.00
Attendant Services ¹ , per line	100.00	25.00
X.25 Enhanced Features ² , per line	15.00	5.00
Data 1000, per line	15.00	3.00
Data 2000, per line	15.00	5.00
(4) Optional Data Features		
Data Direct Connect, per line	-	1.00
Data Closed User Group, per line	-	1.00
(5) Secondary Directory Number, per line	-	0.40
(6) ISDN Individual Line Loop Extension, per line	50.00	28.50

¹ Available in specific central offices.

² Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE* (Continued) (C)

2.11. INDIVIDUAL LINE LOOP EXTENSION

- A. ISDN Individual Line Loop Extension provides a physical extension of the BRI loop from approximately 18,000 feet to approximately 36,000 feet when provided from an ISDN capable central office. This physical extension is accomplished by means of a central office installed power module and an outside plant installed regenerator or U-repeater.
- B. ISDN Individual Line Loop Extension Service is deployed based upon dB loss and not on specific cable footage. The equipment specifications state that a loss of up to 34dB at 40kHz in either direction from the field repeater is acceptable. The Frontier engineering practice maximum loss for an ISDN BRI loop is 38dB at 40kHz. When the customer's distance exceeds this standard, the U-repeater will be mounted within the stated range of 34dB and the customer's distance is extended another 34dB from the U-repeater installation point. Only one power module and U-repeater can be installed per BRI line.
- C. The power module is designed for use only with the U-repeater and the repeater can only be used with the power module.
- D. The customer will not incur a charge for the ISDN BRI Loop Extension unless the equipment is actually used.

* Integrated Services Digital Network (ISDN) - Basic Rate Interface Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (C)

3.01. GENERAL

- A. Integrated Services Digital Network (ISDN) - 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 - 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 - 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 elsewhere in Company Tariffs.
- D. ISDN - Single Line Service may be comprised of the following elements:
 - Business One-Party access line
 - Single line access
 - Line/Configuration:
 - B-Voice/Circuit Switched Data (CSD), per line
 - B-Packet¹, per channel (optional)
 - D-Packet¹, per channel (optional)
 - Usage Options - must choose one:
 - Business
 - Measured
 - 400 hour block of time

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.02. REGULATIONS

- A. ISDN - Single Line Services under this Product Guide are available to those subscribers requiring one or two lines.
- B. ISDN - Single Line Service is required to conform with the Technical Reference Specifications as used by the Company in the Technical Interface Reference Manual. Refer to Bellcore TR Nos. 393, 394, 397, 471, 793 and ANSI T1.601-620, T1.216-219. ISDN Single Line will be provided where local loops do not exceed 14,000 kilofeet in length or a maximum 34db loss as measured at the customer's premises.
- C. Should a change or substitution of Telephone Company operating facilities occur, the Telephone Company will work cooperatively with the customer relative to the implementation required by the change in operating characteristics.
- D. ISDN - Single Line Features are listed in this Section. These features may require customer-provided compatible terminal equipment.
- E. Access to the exchange network is provided a business one-party line.
- F. Directory Listings will be furnished subject to the rates and regulations specified in Section 4 of this Tariff.
- G. Regulations specified in Section 1 are applicable to ISDN - Single Line Service unless otherwise specified elsewhere in this Section.
- H. A single primary directory number (DN) is included with ISDN - Single Line Service. Secondary directory numbers may be purchased as provided in Paragraph 3.06. of this Section. 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.

3.02 Regulations (Continued)

I. Termination Charges

In the event that the ISDN-Single Line Service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 1, General Regulations of this Product Guide.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.03. ISDN - SINGLE LINE FEATURES

- A. The Attendant Services Feature package requires a single "B" Voice channel configuration on the ISDN - Single Line.
- B. All features may not be available on all types of central offices switches.
- C. Basic Service Features: Automatic Identification of Outward Dial (AIOD), Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Distinctive Ringing, Station-to-Station Calling (Intercom), Touch Call, and Incoming Calling Number Identification (within the Business Group).

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued)

(C)

3.03. ISDN - SINGLE LINE FEATURES (Continued)

D. 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.

E. Data Optional Features: Data Closed User Group and Data Direct Connect.

F. ISDN - Single Line Attendant Service Features: Aggregate Work Time/Number of Calls Handled for ISDN Attendant, Attendant Busy Verification of Lines and Trunks, Attendant Call Hold, Attendant Call Splitting, Attendant Call-Through Tests, Attendant Camp On, Attendant Conference Calling, Attendant Console Terminal Management, Attendant Control of Voice Terminals, Attendant Direct Station Selection/Busy Lamp Field, Attendant Direct Trunk Group Selection, Attendant Emergency Override, Attendant Incoming Calling Identification (Customer Group), Attendant Night Service, Attendant Origination Permission Display (Class of Service), Attendant Position Busy, Attendant Power Failure Transfer, Attendant Selective Customer Control of Facilities, Attendant Through Dialing, Attendant Timed Reminder, Attendant Traffic, Attendant Trunk Group Indicators, Attendant Trunk Identification, Attendant Trunk Queuing, Auto Dropback to ISDN Attendant (Serial Calls), Dial and Emergency Access to ISDN Attendant, Even Call Distribution (Uniform Call Distribution), Flexible Night Service/Attendant Call Forwarding, Number of Calls on Queue - ISDN Attendant, Queuing for ISDN Attendants with Call Waiting Indication, and Total Number of Calls Handled Display Data for ISDN Attendants.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.03. ISDN - SINGLE LINE FEATURES (Continued)

- G. ISDN - Single Line Multibutton Key System Features (MBKS): Analog Shared Directory Number on all SM Configurations, Automatic Callback on Busy, Bridging, Call Forwarding, Call Pickup, Conference Calling, DROP, Feature Function Buttons, Feature Inspect, Hold, Intercom Function, Key System Coverage for Analog Lines, Manual Exclusion, Multiple Directory Number Buttons, Shared Call Appearances of Directory Numbers, Speed Calling, Terminal Management, Time and Date Display, Transfer, and Two-Digit Intercom Dialing.
- H. ISDN - Single Line Multibutton Key System Deluxe Features: All of the ISDN MBKS Features plus the following: Delayed and Abbreviated Ringing, Display for Ringing Call Appearances Only, Initiated Priority Calling, Inspect for ISDN Terminals, Intercom Alerting, Originating Priority Calling, Outgoing Called Line Identification for ISDN Terminals, and Priority Calling Incoming Only.
- I. Packet Switching Features¹:
 - (1) ISDN X.25 Basic Feature Package ¹ includes Flow Control Parameter Negotiation, Incoming Calls Barred, Outgoing Calls Barred, Throughput Class Negotiations, and Transmit Delay Selection and Indication.
 - (2) ISDN X.25 Enhanced Feature Package ¹ includes Closed User Group, Fast Select, Fast Select Acceptance, Hunt Groups, One-Way Outgoing Logical Channels, and Permanent Virtual Circuit.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS

A. Standard definitions:

"B" Channel - A 64 Kbps channel primarily used for information transfer (voice/data) from user to user.

Business System - The combination of Single Line Plus ISDN Access forming a complete communications system for a single business group within a single central office.

"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 - 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 Internal Communications and Call Management features System in the same business group or between two or more ISDN Single Lines in the same business group.

Primary Directory Number (DN) - The single telephone number provided with each Single Line.

Secondary DN - A telephone number purchased by the customer which is in addition to the primary DN for an ISDN Single Line.

Terminal - A CPE device connected to an ISDN - Single Line.

B. Definition of Features:

- (1) Definitions of the Internal Communications and Call Management Features Packages and Internal Communications and Call Management Features Optional System Features are provided in 6 of this Product Guide.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(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.

Data Multi-Line Hunt Group - 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.

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.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(2) Circuit Switched Data Features: (Continued)

(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.

(3) Data Optional Features

Data Closed User Group - This feature provides the partitioning of 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.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: July 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Single Line Attendant Service Features:

Aggregate Work Time/Number of Calls Handled for ISDN Attendant - allows a supervisor, or attendant, to display data about an attendant position. The data includes:

- Aggregate time spent handling calls
- Length of time the console was active
- Number of calls handled

Attendant Busy Verification of Lines and Trunks - allows an attendant to determine whether a line or trunk within the same customer group is busy or idle. If the line or trunk is busy, the attendant is bridged onto the connection to:

- Converse with the parties
- Determine if it is busy or if there is a problem
- Override (disconnect) the talking parties

Attendant Call Hold - allows the attendant to hold a call in progress to originate another call, or pick up a call on hold. Timed reminder is activated when the call is placed on hold by the attendant.

Attendant Call Splitting - allows the attendant to consult privately with the called party without the calling party hearing. The attendant can alternate conversation between the called and calling party before completing (or terminating) the call.

Attendant Call-Through Tests (Physical Trunks) - allows the attendant to set up a test call over a selected physical trunk in a trunk group to determine if the trunk is working properly.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Single Line Attendant Service Features: (Continued)

Attendant Camp-On - allows calls that the attendant attempts to complete to a busy analog or ISDN station to be held waiting until the station becomes idle. The attendant can release from the connection. A call waiting indication is given to alert the busy party. When the busy station becomes idle, it is automatically alerted and connected to the calling party without attendant intervention. While waiting, the caller (and the attendant) can be connected to silence, tone, audible ringing, or announcement. The Timed Reminder feature can be initiated when camp-on is activated. Calls to the attendant from within the group and from outside the group can be camped-on to a busy station.

Attendant Conference Calling - allows the attendant to set up conference calls with any combination of extensions or trunks on the internal conference bridge. The maximum number of parties on the conference call is limited to the capacity of the multipoint conference circuit.

Attendant Console Terminal Management - provides management services for the attendant console but is not a feature that an attendant uses as part of his/her responsibilities. Rather, it is a feature provided by the switch to support the attendant console. The basic services provided are:

Button Management: The switch maintains information about the button configuration of the console. For example, a console could have ten buttons. For one console, the switch could configure these ten buttons to be six call appearance and four feature buttons. For another console, these ten buttons could be eight call appearances and two feature buttons.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Single Line Attendant Service Features: (Continued)

Attendant Console Terminal Management (Continued)

Call Appearance Selection: The switch selects a call appearance on the console for incoming calls and for certain attendant-originated calls (e.g., originations via Direct Trunk Group Selection, Direct Station Selection, etc.).

Directory Number Management: A maximum of eight listed directory numbers (DNs) can be assigned to an attendant group. The switch does not support shared call appearances for attendant positions. Each attendant is capable of having a unique DN, other than the listed directory number (LDN), for purposes of attendant-to- attendant calls.

Display Management: Many of the attendant features use a console display.

Lamp Management: Lamp Management is responsible for controlling console lamps associated with features.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Single Line Attendant Service Features:(Continued)

Attendant Console Terminal Management (Continued)

Tones Management: The switch informs the console to alert the attendant to one of four specific events. The console is responsible for generating corresponding tones. Note that these are not in-band call processing tones generated by the switch. The four alerting tones, arranged in priority of importance are:

- Emergency informs the attendant that an emergency call is waiting (highest priority).
- Timed Reminder informs the attendant that a timed reminder for a held call or an unanswered transferred call has expired.
- Call Waiting informs the attendant that calls are in queue waiting to be answered.
- Alerting informs the attendant that a call is alerting the console.

Attendant Control of Voice Terminals - feature routes calls destined for a line or group of lines to the attendant for handling. It is activated by the attendant or automatically by the switch.

Attendant Direct Station Selection/Busy Lamp Field - feature allows the attendant to display the status of up to 10,000 directory numbers (DNs) in 100 groups of 100 contiguous DN's starting at 00. Within a group of 100, the attendant can select a station via a single keystroke. Two selection options are available: one for monitoring up to 800 DN's and the other for monitoring up to 10,000 DN's.

Attendant Direct Trunk Group Selection - allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Single Line Attendant Service Features: (Continued)

Attendant Emergency Override - allows the attendant to complete incoming calls to stations:

- That are busy from setting the make busy key;
- That have a series completion or multiline hunt arrangement;
- With Call Forwarding activated; or
- With terminating restrictions.

Attendant Incoming Calling Identification Customer Group - allows an attendant to identify the type of facility over which an incoming call to the attendant was routed.

Attendant Night Service - routes calls directed to the ISDN Attendant to a different station. This feature is activated and deactivated from a designated ISDN Attendant console. The user can select one of the following options for Night Service routing:

Fixed Routing: Calls are routed from the major listed directory number to a pre-selected night station. Routing is controlled by the operating company and can be charged by a service order.

Flexible Routing: The ISDN Attendant user Call Forwarding to arrange routing.

Trunk Answer From Any Station: Calls activate a night ring or other indicator at all stations in the group. Calls can be answered at any station by dialing an access code for the call pickup feature.

When Night Service is activated, trunk queuing and automatic callback are automatically cancelled, and the attendant can originate calls.

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(N)
(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Single Line Attendant Service Features: (Continued)

Attendant Originated Permission Display (Class of Service Display) - identifies the originating permissions of lines that have been routed to the attendant.

Attendant Position Busy - allows the position to be made busy by the attendant. When the position is made busy in a single position arrangement, new calls to the position receive busy treatment. In a multiple position arrangement, new calls are directed to a different console position. When a position is in a position-busy state, the attendant can serve calls on hold, calls alerting the console, and calls on a timed reminder and can also originate calls. The attendant can remove the position busy condition at any time.

Attendant Power Failure Transfer (ISDN Communication Failure) - routes calls destined for the attendant to a preassigned directory number (DN) during a commercial power failure at the customer premises.

Attendant Selective Customer Control of Facilities - allows an attendant to deny access to a trunk or simulated facility group. All calls, including attendant-originated calls, are denied access to the facility when this feature is activated. Calls to restricted facilities are routed as specified by the customer.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Single Line Attendant Service Features: (Continued)

Attendant Through Dialing - allows an attendant to access an outgoing facility for a calling party within the group having restrictions or difficulty in placing an outgoing call.

Attendant Timed Reminder - provides a timer that is started when a call is camped-on, when the called party has not answered after a transfer, or when a call is on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party. The length of the timer is specified by the customer.

Attendant Traffic - provides the following counts for each attendant console position. These counts are available only to a designated attendant (master position) for display at the console and via traffic data to customer reporting mechanisms.

- Aggregate work time for the position
- Minutes the position has been active
- Number of calls handled by the position

Customer traffic reports these counts periodically (every 30 minutes). The master position can obtain this information for each attendant position in the attendant group. The master position must make repeated requests for this data to sequence through all the data for attendants in the attendant group.

These counts are zeroed by the switch when an attendant activates a position. The counts apply only to calls offered to the position, not including time waiting in a central office queue or calls abandoned before connection to an attendant call appearance. These counts are not part of the standard traffic reporting mechanism of the switch (e.g., hourly reports).

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Single Line Attendant Service Features: (Continued)

Attendant Trunk Group Indicators - allow an attendant to monitor the level of traffic on customer selected trunk groups. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored. Each attendant position is capable of monitoring a different set of trunk groups. Two trunk indicators, busy and warning, are provided per trunk group. These indicators are based on traffic thresholds. The attendant is notified if the thresholds are exceeded or if the traffic levels recede below the thresholds.

Attendant Trunk Identification - provides a display of the trunk group and member number of the incoming or outgoing trunk in use at the request of the attendant.

Attendant Trunk Queuing - allows an attendant position to invoke this feature when all trunks in a trunk group are busy and provides call-back when a trunk is available.

Automatic Dropback to ISDN Attendant (Serial Calls) - allows an attendant to complete a call from an incoming trunk to two or more stations in succession, without requiring the calling party to redial the attendant. When the called party disconnects, the attendant is recalled and the calling party can give further instructions for the next call. This feature provides time and cost savings for a long-distance caller because the largest cost per time-segment occurs at the beginning of a call. Serial calling can also be used by callers within a group to place a series of calls over an outgoing trunk.

Dial and Emergency Access to ISDN Attendant - provides dial access from stations within the customer group.

Even Call Distribution (Uniform Call Distribution) uniformly distributes calls to multiple attendant positions.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Single Line Attendant Service Features: (Continued)

Flexible Night Service/Attendant Call Forwarding

Night Service - routes calls normally directed to the attendant group to a different location (night location, also known as a night directory number). Routing may be provided in one of the following ways:

- Fixed - All calls to all listed Directory Numbers (LDNs) served by Multiple Position Hunt (MUPH) or ISDN Attendant (ISAT) groups are routed to a preselected (at subscription time) night directory number and the activation/deactivation of it is done from a designated console only.
- Trunk Answer from any Station: All calls to all LDNs served by MUPH or ISAT groups activate a night bell or other indicator so that calls may be answered at any station by dialing an answer access code for the call pickup feature.
- Flexible: The Attendant call forwarding feature is used to selectively route all calls to an LDN served by a MUPH or ISAT group to a different customer changeable night directory number and the activation/ deactivation of it can be done from any console in the MUPH or ISAT group.

Flexible and fixed night service can be assigned concurrently to the same MUPH or ISAT group and both features can be used by attendants. The flexible night service feature, when activated, will take precedence over the fixed night service activation.

Attendant Call Forwarding - allows attendant to activate/deactivate call forwarding for any LDN within the MUPH or ISAT group (i.e., Flexible Night Service) and for any extension or station with call forwarding variable assigned can be controlled from the attendant console.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

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3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(4) ISDN - Single Line Attendant Service Features: (Continued)

Number of Calls on Queue-ISDN Attendant - can be displayed for each ISDN call identification (ICI) type. By repeating the request, the attendant can display all ICI queues.

Queuing of ISDN Attendant with Call Waiting Indication (Lamps) - provides queuing of calls designated for attendants receiving a particular call type, as determined by the Incoming Call Identification feature. Queues are served on a "first come, first serve" basis. An indicator is lighted to alert the attendant that a call is waiting.

Total Number of Calls Handled Display Data for ISDN Attendants provides supervisors with traffic data information about each attendant in the ISDN attendant group. This information includes:

- Average time for calls on queue abandoned before being served
- Average time on Queue for served calls
- Longest time for a call on queue
- Total number of calls on queue abandoned before being served
- Total number of served calls

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Single Line Multibutton Key System (MBKS) Features:

Analog Shared Directory Number on all SM Configurations - allows analog lines that share directory numbers with ISDN multibutton keysets to be assigned to switching modules that do not contain ISDN software.

Automatic Callback on Busy - 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 MBKS set user. When the set user goes off-hook, the call is placed.

Bridging - allows the MBKS set user to bridge onto a currently active call by pressing the active call appearance button on the MBKS set and going off-hook. This establishes a 3-way call. This is different from standard Threeway Calling because the third party initiates the bridge to the active call. Bridging is inhibited if Manual Exclusion is activated at an MBKS 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 Forwarding - allows the MBKS set user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward All Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Single Line Multibutton Key System (MBKS) Features: (Continued)

Call Pickup - allows the MBKS set user to pick up a call directed to another station in the customer group.

Conference Calling - allows the MBKS 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.

Drop - feature allows the MBKS set use to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the MBKS set from the call.

Feature Function Buttons - on the MBKS 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 MBKS set design. Some of the features that can be assigned to feature function buttons are:

Automatic Callback on Busy - 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 MBKS set user. When the set user goes off-hook, the call is placed.

Call Forwarding - allows the MBKS set user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward All Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

Call Pickup - allows the MBKS set user to pick up a call directed to another station in the customer group.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Single Line Multibutton Key System (MBKS) Features: (Continued)

Feature Function Buttons (Continued)

Conference Calling - allows the MBKS 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.

Drop - feature allows the MBKS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the MBKS set from the call.

Hold - allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Manual Exclusion - allows a MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons - provide access to more than one directory number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.).

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 Forwarding features.

Transfer - allows the MBKS 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.

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(N)
(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Single Line Multibutton Key System (MBKS) Features: (Continued)

Feature Inspect - provides service providers and end users having display terminals with a method of determining the features and call appearances that are assigned to the buttons on the terminal. This is different from inspect for ISDN terminal feature.

Hold - allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS 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 active or incoming calls.

Key System Coverage for Analog Lines - allows an analog station set to share calls with the ISDN station set.

Manual Exclusion - allows an MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons - provide access to more than one directory number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.).

Shared Call Appearances of a Directory Number (DN) - allows several MBKS station sets to share one or more DNs. Originating and terminating events on one station set affect all stations sharing that DN. The shared DNs can have multiple call appearances, multiple calls can exist on one DN, and more than one station sharing the DN can have a call active on that shared DN.

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(N)
(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Single Line Multibutton Key System (MBKS) Features: (Continued)

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 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 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 Forwarding features.

Terminal Management - provides a management function for the MBKS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

Adjunct Control - automatically turns on the speaker phone at the station set, if appropriate for the particular feature.

Automatic Hold/Drop Preference - automatically determines how to handle a call active on one call appearance when the user shifts to another appearance. Two types of treatment are provided: auto-drop and auto-hold.

Button Management - provides generic buttons that can be used for features or call appearances.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Single Line Multibutton Key System (MBKS) Features: (Continued)

Terminal Management (Continued)

Call Appearance Selection for Implicit Conference and Transfer - automatically selects an idle appearance for the Implicit Conference and Transfer features.

Display for Ringing Call Appearances Only - will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared backup coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Feature Button Inspection - provides service providers and end users having display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

Idle Call Appearance Preference - automatically selects an idle call appearance, if available, when an MBKS set with multiple call appearances goes off-hook. This selection occurs even if other call appearances are alerting the station set.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(5) ISDN - Single Line Multibutton Key System (MBKS) Features: (Continued)

Terminal Management (Continued)

Inspect for ISDN Terminals - retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Ringling Call Appearance Preference - automatically selects the call appearance that has been alerting the longest when the user goes off-hook at an MBKS station set with multiple call appearances being alerted.

Time and Date Display - is a subscription feature for ISDN attendants and ISDN station set users.

Transfer - allows the MBKS 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.

Two-Digit Intercom Dialing - this feature allows a user to have a shortened dialing sequence (two digits) to reach a group of destination numbers in the business group. The maximum size that can reside in that intercom group cannot exceed 100 members.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(6) ISDN - Single Line Multibutton Key System (MBKS) Deluxe Features:

The features below are in addition to the ISDN - Single Line Multibutton (MBKS) Features described in Section 3.04.B.(5).

Delayed and Abbreviated Ringing - alerts an MBKS set for a predetermined interval before ringing another designated MBKS set.

Display for Ringing Call Appearances Only - will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Initiated Priority Calling - provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

Inspect for ISDN Terminals - retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(6) ISDN - Single Line Multibutton Key System (MBKS) Deluxe Features: (Continued)

Intercom Alerting - provides a distinctive ring and/or visual indicator to alert the MBKS set user of an intercom call.

Originating Priority Calling - provides an ISDN equivalent to Call Waiting Originating. When assigned to a particular station set, all calls originated from it are priority calls.

Outgoing Called Line Identification for ISDN Terminals - provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- ISDN Call Identification (ICI)

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Priority Calling Incoming Only - provides an ISDN equivalent of Call Waiting-Incoming Only. With this feature, calls outside the business group can terminate to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(7) Package Switching Features¹

(a) ISDN X.25 Basic Feature Package¹:

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. This feature is activated by a service order.

X.25 Outgoing Calls Barred - feature prohibits a data terminal from originating outgoing virtual calls. This feature is activated by service order.

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. This feature is activated by service order.

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 Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.04. DEFINITIONS (Continued)

B. Definition of Features: (Continued)

(7) Package Switching Features ¹ (Continued)

(b) ISDN X.25 Enhanced Feature Package ¹:

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. The closed user groups are established by a service order. 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. A Hunt Group is established by service order. 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. This feature is activated by service order.

X.25 Permanent Virtual Circuit - feature allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing. The permanent virtual circuit is established by a service order.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.05. CONVERSION

- A. A customer with existing Internal Communications and Call Management Features, or other local exchange service offering may select to convert to ISDN - Single Line Service. When an existing Internal Communications and Call Management Features customer orders services in combination, both Single Line Service and Internal Communications and Call Management Features may be grouped together if the facilities provided for all the connections terminate in the same facilities terminal in the same Telephone Company central office.
- B. All applicable installation and service connection charges, plus charges applicable to the establishment of ISDN - Single Line Service will apply.
- C. For the purpose of administering termination liability provision applicable to converting Internal Communications and Call Management features each Single Line Service line will be counted as a Internal Communications and Call Management features 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 Internal Communications and Call Management features 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.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.06. ADDITIONAL DIRECTORY NUMBERS

- A. One "primary" directory number (DN) is provided for the use of an ISDN-Single Line.
- B. With ISDN Access, a single terminal may choose to order multiple Secondary directory numbers for the ISDN - Single Line.
- C. A maximum of eight (8) terminals belonging to the same customer are permitted per ISDN-Single Line. At a minimum, one secondary directory number is required for each additional terminal.
- D. Secondary directory numbers are available as specified in Paragraph 3.10. of this Section.

3.07. PAYMENT SCHEDULE

- A. ISDN - Single Line Service is offered as month-to-month, 12 month term or 36 month term payment plans.
- B. ISDN - Single Line Service is subject to a three (3) month minimum service period.

3.08. DIGITAL (ISDN) SINGLE LINE ACCESS

- A. Digital (ISDN) Single Line Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line.
- B. Only one user will be connected to each B-Channel. Other users on the same digital local loop can access the D-Channel only.
- C. Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching ¹ arrangement. Additional telephone numbers are required for each additional terminal.
- D. A maximum of eight terminals belonging to the same customer are permitted per Digital Single line.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.09. RATE STRUCTURE

A. ISDN - Single Line Service consists of seven (7) basic elements:

"B" Circuit Switched Data Channel (B-CSD)

"B" Packet Switched Data Channel¹

"B" Voice Channel

"B" Voice/CSD Channel

"D" Packet Switched Data Channel¹

ISDN Access

ISDN - Single Line

B. Each ISDN - Single Line Service is comprised of an ISDN-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 - Single Line capacity.

C. Each ISDN Single Line is allowed only one voice, one data and one packet¹ feature package regardless of the number or mix of desired channels.

D. Each ISDN - Single Line within a business group can be individually suited by feature package and channel arrangement.

E. The rates and charges for ISDN Access specified in Paragraph 3.10. provide for the access to the basic exchange network and the line termination.

F. 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.

G. The rates and charges for Business one-party as specified in Section 4 of this Product Guide are required.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued)

(C)

3.09. RATE STRUCTURE (Continued)

- H. The "B" Voice Channel element assigns voice traffic to one of two available "B" channels on the ISDN - Single Line.
- I. The "B" Circuit Switched Data Channel (B-CSD) assigns circuit switched data traffic to one of two available "B" channels on the ISDN - Single Line. 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 within a business group and outside of the business group. Usage rates will only apply for calls to point outside the business group.
- J. The optional "B" Packet Switched Data Channel ¹ dedicates a "B" channel to packet switched data ¹. This channel is available for business group calling only. If the customer desires that both available "B" channels be dedicated to packet switched data service, then two (2) "B" Packet Switched Data Channel ¹ elements are applicable.
- K. The optional "D" Packet Switched Data Channel ¹ allows the customer to utilize the "D" channel for packet switched data ¹. This channel is available for business group calling only. A single "D" Packet Switched Data Channel ¹ is available independent of the "B" channel configuration.
- L. End User charges as specified in the End User Common Access Service Section of Frontier Telephone Companies Tariff FCC No. 5 apply as appropriate.
- M. Presubscription of a Carrier of Preference is specified in Section 6 of the Frontier FCC No. 5 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 10XXX access code. Each ISDN - Single Line Service may have one Carrier of Preference for voice and one Carrier of Preference for switched data.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.10. RATES AND CHARGES (Continued)

A. Nonrecurring Charges

(1) The following nonrecurring charge is in addition to any applicable service charges as described in Section 2 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, Per Hour or Fraction Thereof	\$50.00
	Add Customized Dialing Plan Add Customer Requested Data Base Profile	
(b)	Routine Software Change, * Per Hour or Fraction Thereof	50.00
	Change Trunk Group Change Non-Data-Link Attendant Change Custom Recording Change ARS Translations 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.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.10. RATES AND CHARGES (Continued)

A. Nonrecurring Charges (Continued)

(2) Data Base Changes* (Continued)

	<u>Nonrecurring Charge</u>
(c) Minor Software Change	\$50.00
Change Subgroup	
Hunt Groups	
ACD Hunt Group (1)	
Simulated Facility Group	
Queuing Groups (2)	
Night Answer (UNA/PNA) (3)	
Paging/Public Address/Code Calling (4)	
Conference Calling - 8, 16, 24 Ports	
Remote Access Directory Number (5)	
Authorization Code Validation (6)	
Music On Hold Access	
Dictation Link Access	
Standard Recording	
Extended Pick Up Code	
Executive Busy Override	
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.

* 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.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.10. RATES AND CHARGES (Continued)

A. Nonrecurring Charges (Continued)

	<u>Nonrecurring Charge</u>
(3) Software Reconfiguration Charge*	\$50.00

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

B. Recurring Charges

- (1) The rates listed below apply in addition to all other applicable rates and charges shown elsewhere in the Company tariffs. The rates listed in 3.10.B.(1)(a), (b) and (c) are grandfathered to existing customers as of October 12, 1999.

	<u>ISDN Access Monthly Rate##</u>	<u>ISDN Multi- point Access Monthly Rate##</u>
(a) Per Access Line*, **	\$18.00	\$20.00
(b) Business Single Line, each#		
(c) For an ISDN - Basic Rate Interface Line Capacity (2B+D), the following channel elements apply per each channel so arranged.		
B-Voice/CSD Channel***, each		<u>Monthly Rate##</u> \$7.00
B-CSD Channel***, each		6.50
B-Voice Only Channel, each		1.50

* May be used for Voice or Data or a combination of Data and Voice on a single or multipoint service.

** Available to customers requiring no more than two lines.

*** Usage charges shown in this Section for Circuit Switched Data will apply.

Apply appropriate rates as specified in Section 4 of this Product Guide for flat rate and Usage Sensitive Service.

Grandfathered to existing customers as of October 12, 1999.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE* (Continued) (C)

3.10 B. Recurring Charges (Continued)

	<u>Month-to-Month Monthly Rate</u>	<u>12 Month Term Monthly Rate</u>	<u>36 Month Term Monthly Rate</u>
(2) Business Digital (ISDN) Single Line Service			
Nonrecurring Charge (1)	200.00	100.00	0.00
400 Hour Block of Time (2,4,5)	92.41	62.41	42.41
Each Minute over 400 Hours per Month (3)	0.05	0.05	0.05
Measured (2,4,5)	24.00	24.00	24.00
Plus Measured, per minute of use, each B Channel, rate listed below.			
Measured, per minute of use, each B Channel (3)	0.05	0.04	0.03

(1) Nonrecurring charges shown here are in lieu of those listed in Section 2 of this Product Guide.

(2) Monthly access includes b-voice/circuit switched data on both b-channels.

(3) Usage applies to all originating voice/circuit switched data calls terminating within the local calling area. Applicable toll charges apply as required, in addition to block of time, flat rate or measured service.

(4) All originating local voice and circuit switched data calls apply. Block of time or flat rate does not apply to packet. Applicable toll charges apply as required, in addition to blocks of time, flat rate or measured service.

(5) Local exchange rates apply in addition to the monthly access rates.

* Integrated Services Digital Network (ISDN) - Single Line Service 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)

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

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Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.01. GENERAL

- A. Digital Channel Service is an intraexchange multifunctional digital channel service which provides network access between a customer's premises and the local serving office on a channelized basis (DSO) within a single high-capacity (DS1) digital facility.
- B. Digital Channel Service is provided in capacity increments of 24 DS1 digital channels within a single DS1 facility.
- C. The following types of network services as specified in this Product Guide 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) Exchange Service (exchange lines/trunks and Internal Communications and Call Management Features lines)
 - (2) Analog Service (foreign exchange, off-premises extensions, voice private lines, tie lines)
 - (3) Digital Data Service (2.4; 4.8; 9.6; 56 Kbps)
 - (4) DS1 (1.544 Mbps) Service
 - (5) Switched Data Service
- D. Digital Channel Service is comprised of the following components:
 - Digital Channel Capacity
 - Customer Premises Channelization
 - Digital Channel Activation
 - Service Activation
 - (1) The Digital Channel Capacity, Digital Channel Activation and Service Activation will be at the rates and charges as specified in Paragraph 1.06. of this Section.
 - (2) Customer Premises Channelization has two rate components, Capacity and Service Activation, and may be provided by the Company or customer. When provided by the Company, rates and charges as specified in Paragraph 1.06. will be applicable. When provided by the customer, rules and regulations as specified in Paragraph 1.03. will apply.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.01. GENERAL

D. (Continued)

- (3) Customers will have to select capacity in increments of 24 digital channels. Customers will be offered a Term Payment Plan of 36, 60, or 84 months with a month-to-month option available only after completion of the selected payment plan.

1.02. DIGITAL ARCHITECTURE AND DEFINITIONS

A. Digital Architecture

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.

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.

Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like tie lines, off-premises extensions, and PBX trunks 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 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) channel which is actually terminated. Each DSO channel provided will have identity only as a "time slot" within a DS1 channel. Compatible digital to analog conversion equipment must be provided by the customer (optional) to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer (optional).

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.02. DIGITAL ARCHITECTURE AND DEFINITIONS (Continued)

B. Definitions

Digital Channel Capacity - A multifunctional DS1 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in increments of 24 Digital Channels.

Digital Channel Activation - The Digital Channel Activation is the quantity of channels the customer has activated at the central office. The Digital Channel Activations ordered by the customer cannot exceed the quantity of the Digital Channel Capacity.

Service Activation - A Service Activation is the connection between Digital Channel Service and the network service accessed.

Customer Premises Channelization - Customer Premises Channelization provides access to the DS1 time slot within the DS1 signal associated with a specific ControLink[®] Digital Channel Service. Customer Premises Channelization utilizes D4 type channel bank equipment.

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 or user's premises.

DSO - The term DSO 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 Technical Interface Reference Manual.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.02. DIGITAL ARCHITECTURE AND DEFINITIONS

B. Definitions (Continued)

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, 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 Technical Interface Reference Manual.

1.03. 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 2 of this Product Guide may be applicable.
- C. Interoffice transport mileage will apply at rates set forth in Frontier North Incorporated's P.U.C.O. No. 2 when a customer requested Digital Channel Service must be provisioned in a central office other than the customer's local serving office.
- D. The customer may activate any number or combination of digital channels within the limitations as set forth in Paragraph 1.03.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 of 30 days.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.03. REGULATIONS (Continued)

- E. All Digital Channel Service must be channelized in a single equipment location on a customer's premises. Digital Channel Service cannot be split between premises, or multiple locations within a premises. Tie lines or extensions (as specified in Sections 17 and 5 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. Intraexchange channel service mileage rates apply to extensions on continuous property in different buildings and/or noncontinuous property locations as specified in Section 5 of this Product Guide.
- F. The regulations, rates, and charges specified in this Section 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 and other Company Tariffs are applicable to the customer's interconnected services (i.e., tie lines, private lines, special access 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 necessary restrictions in total system capacities where certain types of services are channelized, i.e., some channelizing equipment may require two DSO channels per channel provided by the Company thereby reducing the basic system stated capacity substantially. The Company will notify the customer when the Digital Channel Capacity is affected.
- H. Central office channelization (component of Digital Channel Capacity) generally provides analog to digital conversion to permit individual exchange services and private line channel services to be transported over digital high capacity facilities. This channelization is also intended for use at Company or customer designated 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 cross-connected. Digital Channel Capacities are provided in groups of 24 Digital (DSO) channels, and are subject to the limits as set forth in Paragraph 1.03.G. of this Product Guide.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.03. REGULATIONS (Continued)

- I. Customer Premises Channelization generally provides analog to digital conversion at a customer's premises. This allows individual exchange services and private line services to be transported over digital high capacity facilities. The termination of this channelization will be in a single equipment location on a customer's premises. The customer must provide suitable floorspace, controlled environment, and a source of nonswitched 120 volt 60 Hz AC power to support this service.
- J. When the Company provides Digital Channel Service channelization equipment at a customer's premises, it is not necessary for the customer to provide Channel Service Units (CSUs) for associated channels.
- K. Channelization on a customer's premises may be provided by the customer or the Company. 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.
 - (b) The Company will provide the customer with information regarding the type and the manufacturer of central office 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.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.03. REGULATIONS

K. (Continued)

(1) Responsibilities of the Company (Continued)

- (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.

(3) Trouble resolutions

The Company will assist the customer in resolving any installation or day-to-day channel service problems. However, the Company does not assume responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Premises Visit Charge as set forth in Paragraph 1.05.B.(3) of this Section.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.03. REGULATIONS (Continued)

- L. The technical specifications and standard network interfaces for DS1 and associated channelized services are stated in Section 7000 of the Technical Interface Reference Manual. Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.
- M. 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.
- N. When a customer's Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the monthly charges involved will be allowed automatically 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 subscriber does not provide access to the Company for such restoration work.

1.04. APPLICATION OF RATES

- A. Three basic rate elements, Digital Channel Capacity, Digital Channel Activation, and Service Activation, are applicable to each Digital Channel Service.
- B. The Digital Channel Capacity element provides for the transport and the central office channelization. Digital Channel Capacity is offered with 36, 60, or 84 month Term Payment Plan periods. A month-to-month option is available only after the completion of the selected Term Payment Plan period.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.04. APPLICATION OF RATES (Continued)

- C. Digital Channel Activation is a recurring charge for each digital channel (DSO) activated within the Digital Channel Capacity. The Digital Channel Activation is offered on a month-to-month basis. When Digital Channel Service facilities are used to transport DS1 Service, the DS1 Service Activation charge is applied in lieu of the Digital Channel Activation charge.
- D. 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. In addition, a network access charge as described in 1.04.G. may apply.
- E. Customer Premises Channelization Capacity is an optional component. Channelization at the customer premises is available as a Company functionality at the rates described in Paragraph 1.06. of this Section. In addition to this charge, a Customer Premises Service Activation charge will apply for each network service with Company provided channelization. Otherwise, the customer has the option to support premises channelization with CPE devices.
- F. Monthly rates and charges as specified in Paragraph 1.06. of this Section 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 network access charges at the rates and charges specified in Paragraph 1.06.E. of this Section. A network access charge will apply to each Service Activation that utilizes basic exchange access from the local serving office, except Usage Sensitive Service and Foreign Exchange Service. The network access charges when utilized for Internal Communications and Call Management Features in Section 3, Paragraph 1.03.04.A.(6) of this Product Guide. This charge is in addition to all other applicable Digital Channel Service charges.
- H. Rates and charges specified in other sections of this Product Guide for services such as Custom Calling Services, etc., are in addition to the monthly rates for Digital Channel Service.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.04. APPLICATION OF RATES (Continued)

- I. The rates and charges for other services connected or extended beyond Digital Channel Service (i.e., off-premises extensions, tie lines, private lines, special access services, etc.) are in addition to the rates specified in this Section for the Digital Channel Service portion necessary to provide the customer's end-to-end service. This will also apply to Nonrecurring Charges and Servicing Charges as specified in this Product Guide and other Company Tariffs for activities involving the non-Digital Channel Service portion of the customer's end-to-end service.
- 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) Customer Premises Channelization Capacity charges (applicable only if Company provided) are available under Term Payment Plans only for rate periods of 36 months, 60 months, or 84 months.
 - (3) Digital Channel Activation charges are available only on a month-to-month basis.
 - (4) Service Activation charges are available on a month-to-month basis.
 - (5) 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.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.04. APPLICATION OF RATES (Continued)

- 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 or on a month-to-month basis. Rates for service under these options will be the current rates as specified in this Product Guide.
- L. In the event Digital Channel Service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 1 of this Product Guide.
- M. (Reserved for Future Use)
- N. Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified in Paragraph 1.05.B.(5). Charges as specified in Paragraph 1.05.B.(6) will apply.
- O. Unless specified herein, the regulations contained elsewhere in this Product Guide are applicable to Digital Channel Service. These regulations include but are not limited to:
 - Termination of service
 - Application for service
 - Payment arrangements
 - Limitation of liability

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.04. APPLICATION OF RATES (Continued)

- P. Should customers request interconnection between different Digital Channel Services provisioned in two or more different local serving offices, the interoffice transport mileage rates as set forth in Frontier North Incorporated's P.U.C.O. No. 2 are applicable. These charges will apply in addition to ControlLink[®] Digital Channel Service charges.

1.05. TYPES OF RATES AND CHARGES

The two basic types of rates and charges that apply to Digital Channel Service are monthly rates and nonrecurring charges. The rates and charges are described as follows:

A. Monthly rates

Monthly rates are recurring charges that apply each month or fraction thereof that Digital Channel Service is provided. For billing purposes, each month is considered to have 30 days.

B. Nonrecurring Charges

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.

(1) 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 and/or Company provided Customer Premises Channelization. This charge includes common centralized testing, coordination and accounting activities.

This charge also applies to subsequent orders received to establish additional Digital Channel Capacity(s) and Customer Premises Channelization.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.05. TYPES OF RATES AND CHARGES

B. Nonrecurring Charges (Continued)

(2) Service Change Charge

This charge applies on a per Digital Channel Capacity (increments of 24 channels) basis associated with a customer request for modifications to an existing Digital Channel Service. This would include activities such as, but not limited to, the following:

- change of associated channel assignment
- additions of supplemental features
- activate/deactivate Digital Channel Activations
- activate/deactivate Service Activations

(3) Premises Visit Charge

This charge, as set forth in Section 2 of this Product Guide, applies on a per visit basis for the termination or rearrangement on a customer's premises. Only one charge applies when more than one channel is terminated or rearranged at the same customer premises at the same time.

This charge also applies to inside moves as specified in 1.05.B.(6). This charge also applies when the Company is dispatched to a customer premises caused by customer equipment troubles as stated in Paragraph 1.03.K.

(4) Installation of Digital Channel Service

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.

In addition to these charges, the appropriate Service Ordering Charge, as set forth in Section 2 of this Product Guide, will apply.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.05. TYPES OF RATES AND CHARGES

B. Nonrecurring Charges (Continued)

(5) Service Rearrangements

Service Rearrangements are changes to existing (installed) services which may be administrative only in nature or involve an actual physical change to the service.

In cases where multiple service rearrangements, additions, moves and/or rearrangements are requested by the customer, the total charge will never exceed the full nonrecurring charge for the initial service.

- Changes in ownership or transfer of responsibility from one customer to another at the same location with no physical change to the service will incur the Service Establishment Charge per service, per change.
- Changes in the physical location of the point of termination are treated as Moves which are described and charged for as set forth in Paragraph 1.05.B.(6).

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.05. TYPES OF RATES AND CHARGES

B. Nonrecurring Charges (Continued)

(6) Moves

A move involves a change in the physical location of the point of demarcation at a customer premises. The charge for the move depends on whether the move is within the same customer premises (same address and/or same building) or to a different customer premises (different address and different building).

- Inside Move - the move is to a new point within the same customer premises. The charge for the move will be the Service Change Charge, Premises Visit Charge, plus an amount equal to one half the nonrecurring charge per Digital Channel Capacity (per group of 24 Digital Channels).
- Outside Move - the move is to a different customer premises. The Service Establishment Charge will apply plus all applicable nonrecurring charges.

1.06. RATES AND CHARGES

A. Nonrecurring Charges

	<u>Nonrecurring Charge</u>
Service Establishment Charge, Per Digital Channel Service.....	\$370.00
Service Change Charge, Per Digital Channel Service Each (increment of 24 channels).....	80.00

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.06. RATES AND CHARGES (Continued)

B. Digital Channel Capacity

The rates for Digital Channel Capacity without activated services are as follows:

	<u>36 Month Contract</u>	
	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
24 Digital Channels.....	\$350	\$300
48 Digital Channels.....	525	550
72 Digital Channels.....	710	800
96 Digital Channels.....	890	1,050
120 Digital Channels....	1,050	1,300
144 Digital Channels....	1,220	1,550
192 Digital Channels....	1,500	2,050
240 Digital Channels....	1,695	2,550
288 Digital Channels....	2,040	3,050
384 Digital Channels....	2,965	4,050
480 Digital Channels....	3,120	5,050
576 Digital Channels....	3,660	6,050
DS3 System.....	3,150	7,000
Each Add'l DS3 System	3,150	6,000

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.06. RATES AND CHARGES

B. Digital Channel Capacity (Continued)

The rates for Digital Channel Capacity without activated services are as follows: (Continued)

	<u>60 Month Contract</u>	
	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
-		
24 Digital Channels.....	\$325	\$300
48 Digital Channels.....	475	550
72 Digital Channels.....	655	800
96 Digital Channels.....	805	1,050
120 Digital Channels....	950	1,300
144 Digital Channels....	1,110	1,550
192 Digital Channels....	1,290	2,050
240 Digital Channels....	1,595	2,550
288 Digital Channels....	1,850	3,050
384 Digital Channels....	2,300	4,050
480 Digital Channels....	2,785	5,050
576 Digital Channels....	3,350	6,050
DS3 System.....	2,850	7,000
Each Add'l DS3 System	2,850	6,000

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.06. RATES AND CHARGES

B. Digital Channel Capacity (Continued)

The rates for Digital Channel Capacity without activated services are as follows: (Continued)

	<u>84 Month Contract</u>	
	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
24 Digital Channels.....	\$300	\$300
48 Digital Channels.....	435	550
72 Digital Channels.....	595	800
96 Digital Channels.....	725	1,050
120 Digital Channels....	1,025	1,300
144 Digital Channels....	1,025	1,550
192 Digital Channels....	1,220	2,050
240 Digital Channels....	1,420	2,550
288 Digital Channels....	1,625	3,050
384 Digital Channels....	2,150	4,050
480 Digital Channels....	2,700	5,050
576 Digital Channels....	3,150	6,050
DS3 System.....	2,650	7,000
Each Add'l DS3 System	2,650	6,000

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.06. RATES AND CHARGES

B. Digital Channel Capacity (Continued)

The rates for Digital Channel Capacity without activated services are as follows: (Continued)

	<u>Month to Month</u> *
	<u>Monthly Rate</u>
24 Digital Channels.....	\$300
48 Digital Channels.....	435
72 Digital Channels.....	595
96 Digital Channels.....	725
120 Digital Channels....	880
144 Digital Channels....	1,025
192 Digital Channels....	1,220
240 Digital Channels....	1,420
288 Digital Channels....	1,625
384 Digital Channels....	2,150
480 Digital Channels....	2,700
576 Digital Channels....	3,150

* Month-to-month rates are only available at the end of a 36, 60 or 84 month contract.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.06. RATES AND CHARGES (Continued)

-	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
C. Digital Channel Activation *		
Per Digital Channel activated.....	\$3.00	\$6.00
D. Service Activation, Per Network Service		
(1) Exchange Line/Trunk or Internal Communications and Call Management Feature Line		
Rate Group I - III....	3.15	39.00
Rate Group IV & V.....	4.00	39.00
Rate Group VI.....	6.50	39.00
(2) Foreign Exchange, Off-Premises Extension, Private Line, or Tie Line.....	15.50	40.00
(3) Digital Data Service 2.4 Kbps, 4.8Kbps, or 9.6 Kbps.....	37.00	40.00
(4) Digital Data Service 56 Kbps.....	39.00	40.00
(5) DS1 Service (1.544 Mbps).....	90.00	645.00
(6) Switched Data Service.	10.00	40.00
E. Network Access **		

* Does not apply to DS1 Service.

** The applicable charge for each Network Access is the rate as set forth in Section 6, Paragraph 1.04.A.(6), for additional trunk access.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.06. RATES AND CHARGES (Continued)

F. Customer Premises Channelization - Company Provided Equipment on Customer Premises

The rates for Customer Premises Channelization without activated services are as follows:

	<u>36 Month Term</u>	<u>Monthly Rate</u>
	-	
24 Digital Channels.....		\$181
48 Digital Channels.....		203
72 Digital Channels.....		291
96 Digital Channels.....		314
120 Digital Channels....		402
144 Digital Channels....		424
192 Digital Channels....		611
240 Digital Channels....		722
288 Digital Channels....		832
384 Digital Channels....		1,146
480 Digital Channels....		1,444
576 Digital Channels....		1,665
672 Digital Channels....		1,978
1344 Digital Channels...		4,020
2016 Digital Channels...		5,937

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1.06. RATES AND CHARGES (Continued)

F. Customer Premises Channelization – Company Provided Equipment on Customer Premises (Continued)

The rates for Customer Premises Channelization without activated services are as follows: (Continued)

60 Month Term

	<u>Monthly Rate</u>
24 Digital Channels.....	\$173
48 Digital Channels.....	194
72 Digital Channels.....	279
96 Digital Channels.....	300
120 Digital Channels....	384
144 Digital Channels....	406
192 Digital Channels....	585
240 Digital Channels....	691
288 Digital Channels....	796
384 Digital Channels....	1,096
480 Digital Channels....	1,381
576 Digital Channels....	1,592
672 Digital Channels....	1,892
1344 Digital Channels...	3,845
2016 Digital Channels...	5,679

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.06. RATES AND CHARGES (Continued)

F. Customer Premises Channelization – Company Provided Equipment on Customer Premises (Continued)

The rates for Customer Premises Channelization without activated services are as follows: (Continued)

84 Month Term

	<u>Monthly Rate</u>
24 Digital Channels.....	\$165
48 Digital Channels.....	185
72 Digital Channels.....	266
96 Digital Channels.....	286
120 Digital Channels....	367
144 Digital Channels....	387
192 Digital Channels....	558
240 Digital Channels....	659
288 Digital Channels....	760
384 Digital Channels....	1,046
480 Digital Channels....	1,318
576 Digital Channels....	1,520
672 Digital Channels....	1,806
1344 Digital Channels...	3,670
2016 Digital Channels...	5,421

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.06. RATES AND CHARGES (Continued)

F. Customer Premises Channelization – Company Provided Equipment on Customer Premises (Continued)

The rates for Customer Premises Channelization without activated services are as follows: (Continued)

	<u>Month to Month*</u>	<u>Monthly Rate</u>
24 Digital Channels.....		\$165
48 Digital Channels.....		185
72 Digital Channels.....		266
96 Digital Channels.....		286
120 Digital Channels....		367
144 Digital Channels....		387
192 Digital Channels....		558
240 Digital Channels....		659
288 Digital Channels....		760
384 Digital Channels....		1,046
480 Digital Channels....		1,318
576 Digital Channels....		1,520
672 Digital Channels....		1,806
1344 Digital Channels...		3,670
2016 Digital Channels...		5,421

* Month-to-month rates are only available at the end of a 36, 60 or 84 month term.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE

1.06. RATES AND CHARGES (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
G. Customer Premises Service Activation, Per Channel		
(1) Exchange Line/Trunk or Internal Communications and Call Management Features Line..	\$ 6.00	\$20.00
(2) Foreign Exchange, Off-Premises Extension, Private Line, or Tie Line,.....	6.00	20.00
(3) Digital Data Service 2.4 Kbps, 4.8 Kbps, or 9.6 Kbps.....	15.00	20.00
(4) Digital Data Service 56 Kbps.....	20.00	20.00
(5) Switched Data Service.	25.00	20.00

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

2. DS1 CYBER SERVICE

2.01. General

- A. DS1 Cyber service provides network dial tone service between a customer's premises and the local serving 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 local serving office. DS1 Cyber service is available for data dialed access use. DS1 Cyber service may be provided from a foreign exchange to the customer's local exchange at the customer's request. All rules and rates for Foreign Exchange Service in Section 5 applicable.
- B. DS1 Cyber service is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal.
- C. DS1 Cyber service provides a trunkside DS1 connection with 24 channels. DS1 Cyber service does not provide the function of analog to digital (or vice versa) conversions and no service types can be specified on the DS1.
- D. DS1 Cyber service is comprised of a DS1 Cyber service Capacity component:
 - (1) The DS1 Cyber service Capacity will be at the rates and charges as specified in 2.06. of this Section.
 - (2) DS1 Cyber service customers will have to select capacity in increments of 24 digital channels.

2.02. Digital Architecture

- A. DS1 Cyber 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.
- B. The time required to provision service is known as the service date interval. The service date interval for DS1 Cyber service and related network services connected to DS1 Cyber service will differ from the normal guidelines applicable to end-to-end services.
- C. DS1 Cyber service 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.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

2. DS1 CYBER SERVICE

2.03. Definitions

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 or user's premises.

CyberDS1 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 service 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 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 Technical Interface Reference Manual.

2.04. Regulations

- A. DS1 Cyber 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. Clear Channel Capability (B8ZS) will be provided where available.
- B. DS1 Cyber 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 2 of this Product Guide may be applicable.
- C. All DS1 Cyber service must be channelized in a single equipment location on a customer's premises. DS1 Cyber service cannot be split between premises, or multiple locations within a premise. 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 Technical Interface Reference Manual.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

2. DS1 CYBER SERVICE

2.05. Application of Rates

- A. The DS1 Cyber service Capacity rate is applicable to each DS1 Cyber Service Line.
- B. The DS1 Cyber service Capacity element provides for the network facility to the customer premises and the central office channelization.
- C. DS1 Cyber service is offered on a month-to-month basis, under a one-, two- or three-year term option, or under a term and volume plan.
- D. Customers on a term commitment option may convert to a term and volume plan (TVP) without incurring termination liability charges provided the new TVP length is equal to or greater than the existing term commitment and the customer has less than twelve (12) months remaining on their existing term commitment.
- E. TVP customers may change the number of DS1 Cyber Services during the term period. In the event customers under a TVP make subsequent DS1 Cyber Service increases or decreases that cause the total number of DS1 Cyber Services to fall within a different threshold level, all remaining DS1 Cyber services will be billed at the applicable level rate for the remainder of the term period. TVP customers may not change to a month-to-month or term commitment offering and must maintain the minimum threshold of six (6) DS1 Cyber Service for the term period to avoid incurring termination liability charges.
- F. Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified in Section 1, General Regulations of this Product Guide.
- G. Unless specified herein, rules and regulations contained elsewhere in this Product Guide are also applicable to DS1 Cyber Service.

2.06. Termination Liability

In the event DS1 Cyber Service is terminated by the customer prior to completion of a term commitment period or a term and volume plan, the customer shall be liable for termination liability charges as set forth in Section 1, General Regulations of this Product Guide.

Effective: July 1, 2010

DIGITAL NETWORK SERVICES

2. DS1 CYBER SERVICE

2.07. Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
DS1 Cyber Service Capacity, per DS1	\$500.00	
Month-to-Month		\$750.00
Term Commitment		
One-Year		725.00
Two-Year		675.00
Three-Year		600.00
Term and Volume Plan		
One-Year Term, Threshold Levels:		
6-10		675.00
11-20		600.00
21 and over		500.00
Two-Year Term, Threshold Levels:		
6-10		625.00
11-20		550.00
21 and over		450.00
Three-Year Term, Threshold Levels:		
6-10		550.00
11-20		450.00
21 and over		375.00

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

1. GENERAL

- 1.01. 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.
- 1.02. Versaline Service is only offered from digital central offices and is subject to availability of required facilities, conditions and central office technology.
- 1.03. 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.
- 1.04. 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.
- 1.05. Directory listings for Versaline Service will be provided in accordance with regulations and rates as specified in Section 15.
- 1.06. Service charges as specified in Section 3 apply to all customer requested moves and changes performed at the customer's premises.
- 1.07. Maintenance of Service Charges, as set forth in Section 3 apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities for equipment.
- 1.08. The Local Exchange Calling scope for Versaline stations will be the as specified in Section 4.
- 1.09. Temporary suspension of service, vacation service, or seasonal service does not apply to Versaline Service.
- 1.10. Versaline stations of the same system but located in different exchanges will be subject to foreign exchange mileage as specified in Section 17.
- 1.11. Versaline Service features are available to PBX and key system customers. Refer to 5.1.5 for trunk additive. Versaline Service cannot be used as a surrogate for the business line serving a PBX or key system.
- 1.12. 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.
- 1.13. End User Common Line (EUCL) Charges will be billed to each Versaline Service Line as set forth in Section 13 of Frontier Telephone Companies FCC No. 5 tariff.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGEMENTS

2.01. SUBSCRIPTION COMPONENTS

A. Versaline Station Line Service

Monthly Rate includes:

- Versaline loop
- Local exchange calling
- Versaline system and station features
- Versaline station-to-station calling

B. System Size Bands:

- 2 lines and greater

C. Contract Terms:

- 12 Months
- 24 Months
- 36 Months

D. Optional Add-On Features listed in 2.2.2 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.

2.02. SERVICE FEATURES

A. 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.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGEMENTS (Continued)

2.02. SERVICE FEATURES (Continued)

A. 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)

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGEMENTS (Continued)

2.02. SERVICE FEATURES (Continued)

A. 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

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGEMENTS (Continued)

2.02. SERVICE FEATURES (Continued)

B. 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

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGEMENTS (Continued)

2.02. SERVICE FEATURES (Continued)

C. 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

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

3. TERMS AND CONDITIONS

- 3.01. Versaline Service is provided for a minimum of one month, beginning on the service installation date.
- 3.02. 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 5.1.1.
- 3.03. 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.
- 3.04. 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.
- 3.05. 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 tariff in effect at that time.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

4. DEFINITIONS

4.01. 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

4.02. SYSTEM AND STATION FEATURES

A. 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.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

4. DEFINITIONS (Continued)

4.02. SYSTEM AND STATION FEATURES (Continued)

B. 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.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

4. DEFINITIONS (Continued)

4.02. SYSTEM AND STATION FEATURES (Continued)

B. 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.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

4. DEFINITIONS (Continued)

4.02. SYSTEM AND STATION FEATURES (Continued)

B. 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.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

4. DEFINITIONS (Continued)

4.02. SYSTEM AND STATION FEATURES (Continued)

B. 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 Forwarding, 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.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

4. DEFINITIONS (Continued)

4.02. SYSTEM AND STATION FEATURES (Continued)

B. 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.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

4. DEFINITIONS (Continued)

4.03. 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.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

4. DEFINITIONS (Continued)

4.03. 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.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

4. DEFINITIONS (Continued)

4.04. 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 Forwarding 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.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

4. DEFINITIONS (Continued)

4.04. 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.

Effective: May 18, 2022

VERSALINE CENTREX SERVICE

5. RATES

5.01. RECURRING CHARGES

A. Versaline Station Line Service

The following monthly rates and charges are in addition to the nonrecurring rates and charges set forth in Section 3 of this Product Guide.

<u>Period</u>	<u>Monthly Recurring Charge</u>	<u>Billing Code</u>
Month-to-Month	\$55.75 (I)	VER00
12 Month Contract	\$54.75 (I)	VER01
24 Month Contract	\$53.75 (I)	VER02
36 Month Contract	\$52.75 (I)	VER03

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

5. RATES (Continued)

5.01. RECURRING CHARGES (Continued)

B. 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 (a. and b. preceding).

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

5. RATES (Continued)

5.01. RECURRING CHARGES (Continued)

C. Optional Add-On Features

<u>Optional Add-On Features</u> ^{1,2}	<u>MRC</u>	<u>Billing Code</u>	<u>NRC</u>	<u>Billing Code</u>
Authorization Codes (AC), per group 100	\$ 0.30	CXACM	\$ 3.00	CXACN
Automatic Call Distribution (ACD)	ICB	-	ICB	-
Automatic Route Selection(ARS)	ICB	-	ICB	-
Conference Calling (Six Port)	40.00	CXCCM	100.00	CXCCN
Custom Intercept Announcements, Each	40.00	CXIN	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	CMMC	100.00	CMMCN
Multiple Appearance Directory Numbers (MADNs)				
Single-Call-Arrangement (SCA) Each	6.00	CXSCM	-	CXMCN
Multiple-Call-Arrangement (MCA) Each ³	6.00	CXMCM	-	CXMCN
Music on Hold ⁴	25.00	CXMHM	4.00	CXMHN

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.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

5. RATES (Continued)

5.01. RECURRING CHARGES (Continued)

C. Optional Add-On Features (Continued)

<u>Optional Add-On Features</u> ^{1,2}	<u>MRC</u>	<u>Billing Code</u>	<u>NRC</u>	<u>Billing Code</u>
<u>Paging Access</u>				
Loudspeaker Access	\$40.00	CXLPM	\$25.00	CXLPN
Code Access	40.00	CXCPM	25.00	CXCPN
Radio Access	40.00	CXRPM	25.00	CXRPN
<u>Queuing for Multiline Hunt Groups</u>				
	2.50	-	-	-
<u>Special Service Facilities Access</u> 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	-
<u>Station Message Detail Recording (SMDR)</u>				
	ICB	-	ICB	-

¹ Optional features are available only where facilities and conditions permit.

² Rates apply per customer group unless otherwise noted.

³ Refer to appropriate sections for mileage and termination charges.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

5. RATES (Continued)

5.01. RECURRING CHARGES (Continued)

D. Attendant Feature Package

	<u>Monthly Recurring Charge</u>	<u>Billing Code</u>
Attendant Feature Package, ¹ per attendant	\$65.00	CAFPM
See 2.2.3 for package features		

E. PBX and Systems ²

System and Station Versaline Service features may be extended to PBX and key system customers at the applicable business line rates as specified in Section 4 and the following:

	<u>Monthly Recurring Charge</u>	<u>Billing Code</u>
Versaline PBX Add-On Rate, per trunk	\$7.95	CXPXM
Versaline Business Line Add-On Rate, per line	\$7.95	C XKLM

5.02. DATABASE MODIFICATIONS

Additions, changes or deletions per hour or fraction thereof	\$50.00	-
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¹ Available where facilities and conditions permit.

² Rates are not subject to volume discounts.

Effective: March 1, 2012

VERSALINE CENTREX SERVICE

6. TELEPHONE NUMBERS AND FACILITIES RESERVED FOR FUTURE USE

6.01. GENERAL

- A. 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.
- B. 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.
- C. The assignment of telephone numbers and the sequence of numbers assigned to a Versaline system is made at the discretion of the Company.
- D. The service is furnished subject to the availability of facilities and telephone numbers.
- E. Calls to reserved (unassigned) telephone numbers will be routed to intercept over Versaline common recorded announcement facilities as specified in 4.2.1.
- F. 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.
- G. Reserved numbers not assigned to a main station as agreed in 6.1 will be billed at the following rates until removed from reserved status or billed as an active Versaline main station.

6.02. RATES

A. Reserved Versaline Telephone Numbers ¹

<u>Reserved Numbers</u>	<u>Monthly Recurring Charge</u>	<u>Billing Code</u>
Month-to-Month	\$15.24	CXMTR
12 Month Contract	14.34	CX36R
24 Month Contract	13.86	CX60R
36 Month Contract	13.41	CX84R

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.

Effective: July 1, 2010

LOCAL CALLING PLANS

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Effective: July 1, 2010

LOCAL CALLING PLANS

1. NORTH EATON - EXTENDED AREA SERVICE CLEVELAND METRO

1.01. Description

- 1.01.01. North Eaton - Cleveland Metro Extended Area Service is provided on a pilot basis, as required by Entry in Case Nos. 94-1567-TP-PEX and 95-63-TP-PEX dated March 6, 1997, from North Eaton to specific exchanges listed in paragraph 1.02.01 of this Section. All Extended Area Service existing prior to the establishment of this service will continue in its present form unless discontinued by Order of the P.U.C.O.
- 1.01.02. The establishment of North Eaton - Cleveland Metro Extended Area Service will not affect the rate schedule used to determine basic exchange service rates for the North Eaton exchange.
- 1.01.03. This plan is available as non-optional usage rate extended area service or optional flat rate extended area service to all customers located in the North Eaton exchange. Optional flat rate extended area service is available to flat rate local subscribers only.
- 1.01.04. The regulations and rates contained in this Product Guide section are in addition to any other applicable regulations and rates specified in this Product Guide and other Company tariffs.
- 1.01.05. This service is restricted to customer dialed station-to-station calls charged to the calling station and does not apply to operator assisted calls.
- 1.01.06. Optional flat rate service will not be furnished to the same line for customers already subscribing to Usage Sensitive Service.
- 1.01.07. Calls to 900/976 information providers are not included in the optional flat rate service.

1.02. Availability

- 1.02.01. This service is available from the North Eaton exchange to the following exchanges: Bedford, Berea, Brecksville, Chagrin Falls, Cleveland, Gates Mills, Hillcrest, Independence, Montrose, North Royalton, Olmsted Falls, Strongsville, Terrace, Trinity, Victory, Wickliffe and Willoughby.

Effective: July 1, 2010

LOCAL CALLING PLANS

1. NORTH EATON - EXTENDED AREA SERVICE CLEVELAND METRO

1.03. Rates

1.03.01. Flat Rate Service - The following monthly rate applies when a customer chooses optional flat rate service. This rate is in addition to all other rates and charges applicable to the customer's service classification. This option allows North Eaton customers unlimited and untimed calling to the exchanges listed in paragraph 1.02.01 of this Section.

Additive
\$13.12

1.03.02. Usage Rate Service - These rates apply to all calls to the designated North Eaton - Cleveland Metro Extended Area Service calling area exchanges.

A. Rate For Each Minute of Use

To Telephone Numbers In Designated
Exchanges Within The Following Distance Bands

	<u>1-10 Miles</u>	<u>11-22 Miles</u>	<u>23-55 miles</u>
Monday through Friday:			
1) 8 a.m. to, but not including, 9 p.m.	\$0.04	\$0.05	\$0.05
2) 9 p.m. to, but not including, 8 a.m.	0.02	0.03	0.03
Saturday and Sunday Only	0.02	0.03	0.03

Effective: July 1, 2010

LOCAL CALLING PLANS

1. NORTH EATON - EXTENDED AREA SERVICE CLEVELAND METRO (Continued)

1.03. Rates (Continued)

1.03.02. Usage Rate Service (Continued)

B. Holiday Rates

The "Saturday and Sunday Only" usage rates apply on Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day and Thanksgiving Day or resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, and July 4 respectively.

C. Timing Of Calls

Timing of each call begins when the called party answers or when the caller is connected to automatic answering recording equipment. In cases where a call begins in one rate period and ends in another, the rate in effect at the time the connection is established applies.

D. The minute of use rate distance band is based on the following:

<u>Exchange In Which Service Is Offered</u>	<u>Exchanges Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
North Eaton	Bedford	23-55 Miles
North Eaton	Berea	1-10 Miles
North Eaton	Brecksville	11-22 Miles
North Eaton	Chagrin Falls	23-55 Miles
North Eaton	Cleveland	11-22 Miles
North Eaton	Gates Mills	23-55 Miles
North Eaton	Hillcrest	23-55 Miles
North Eaton	Independence	11-22 Miles
North Eaton	Montrose	23-55 Miles
North Eaton	North Royalton	11-22 Miles
North Eaton	Olmsted Falls	1-10 Miles
North Eaton	Strongsville	1-10 Miles
North Eaton	Terrace	23-55 Miles
North Eaton	Trinity	11-22 Miles
North Eaton	Victory	11-22 Miles
North Eaton	Wickliffe	23-55 Miles
North Eaton	Willoughby	23-55 Miles

1.03.03 Applicable service ordering charges as shown in Section 2 of this Product Guide apply to the installation of this service.

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE

2.01 General

Frontier Local Calling Plan – LATA Wide (LCP) is an optional intrastate intraLATA one-way offering to certain exchanges within Ohio, as shown elsewhere in this Section of this Product Guide. The calling area for each LCP exchange includes the home exchange, Local Calling Area exchanges and other designated exchanges. The regulations and rates contained herein are in addition to all other applicable regulations and rates specified in this Product Guide and other Company tariffs.

2.02 Regulations

2.02.01 Existing customers have the option of keeping their current service or subscribing to the Frontier Local Calling Plan – LATA Wide. Flat Rate and LCP services will be furnished to the same customer on the same premises where both services are available in the customer's local exchange area.

A. Depending upon billing capabilities, Frontier may require separate accounts and separate billing for each set of like plans.

B. All lines in a hunt group must subscribe to the same LCP option.

2.02.02 Local Calling Plan – LATA Wide consists of the following options:

Frontier Selective Access – provides flat rate calling within the customer's home exchange and to their Local Calling Area exchanges listed in Section 4, 1. Rate Schedule and Local Calling Area of this Product Guide. Calls to all other exchanges within their LATA are rated based on minutes of use.

Frontier Fun Access – provides flat rate calling within the customer's home exchange, to their Local Calling Area exchanges listed in Section 4, 1. Rate Schedule and Local Calling Area of this Product Guide, and to certain other exchanges. Calls to all other exchanges within their LATA are rated based on minutes of use.

Finest Access – provides flat rate calling within the customer's home exchange, to their Local Calling Area exchanges listed in Section 4, 1. Rate Schedule and Local Calling Area of this Product Guide, and to certain other exchanges. Calls to all other exchanges within their LATA are provided on a Block of Time basis. The Block of Time provides sixty (60) hours of calling minutes per month.

2.02.03 Subsequent service order charges will be waived for those customers subscribing to the Frontier Local Calling Plan - LATA Wide, changing between LCP options, or converting back to regular local exchange service. Such changes shall not occur more than once per billing period.

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.02 Regulations (Continued)

- 2.02.04 Frontier Local Calling Plan - LATA Wide will not be offered to the following classes of service: Customer-Owned Pay Telephone Service, Customer Owned Coin Operated Telephone Service, Foreign Exchange Service, Telephone Service Assistance (where Usage Sensitive Service is available), WATS or Feature Group A.
- 2.02.05 Calls made to the specified areas must be dialed by the customer on a station-to-station sent-paid basis without operator assistance. Operator assisted (O+/O-) calls are excluded from the LCP and will be rated at appropriate rates.
- 2.02.06 Local Call Detail billing is optional at rates specified following. Local Call Detail includes: date of call, telephone number called, time of call and number of minutes. Local Call Detail may be requested with the initial establishment of service. When requested subsequent to the establishment of the LCP, the customer must request it at least 30 days prior to the period for which the detail is desired.
- 2.02.07 Frontier Local Calling Plan - LATA Wide and Usage Sensitive Service will not be furnished to the same customer on the same premises.
- 2.02.08 Extended Local Calling Plan (ELCP) is not available to customers subscribing to the LCP.
- 2.02.09 Remote Call Forwarding Service does not apply in association with the LCP.
- 2.02.10 Rate center V and H coordinates were used to determine mileage between the originating and terminating exchanges.
- 2.02.11 Internal Communications and Call Management Features customers who choose Feature Series 1000 must subscribe to a single LCP option on all Internal Communications and Call Management Features system lines. Internal Communications and Call Management Features customers with Feature Series 2000 or Feature Series 3000 may subscribe to more than one LCP option and may split their Internal Communications and Call Management features system lines between LCP and non-LCP equipped lines. Internal Communications and Call Management Features system lines subscribed to an LCP option are not aggregated with lines subscribed to other LCP options and/or non-LCP equipped lines for determining the appropriate line rates as set forth in paragraph 2.03.07 following.
- 2.02.12 Frontier Local Calling Plan - LATA Wide options are available in all Company exchanges. Rate Schedules for each exchange are shown in the Contents Section. Frontier Selective Access, Frontier Fun Access and Frontier Finest Access options are available unless otherwise noted.

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.03 Rates (Continued)

2.03.01 Minute of Use Monthly Rounding Procedure - The actual time for all calls made during a monthly billing period is totaled, and the total is rounded to the next higher minute.

2.03.02 Timing of Frontier Local Calling Plan – LATA Wide Calls - Chargeable time for all calls begins when connection is established between the calling line and the called line or branch exchange, and ends when the calling line "disconnects," thereby releasing the network connection. If the called line "disconnects," but the calling line does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.

2.03.03 Zone Rates - Zone rate charges listed in Section 4, 2. Zone Rates of this Product Guide apply to customers with LCP service whose service is located outside the base rate area of their exchange.

2.03.04	Local Call Detail	<u>Rate</u>
	per month	*
	each bill page printed	*

*Rates as shown in Section 4, 6. Usage Sensitive Service, Printed Detail of Local Messages of this Product Guide.

2.03.05 The following minute of use charge applies to calls made to certain exchanges by customers subscribing to the Frontier Selective Access and Frontier Fun Access options. These exchanges are listed in paragraph 2.04 of this Section. This minute of use charge is in addition to the applicable access line rate shown in paragraphs 2.03.06 and 2.03.07 of this Section of the Product Guide. Usage charges per minute for the Finest Access plan are applicable only if the customer exceeds the allotted Block of Time. The customer will only be charged for the minutes exceeding the allotment.

	<u>Rate</u>
Each minute of use	\$.05

Effective: March 27, 2014

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.03 Rates

2.03.06 Access Line Rates within the Base Rate Area. Exchanges where the Frontier Local Calling Plan – LATA Wide is available are shown in paragraph 2.02.12 of this Section and the applicable schedule for each exchange is set for in the Contents Section.

MONTHLY RATES

	<u>Selective Access</u>	<u>Fun Access</u>	<u>Finest Access</u>	(T)
Schedule I				
Residence One-Party	\$ 17.00	\$ 28.00	\$ 36.00	(T)
Business				
One-Party	30.99	59.99	80.99	
Key Trunk	43.99	73.99	90.25 *	
PBX Trunk	56.99	86.99	106.99	
Schedule II				
Residence One-Party	17.00	28.00	36.00	(T)
Business				
One-Party	30.99	60.99	81.99	
Key Trunk	44.99	74.99	91.50 *	
PBX Trunk	58.99	88.99	108.99	
Schedule III				
Residence One-Party	17.00	28.00	36.00	(T)
Business				
One-Party	32.99	61.99	82.99	
Key Trunk	46.99	75.99	93.00 *	
PBX Trunk	60.99	90.99	110.99	
Schedule IV				
Residence One-Party	17.00	28.00	36.00	(T)
Business				
One-Party	33.99	63.99	83.99	
Key Trunk	47.99	77.99	94.75 *	
PBX Trunk	63.99	92.99	113.99	
Schedule V				
Residence One-Party	17.00	28.00	36.00	(T)
Business				
One-Party	34.99	64.99	84.99	
Key Trunk	50.99	79.99	96.75 *	
PBX Trunk	65.99	95.99	116.99	
Schedule VI				
Residence One-Party	17.00	28.00	36.00	(T)
Business				
One-Party	40.99	70.99	90.99	
Key Trunk	51.99	81.99	98.25 *	
PBX Trunk	78.99	108.99	128.99	

* Effective November 15, 2007, this service is no longer available to new customers.

Effective: March 27, 2014

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.03 Rates (Continued)

2.03.07 Internal Communications and Call Management Features Service Access Line Rates. Exchanges where the Frontier Local Calling Plan – LATA Wide is available are shown in paragraph 2.02.12 of this Section and the applicable schedule for each exchange is set forth in the Contents Section.

	<u>Selective Access</u>	<u>MONTHLY RATES</u> Fun Access	<u>Finest Access</u>	(T)
<u>Month-to-Month</u>				
3- 25 lines, per line	\$31.00	\$40.00	\$50.00	
26- 50 lines, per line	29.00	38.00	48.00	
<u>12-Month Term</u>				
3- 25 lines, per line	29.50	38.50	48.50	
26- 50 lines, per line	27.50	36.50	46.50	
51-100 lines, per line	24.50	33.50	43.50	
101-200 lines, per line	22.50	31.50	41.50	
<u>36-Month Term</u>				
4- 15 lines, per line	28.00	37.00	47.00	
16- 20 lines, per line	26.00	35.00	45.00	
21- 30 lines, per line	23.00	32.00	42.00	
31- 40 lines, per line	21.00	30.00	40.00	
41- 50 lines, per line	20.00	29.00	39.00	
51- 75 lines, per line	17.50	26.50	36.50	
76-100 lines, per line	16.00	25.00	35.00	
101-500 lines, per line	14.00	23.00	33.00	
<u>60-Month Term</u>				
4- 15 lines, per line	26.00	35.00	45.00	
16- 20 lines, per line	23.00	32.00	42.00	
21- 30 lines, per line	21.00	30.00	40.00	
31- 40 lines, per line	19.00	28.00	38.00	
41- 50 lines, per line	17.50	26.50	36.50	
51- 75 lines, per line	16.00	25.00	35.00	
76-100 lines, per line	14.00	23.00	33.00	
101-500 lines, per line	13.00	22.00	32.00	
<u>84-Month Term</u>				
4- 15 lines, per line	23.00	32.00	42.00	
16- 20 lines, per line	21.00	30.00	40.00	
21- 30 lines, per line	19.00	28.00	38.00	
31- 40 lines, per line	17.50	26.50	36.50	
41- 50 lines, per line	16.00	25.00	35.00	
51- 75 lines, per line	14.00	23.00	33.00	
76-100 lines, per line	13.00	22.00	32.00	
100-500 lines, per line	12.00	21.00	31.00	
2.03.08 Additional Internal Communications and Call Management Features Trunk Access, Each Trunk	40.00	88178	40.00	40.00

Effective: March 27, 2014

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.03 Rates (Continued)

2.03.08 Internal Communications, System and Call Management Feature Service Access Line Rates. Exchanges where the Frontier Local Calling Plan – LATA Wide is available are shown in paragraph 2.02.12 of this Section.

MONTHLY RATES

	<u>Selective Access</u>	<u>Fun Access</u>	<u>Finest Access</u>	(T)
<u>Month-to-Month</u> 2 - 30 lines, per line	\$45.00	\$74.00	\$94.00	
<u>24-Month Term</u> ¹ 2 - 30 lines, per line	39.00	68.00	88.00	
<u>36-Month Term</u> 2 - 30 lines, per line	37.00	66.00	86.00	

¹ The Internal Communications, System and Call Management Feature 24-month term option is limited to customers subscribed prior to June 19, 2010. Those 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.

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas

Adena

Frontier Selective Access

Flat Rated Calling Area

Adena, Bridgeport, Cadiz, Dillonville – Mount Pleasant, Martins Ferry, St. Clairsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adena, Amsterdam, Bethesda, Bloomingdale, Bridgeport, Brilliant, Cadiz, Centerville, Dillonville – Mount Pleasant, Flushing, Hopedale, Jewett, Martins Ferry, Mingo Junction, Morristown, Richmond, Scio, Smithfield, St. Clairsville, Steubenville, Tiltonsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adena, Amsterdam, Bethesda, Bloomingdale, Bridgeport, Brilliant, Cadiz, Centerville, Dillonville – Mount Pleasant, Flushing, Hopedale, Jewett, Martins Ferry, Mingo Junction, Morristown, Richmond, Scio, Smithfield, St. Clairsville, Steubenville, Tiltonsville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Albany

Frontier Selective Access

Flat Rated Calling Area

Albany, Athens, Wilkesville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Albany, Amesville, Athens, Chester, Glouster, Guysville, McArthur, Murray City, Nelsonville, New Marshfield, Pomeroy, Shade, The Plains, Vinton, Wellston, Wilkesville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Albany, Amesville, Athens, Chester, Glouster, Guysville, McArthur, Murray City, Nelsonville, New Marshfield, Pomeroy, Shade, The Plains, Vinton, Wellston, Wilkesville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Amanda

Frontier Selective Access

Flat Rated Calling Area

Amanda, Canal Winchester, Lancaster

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Amanda, Ashville, Baltimore, Bremen, Canal Winchester, Carroll, Circleville, Groveport, Hallsville, Kingston,
Lancaster, Laurelville, Lockbourne, Pleasantville, Rushville, Sugar Grove

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Amanda, Ashville, Baltimore, Bremen, Canal Winchester, Carroll, Circleville, Groveport, Hallsville, Kingston,
Lancaster, Laurelville, Lockbourne, Pleasantville, Rushville, Sugar Grove

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Amesville

Frontier Selective Access

Flat Rated Calling Area

Amesville, Athens, Bartlett, Chesterhill

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Albany, Amesville, Athens, Barlow, Bartlett, Chesterhill, Coolville, Corning, Glouster, Guysville, Little Hocking,
McConnelsville, Murray City, Nelsonville, New Marshfield, Pennsville, Shade, Shawnee, Stockport, The Plains,
Watertown

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Albany, Amesville, Athens, Barlow, Bartlett, Chesterhill, Coolville, Corning, Glouster, Guysville, Little Hocking,
McConnelsville, Murray City, Nelsonville, New Marshfield, Pennsville, Shade, Shawnee, Stockport, The Plains,
Watertown

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Amsterdam

Frontier Selective Access

Flat Rated Calling Area

Amsterdam, Bergholz, Harlem Springs, Richmond, Steubenville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adena, Amsterdam, Bergholz, Bloomingdale, Bowerston, Cadiz, Harlem Springs, Hopedale, Jewett, Knoxville,

Mingo Junction, Richmond, Scio, Smithfield, Steubenville, Toronto

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adena, Amsterdam, Bergholz, Bloomingdale, Bowerstown, Cadiz, Harlem Springs, Hopedale, Jewett, Knoxville,

Mingo Junction, Richmond, Scio, Smithfield, Steubenville, Toronto

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Antwerp

Frontier Selective Access

Flat Rated Calling Area

Antwerp, Paulding

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Antwerp, Edgerton, Grover Hill, Hicksville, Ney, Paulding, Payne, Scott, Sherwood

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Antwerp, Edgerton, Grover Hill, Hicksville, Ney, Paulding, Payne, Scott, Sherwood

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Arlington

Frontier Selective Access

Flat Rated Calling Area

Arlington, Findlay, Jenera, Mount Blanchard

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Arcadia, Arlington, Benton Ridge, Bloomdale, Carey, Findlay, Forest, Gilboa, Jenera, Kenton, McComb, Mount Cory, Mount Blanchard, North Baltimore, Pandora, Rawson, Upper Sandusky, Van Buren, Vanlue, Wharton

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Arcadia, Arlington, Benton Ridge, Bloomdale, Carey, Findlay, Forest, Gilboa, Jenera, Kenton, McComb, Mount Cory, Mount Blanchard, North Baltimore, Pandora, Rawson, Upper Sandusky, Van Buren, Vanlue, Wharton

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Ashland

Frontier Selective Access

Flat Rated Calling Area

Ashland, Hayesville, Nova, Polk, Red Haw, Savannah, Sullivan

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Ashland, Congress, Greenwich, Hayesville, Lakeville, Loudonville, New London, Nova, Perrysville, Polk, Red Haw, Savannah, Sullivan, West Salem

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Ashland, Congress, Greenwich, Hayesville, Lakeville, Loudonville, New London, Nova, Perrysville, Polk, Red Haw, Savannah, Sullivan, West Salem

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Ashley

Frontier Selective Access

Flat Rated Calling Area

Ashley, Delaware, Kilbourne, Marengo

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Ashley, Cheshire Center, Croton, Delaware, Green Camp, Kilbourne, Marengo, Marion, Ostrander, Prospect, Radnor, Rathbone, Richwood, Sunbury, Waldo, Westerville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Ashley, Cheshire Center, Croton, Delaware, Green Camp, Kilbourne, Marengo, Marion, Ostrander, Prospect, Radnor, Rathbone, Richwood, Sunbury, Waldo, Westerville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Ashville

Frontier Selective Access

Flat Rated Calling Area

Ashville, Circleville, Columbus, Lockbourne

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Amanda, Ashville, Canal Winchester, Carroll, Circleville, Clarksburg, Columbus, Grove City, Groveport, Hallsville, Harrisburg, Kingston, Lancaster, Laurelville, Lockbourne, Mt. Sterling, New Holland, Reynoldsburg, Williamsport

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Amanda, Ashville, Canal Winchester, Carroll, Circleville, Clarksburg, Columbus, Grove City, Groveport, Hallsville, Harrisburg, Kingston, Lancaster, Laurelville, Lockbourne, Mt. Sterling, New Holland, Reynoldsburg, Williamsport

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Athens

Frontier Selective Access

Flat Rated Calling Area

Albany, Athens, Amesville, Guysville, New Marshfield, Shade, The Plains

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Albany, Athens, Amesville, Bartlett, Chester, Chesterhill, Coolville, Corning, Glouster, Guysville, Murray City,

Nelsonville, New Marshfield, Shade, Shawnee, The Plains

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Albany, Athens, Amesville, Bartlett, Chester, Chesterhill, Coolville, Corning, Glouster, Guysville, Murray City,

Nelsonville, New Marshfield, Shade, Shawnee, The Plains

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Attica

Frontier Selective Access

Flat Rated Calling Area

Attica, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Attica, Bellevue, Bloomville, Clyde, Green Springs, Greenwich, Melmore, Monroeville, New Washington, Norwalk,

Old Fort, Plymouth, Republic, Sycamore, Tiffin, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Attica, Bellevue, Bloomville, Clyde, Green Springs, Greenwich, Melmore, Monroeville, New Washington, Norwalk,

Old Fort, Plymouth, Republic, Sycamore, Tiffin, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Baltic

Frontier Selective Access

Flat Rated Calling Area

Baltic, Berlin, New Philadelphia, Sugarcreek

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, New Philadelphia, Strasburg, Sugarcreek, Wilmot

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, New Philadelphia, Strasburg, Sugarcreek, Wilmot

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Baltimore

Frontier Selective Access

Flat Rated Calling Area

Baltimore, Canal Winchester, Carroll, Lancaster, Millersport, Pataskala, Pleasantville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Alexandria, Amanda, Baltimore, Bremen, Canal Winchester, Carroll, Gahanna, Glenford, Granville, Groveport, Hebron, Junction City, Lancaster, Lockbourne, Millersport, New Albany, Newark, Pataskala, Pleasantville, Reynoldsburg, Rushville, Somerset, Sugar Grove, Thornville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Alexandria, Amanda, Baltimore, Bremen, Canal Winchester, Carroll, Gahanna, Glenford, Granville, Groveport, Hebron, Junction City, Lancaster, Lockbourne, Millersport, New Albany, Newark, Pataskala, Pleasantville, Reynoldsburg, Rushville, Somerset, Sugar Grove, Thornville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Barlow

Frontier Selective Access

Flat Rated Calling Area

Barlow, Bartlett, Marietta, Watertown

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Amesville, Barlow, Bartlett, Belpre, Beverly, Chesterhill, Coolville, Guysville, Little Hocking, Lowell, Lower Salem, Marietta, McConnelsville, Pennsville, Reinersville-Hackney, Stockport, Watertown

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Amesville, Barlow, Bartlett, Belpre, Beverly, Chesterhill, Coolville, Guysville, Little Hocking, Lowell, Lower Salem, Marietta, McConnelsville, Pennsville, Reinersville-Hackney, Stockport, Watertown

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Beach City

Frontier Selective Access

Flat Rated Calling Area

Beach City, Bolivar, Brewster, Massillon, Navarre, Strasburg, Wilmot.

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, Canal Fulton, Canton, Dalton, Magnoila Waynesburg, Manchester, Massillon, Mineral City, Navarre, New Philadelphia, North Canton, Strasburg, Sargar creek, Wilmot

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Baltic, Beach City, Berlin Bolivar, Brewster, Canal Fulton, Canton, Dalton, Magnoila Waynesburg, Manchester, Massillon, Mineral City, Navarre, New Philadelphia, North Canton, Strasburg, Sugar creek, Wilmot

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Beaver

Frontier Selective Access

Flat Rated Calling Area

Beaver, Piketon, Waverly

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Beaver, Idaho, Jackson, Londonderry, Massieville, Minford Stockdale, Oak Hill, Piketon, Richmondale, Waverly, Wellston

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Beaver, Idaho, Jackson, Londonderry, Massieville, Minford Stockdale, Oak Hill, Piketon, Richmondale, Waverly, Wellston

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Bellevue

Frontier Selective Access

Flat Rated Calling Area

Bellevue

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Bellevue, Attica, Berlin Heights, Bloomingville, Bloomville, Castalia, Clyde, Fremont, Green Springs, Huron, Marblehead, Milan, Monroeville, Norwalk, Old Fort, Port Clinton, Republic, Sandusky, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Bellevue, Attica, Berlin Heights, Bloomingville, Bloomville, Castalia, Clyde, Fremont, Green Springs, Huron, Marblehead, Milan, Monroeville, Norwalk, Old Fort, Port Clinton, Republic, Sandusky, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Bergholz

Frontier Selective Access

Flat Rated Calling Area

Amsterdam, Bergholz, Harlem Springs

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Amsterdam, Bergholz, Bloomingdale, Bowerston, Harlem Springs, Hopedale, Jewett, Knoxville, Richmond,
Scio, Smithfield, Steubenville, Toronto

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Amsterdam, Bergholz, Bloomingdale, Bowerston, Harlem Springs, Hopedale, Jewett, Knoxville, Richmond,
Scio, Smithfield, Steubenville, Toronto

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Berlin

Frontier Selective Access

Flat Rated Calling Area

Baltic, Berlin, Millersbury, Sugarcreek, Wilmot

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, Millersburg, Navarre, New Philadelphia, Strasburg, Sugarcreek, Wilmot

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, Millersburg, Navarre, New Philadelphia, Strasburg, Sugarcreek, Wilmot

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Berlin Heights

Frontier Selective Access

Flat Rated Calling Area

Berlin Heights, Huron, Norwalk

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Bellevue, Berlin Heights, Bloomingville, Castalia, Huron, Marblehead, Milan, Monroeville, New London, Norwalk, Sandusky

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Bellevue, Berlin Heights, Bloomingville, Castalia, Huron, Marblehead, Milan, Monroeville, New London, Norwalk, Sandusky

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Bettsville

Frontier Selective Access

Flat Rated Calling Area

Bettsville, Fremont, Helena, Old Fort, Tiffin

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Bettsville, Arcadia, Bascom, Bloomdale, Bloomville, Clyde, Elmore, Fremont, Fostoria, Gibsonburg, Green Springs, Helena, Lindsey, Luckey, McCutchenville, Melmore, New Riegel, Oak Harbor, Old Fort, Pemberville, Republic, Rising Sun, Tiffin, Wayne-Bradner, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Bettsville, Arcadia, Bascom, Bloomdale, Bloomville, Clyde, Elmore, Fremont, Fostoria, Gibsonburg, Green Springs, Helena, Lindsey, Luckey, McCutchenville, Melmore, New Riegel, Oak Harbor, Old Fort, Pemberville, Republic, Rising Sun, Tiffin, Wayne-Bradner, Woodville

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Beverly

Frontier Selective Access

Flat Rated Calling Area

Beverly, Lowell, Marietta, Stockport, Watertown

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Barlow, Bartlett, Belpre, Beverly, Caldwell, Chesterhill, Dexter City, Lowell, Lower Salem, Marietta, McConnelsville, Pennsville, Reinersville-Hackney, Stockport, Watertown

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Barlow, Bartlett, Belpre, Beverly, Caldwell, Chesterhill, Dexter City, Lowell, Lower Salem, Marietta, McConnelsville, Pennsville, Reinersville-Hackney, Stockport, Watertown

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Blanchester

Frontier Selective Access

Flat Rated Calling Area

Blanchester, Butlerville, Clarksville, Martinsville, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA plus Cincinnati and Little Miami

Frontier Fun Access

Flat Rated Calling Area

Blanchester, Butlerville, Clarksville, Danville, Little Miami, Lynchburg, Martinsville, Mount Orab, New Burlington, New Vienna, Port William, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA plus Cincinnati

Frontier Finest Access

Flat Rated Calling Area

Blanchester, Butlerville, Clarksville, Danville, Little Miami, Lynchburg, Martinsville, Mount Orab, New Burlington, New Vienna, Port William, Wilmington

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA plus Cincinnati

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Bloomville

Frontier Selective Access

Flat Rated Calling Area

Bloomville, Republic, Tiffin

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Attica, Bascom, Bellevue, Bettsville, Bloomville, Carey, Clyde, Green Springs, McUtchenville, Melmore, New Riegel, New Washington, Old Fort, Plymouth, Republic, Sycamore, Tiffin, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Attica, Bascom, Bellevue, Bettsville, Bloomville, Carey, Clyde, Green Springs, McUtchenville, Melmore, New Riegel, New Washington, Old Fort, Plymouth, Republic, Sycamore, Tiffin, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Bolivar

Frontier Selective Access

Flat Rated Calling Area

Beach City, Bolivar, Canton, Mineral City, New Philadelphia, Strasburg

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, Canal Fulton, Canton, Carrollton, Dalton, Dellroy, Greensburg, Louisville, Magnolia, Waynesburg, Malvern, Massillon, Mineral City, Minerva, Navarre, New Philadelphia, North Canton, Paris, Strasburg, Sugarcreek, Wilmot

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, Canal Fulton, Canton, Carrollton, Dalton, Dellroy, Greensburg, Louisville, Magnolia, Waynesburg, Malvern, Massillon, Mineral City, Minerva, Navarre, New Philadelphia, North Canton, Paris, Strasburg, Sugarcreek, Wilmot

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Bowerston

Frontier Selective Access

Flat Rated Calling Area

Bowerston, New Philadelphia, Scio, Uhrichsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Amsterdam, Bergholz, Bowerston, Cadiz, Freeport, Gnadenhutzen, Hopedale, Jewett, New Philadelphia, Scio, Uhrichsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Amsterdam, Bergholz, Bowerston, Cadiz, Freeport, Gnadenhutzen, Hopedale, Jewett, New Philadelphia, Scio, Uhrichsville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Bowling Green

Frontier Selective Access

Flat Rated Calling Area

Bowling Green, Cygnet, Haskins-Tontogany, Pemberville, Portage, Wayne-Bradner, Weston

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Arcadia, Bloomdale, Bowling Green, Cygnet, Deshler, Elmore, Fostoria, Genoa, Gibsonburg, Grand Rapids, Grelton-Malinta, Haskins-Tontogany, Helena, Holland, Liberty Center, Luckey, Maumee, McClure, Moline, Neapolis, North Baltimore, Pemberville, Perrysburg, Portage, Rising Sun, Stonyridge, Swanton, Toledo, Van Buren, Waterville, Wayne-Bradner, Weston, Whitehouse, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Arcadia, Bloomdale, Bowling Green, Cygnet, Deshler, Elmore, Fostoria, Genoa, Gibsonburg, Grand Rapids, Grelton-Malinta, Haskins-Tontogany, Helena, Holland, Liberty Center, Luckey, Maumee, McClure, Moline, Neapolis, North Baltimore, Pemberville, Perrysburg, Portage, RisingSun, Stonyridge, Swanton, Toledo, Van Buren, Waterville, Wayne-Bradner, Weston, Whitehouse, Woodville

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Bremen

Frontier Selective Access

Flat Rated Calling Area

Bremen, Lancaster, Rushville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Bremen, Amanda, Baltimore, Carroll, Corning, Crooksville, Fultonham, Glenford, Hebron, Junction City, Lancaster, Logan, Millersport, Murray City, Nelsonville, New Lexington, Pleasantville, Roseville, Rushville, Shawnee, Somerset, Sugar Grove, Thornville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Bremen, Amanda, Baltimore, Carroll, Corning, Crooksville, Fultonham, Glenford, Hebron, Junction City, Lancaster, Logan, Millersport, Murray City, Nelsonville, New Lexington, Pleasantville, Roseville, Rushville, Shawnee, Somerset, Sugar Grove, Thornville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Brewster

Frontier Selective Access

Flat Rated Calling Area

Beach City, Brewster, Massillon, Navarre, Wilmot

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, Canal Fulton, Canton, Dalton, Greensburg, Magnolia Waynesburg, Manchester, Massillon, Mineral City, Navarre, New Philadelphia, North Canton, Strasburg, Sugarcreek, Wilmot

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, Canal Fulton, Canton, Dalton, Greensburg, Magnolia Waynesburg, Manchester, Massillon, Mineral City, Navarre, New Philadelphia, North Canton, Strasburg, Sugarcreek, Wilmot

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Brilliant

Frontier Selective Access

Flat Rated Calling Area

Brilliant, Mingo Junction, Smithfield, Steubenville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adena, Bellaire, Bloomingdale, Bridgeport, Brilliant, Dillonvale – Mount Pleasant, Hopedale, Knoxville, Martins Ferry, Mingo Junction, Richmond, Smithfield, St. Clairsville, Steubenville, Tiltonsville, Toronto

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adena, Bellaire, Bloomingdale, Bridgeport, Brilliant, Dillonvale – Mount Pleasant, Hopedale, Knoxville, Martins Ferry, Mingo Junction, Richmond, Smithfield, St. Clairsville, Steubenville, Tiltonsville, Toronto

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Brookville

Frontier Selective Access

Flat Rated Calling Area

Brookville, Dayton, Lewisburg, New Lebanon, Phillipsburg, Trotwood

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Arcanum, Brookville, Camden, Dayton, Eaton, Eldorado, Englewood, Farmersville, Franklin, Germantown, Gettysburg, Gratis, Laura, Lewisburg, Liberty, Miamisburg-West Carrollton, New Lebanon, New Madison, New Paris, Phillipsburg, Pleasant Hill, Tipp City, Trotwood, Troy, Vandalia, West Alexandria, West Manchester, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Arcanum, Brookville, Camden, Dayton, Eaton, Eldorado, Englewood, Farmersville, Franklin, Germantown, Gettysburg, Gratis, Laura, Lewisburg, Liberty, Miamisburg-West Carrollton, New Lebanon, New Madison, New Paris, Phillipsburg, Pleasant Hill, Tipp City, Trotwood, Troy, Vandalia, West Alexandria, West Manchester, West Milton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Brunswick

Frontier Selective Access

Flat Rated Calling Area

Bedford, Berea, Brecksville, Brunswick, Chagrin Falls, Cleveland, Gates Mills, Hillcrest, Hinckley, Independence, Montrose (Cuyahoga County), North Royalton, Olmsted Falls, Strongsville, Terrace, Trinity, Valley City, Victory, Wickliffe, Willoughby

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Akron, Bedford, Berea, Brecksville, Brunswick, Burbank, Chagrin Falls, Chatham, Cleveland, Creston, Gates Mills, Hillcrest, Hinckley, Independence, Lodi, Medina, Montrose (Cuyahoga County), Montrose (Summit County), North Royalton, Olmsted Falls, Peninsula, Seville, Sharon Center, Spencer, Strongsville, Terrace, Trinity, Valley City, Victory, Wadsworth, Westfield Center, Wickliffe, Willoughby

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Akron, Bedford, Berea, Brecksville, Brunswick, Burbank, Chagrin Falls, Chatham, Cleveland, Creston, Gates Mills, Hillcrest, Hinckley, Independence, Lodi, Medina, Montrose (Cuyahoga County), Montrose (Summit County), North Royalton, Olmsted Falls, Peninsula, Seville, Sharon Center, Spencer, Strongsville, Terrace, Trinity, Valley City, Victory, Wadsworth, Westfield Center, Wickliffe, Willoughby

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Bryan

Frontier Selective Access

Flat Rated Calling Area

Bryan, Edgerton, Edon, Evansport, Montpelier, Ney, West Unity

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Archbold, Bryan, Cooney, Defiance, Edgerton, Edon, Evansport, Fayette, Hicksville, Jewell, Montpelier, Ney, Okolona, Pioneer, Ridgeville Corner, Sherwood, Stryker, West Unity

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Archbold, Bryan, Cooney, Defiance, Edgerton, Edon, Evansport, Fayette, Hicksville, Jewell, Montpelier, Ney, Okolona, Pioneer, Ridgeville Corner, Sherwood, Stryker, West Unity

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Burbank

Frontier Selective Access

Flat Rated Calling Area

Burbank, Congress, Creston, Lodi, West Salem, Wooster

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Brunswick, Burbank, Chatham, Congress, Creston, Doylestown, Homerville, Lodi, Medina, Seville, Sharon Center, Spencer, Valley City, Wadsworth, West Salem, Westfield Center, Wooster

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Brunswick, Burbank, Chatham, Congress, Creston, Doylestown, Homerville, Lodi, Medina, Seville, Sharon Center, Spencer, Valley City, Wadsworth, West Salem, Westfield Center, Wooster

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Byesville

Frontier Selective Access

Flat Rated Calling Area

Byesville, Cambridge

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adamsville, Barnesville, Byesville, Caldwell, Cambridge, Cumberland, Fairview, New Concord, Norwich, Old Washington, Quaker City, Summerfield

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adamsville, Barnesville, Byesville, Caldwell, Cambridge, Cumberland, Fairview, New Concord, Norwich, Old Washington, Quaker City, Summerfield

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Cadiz

Frontier Selective Access

Flat Rated Calling Area

Adena, Cadiz, Flushing, Freeport, Hopedale, Jewett, Scio

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adena, Amsterdam, Bergholz, Bethesda, Bloomingdale, Bowerston, Bridgeport, Cadiz, Dillonvale – Mount Pleasant, Fairview, Flushing, Freeport, Hopedale, Jewett, Martins Ferry, Morristown, Richmond, Scio, Smithfield, St. Clairsville, Tiltonsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adena, Amsterdam, Bergholz, Bethesda, Bloomingdale, Bowerston, Bridgeport, Cadiz, Dillonvale – Mount Pleasant, Fairview, Flushing, Freeport, Hopedale, Jewett, Martins Ferry, Morristown, Richmond, Scio, Smithfield, St. Clairsville, Tiltonsville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Caldwell

Frontier Selective Access

Flat Rated Calling Area

Caldwell, Dexter City, Summerfield

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Beverly, Byesville, Caldwell, Cambridge, Cumberland, Dexter City, Graysville, Lewisville, Lowell, Lower Salem, McConnelsville, New Concord, Quaker City, Reinersville-Hackney, Summerfield

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Beverly, Byesville, Caldwell, Cambridge, Cumberland, Dexter City, Graysville, Lewisville, Lowell, Lower Salem, McConnelsville, New Concord, Quaker City, Reinersville-Hackney, Summerfield

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Cambridge

Frontier Selective Access

Flat Rated Calling Area

Byesville, Cambridge, New Concord, Old Washington

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adamsville, Byesville, Caldwell, Cambridge, Conesville, Cumberland, Fairview, Newcomerstown, New Concord, Norwich, Old Washington, Quaker City, West Lafayette

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adamsville, Byesville, Caldwell, Cambridge, Conesville, Cumberland, Fairview, Newcomerstown, New Concord, Norwich, Old Washington, Quaker City, West Lafayette

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Carey

Frontier Selective Access

Flat Rated Calling Area

Carey, Findlay, Upper Sandusky

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Arcadia, Arlington, Bascom, Bloomdale, Bloomville, Carey, Findlay, Forest, Fostoria, Jenera, McCutchenville, Melmore, Mount Blanchard, New Riegel, Sycamore, Tiffin, Upper Sandusky, Van Buren, Vanlue, Wharton

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Arcadia, Arlington, Bascom, Bloomdale, Bloomville, Carey, Findlay, Forest, Fostoria, Jenera, McCutchenville, Melmore, Mount Blanchard, New Riegel, Sycamore, Tiffin, Upper Sandusky, Van Buren, Vanlue, Wharton

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Carrollton

Frontier Selective Access

Flat Rated Calling Area

Carrollton, Dellroy, Harlem Springs, Malvern, Mechanicstown, Pattersonville

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Bolivar, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Magnolia-Waynesburg, Malvern, Mechanicstown, Mineral City, Minerva, North Georgetown, Paris, Pattersonville, Winona

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Bolivar, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Magnolia-Waynesburg, Malvern, Mechanicstown, Mineral City, Minerva, North Georgetown, Paris, Pattersonville, Winona

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Catawba

Frontier Selective Access

Flat Rated Calling Area

Catawba, Mechanicsburg, Springfield

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Catawba, Donnelsville, Enon, Mechanicsburg, North Hampton, Pitchin, South Charleston, South Solon, South Vienna, Springfield, Terre Haute, Tremont City, Urbana, Woodstock

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Catawba, Donnelsville, Enon, Mechanicsburg, North Hampton, Pitchin, South Charleston, South Solon, South Vienna, Springfield, Terre Haute, Tremont City, Urbana, Woodstock

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Celina

Frontier Selective Access

Flat Rated Calling Area

Celina, Coldwater, Maria Stein, Mendon, Rockford, St. Marys, Wabash

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, Mendon, Minster, New Bremen, New Knoxville, North Star, Rockford,
St. Marys, Wabash, Wapakoneta, Yorkshire

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, Mendon, Minster, New Bremen, New Knoxville, North Star, Rockford,
St. Marys, Wabash, Wapakoneta, Yorkshire

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Chatham

Frontier Selective Access

Flat Rated Calling Area

Chatham, Medina, Spencer

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Brunswick, Burbank, Chatham, Creston, Doylestown, Homerville, Lodi, Medina, Seville, Sharon Center,
Spencer, Valley City, Wadsworth, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Brunswick, Burbank, Chatham, Creston, Doylestown, Homerville, Lodi, Medina, Seville, Sharon Center,
Spencer, Valley City, Wadsworth, Westfield Center

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Chesapeake

Frontier Selective Access

Flat Rated Calling Area

Chesapeake, Huntington, WV

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Arabia, Chesapeake, Guyan, Huntington, WV, Ironton

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Arabia, Chesapeake, Guyan, Huntington, WV, Ironton

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Cheshire Center

Frontier Selective Access

Flat Rated Calling Area

Cheshire Center, Alton, Canal Winchester, Columbus, Delaware, Dublin, Gahanna, Grove City, Groveport, Harrisburg, Hilliard, Kilbourne, Lockbourne, New Albany, Rathbone, Reynoldsburg, Sunbury, Westerville, West Jefferson, Worthington

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Cheshire Center, Alton, Ashley, Canal Winchester, Columbus, Croton, Delaware, Dublin, Gahanna, Grove City, Groveport, Hilliard, Harrisburg, Johnstown, Kilbourne, Lockbourne, New Albany, Ostrander, Plain City, Prospect, Radnor, Rathbone, Reynoldsburg, Sunbury, Waldo, Westerville, West Jefferson, Worthington

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Cheshire Center, Alton, Ashley, Canal Winchester, Columbus, Croton, Delaware, Dublin, Gahanna, Grove City, Groveport, Hilliard, Harrisburg, Johnstown, Kilbourne, Lockbourne, New Albany, Ostrander, Plain City, Prospect, Radnor, Rathbone, Reynoldsburg, Sunbury, Waldo, Westerville, West Jefferson, Worthington

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Circleville

Frontier Selective Access

Flat Rated Calling Area

Ashville, Circleville, Laurelville, Williamsport

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Amanda, Ashville, Canal Winchester, Carroll, Chillicothe, Circleville, Clarksburg, Frankfort, Groveport, Hallsville, Harrisburg, Kingston, Lancaster, Laurelville, Lockbourne, Mt. Sterling, New Holland, Williamsport

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Amanda, Ashville, Canal Winchester, Carroll, Chillicothe, Circleville, Clarksburg, Frankfort, Groveport, Hallsville, Harrisburg, Kingston, Lancaster, Laurelville, Lockbourne, Mt. Sterling, New Holland, Williamsport

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Clarksville

Frontier Selective Access

Flat Rated Calling Area

Blanchester, Clarksville, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Bellbrook, Blanchester, Bowersville, Centerville, Clarksville, Lynchburg, Martinsville, New Burlington, New Vienna, Port William, Spring Valley, Wilmington, Xenia

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Bellbrook, Blanchester, Bowersville, Centerville, Clarksville, Lynchburg, Martinsville, New Burlington, New Vienna, Port William, Spring Valley, Wilmington, Xenia

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Clyde

Frontier Selective Access

Flat Rated Calling Area

Clyde

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Clyde, Attica, Bascom, Bellevue, Bettsville, Bloomingville, Bloomville, Castalia, Fremont, Gibsonburg, Green Springs, Helena, Lindsey, Milan, Monroeville, Norwalk, Oak Harbor, Old Fort, Port Clinton, Republic, Sandusky, Tiffin

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Clyde, Attica, Bascom, Bellevue, Bettsville, Bloomingville, Bloomville, Castalia, Fremont, Gibsonburg, Green Springs, Helena, Lindsey, Milan, Monroeville, Norwalk, Oak Harbor, Old Fort, Port Clinton, Republic, Sandusky, Tiffin

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Coldwater

Frontier Selective Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, Wabash

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, Mendon, Minster, New Bremen, New Knoxville, North Star, St. Marys, Wabash, Yorkshire

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, Mendon, Minster, New Bremen, New Knoxville, North Star, St. Marys, Wabash, Yorkshire

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Congress

Frontier Selective Access

Flat Rated Calling Area

Burbank, Congress, Red Haw, West Salem, Wooster

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Ashland, Burbank, Congress, Hayesville, Lakeville, Nova, Polk, Red Haw, Savannah, Sullivan, West Salem, Wooster

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Ashland, Burbank, Congress, Hayesville, Lakeville, Nova, Polk, Red Haw, Savannah, Sullivan, West Salem, Wooster

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Convoy

Frontier Selective Access

Flat Rated Calling Area

Convoy, Scott, Van Wert, Willshire - Wren

Measured Rate Calling Area

All other exchanges in the Mansfield LATA

Frontier Fun Access

Flat Rated Calling Area

Convoy, Delphos, Middle Point, Ohio City, Ottoville, Paulding, Rockford, Scott, Van Wert, Venedocia, Willshire - Wren

Measured Rate Calling Area

All other exchanges in the Mansfield LATA

Frontier Finest Access

Flat Rated Calling Area

Convoy, Delphos, Middle Point, Ohio City, Ottoville, Paulding, Rockford, Scott, Van Wert, Venedocia, Willshire - Wren

Block of Time/Measured Rate Calling Area

All other exchanges in the Mansfield LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Creston

Frontier Selective Access

Flat Rated Calling Area

Burbank, Creston, Seville, Westfield Center, Wooster

Measured Rate Calling Area

All other exchanges in the Akron LATA plus Sterling in the Mansfield LATA

Frontier Fun Access

Flat Rated Calling Area

Brunswick, Burbank, Canal Fulton, Chatham, Creston, Dalton, Doylestown, Homerville, Lodi, Manchester, Medina, Montrose (Summit County), Seville, Sharon Center, Spencer, Sterling, Valley City, Wadsworth, Westfield Center, Wooster

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Brunswick, Burbank, Canal Fulton, Chatham, Creston, Dalton, Doylestown, Homerville, Lodi, Manchester, Medina, Montrose (Summit County), Seville, Sharon Center, Spencer, Sterling, Valley City, Wadsworth, Westfield Center, Wooster

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Curtice-Oregon

Frontier Selective Access

Flat Rated Calling Area

Curtice-Oregon, Genoa, Toledo

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Curtice-Oregon, Elmore, Genoa, Gibsonburg, Helena, Holland, Lindsey, Luckey, Maumee, Moline, North Sylvania (in Michigan), Oak Harbor, Pemberville, Perrysburg, Stony Ridge, Sylvania, Toledo, Waterville, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Curtice-Oregon, Elmore, Genoa, Gibsonburg, Helena, Holland, Lindsey, Luckey, Maumee, Moline, North Sylvania (in Michigan), Oak Harbor, Pemberville, Perrysburg, Stony Ridge, Sylvania, Toledo, Waterville, Woodville

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Decatur

Frontier Selective Access

Flat Rated Calling Area

Decatur, Ripley, Russellville

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Aberdeen, Belfast, Decatur, Georgetown, Hamersville, Higginsport, Manchester, Mount Orab, Mowrystown, Peebles, Ripley, Russellville, Sardinia, Seaman, Sugar Tree Ridge, West Union, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Aberdeen, Belfast, Decatur, Georgetown, Hamersville, Higginsport, Manchester, Mount Orab, Mowrystown, Peebles, Ripley, Russellville, Sardinia, Seaman, Sugar Tree Ridge, West Union, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Delaware

Frontier Selective Access

Flat Rated Calling Area

Delaware, Ashley, Cheshire Center, Kilbourne, Ostrander, Radnor, Rathbone

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Delaware, Ashley, Cheshire Center, Dublin, Green Camp, Hilliard, Kilbourne, Ostrander, Plain City, Prospect, Radnor, Rathbone, Richwood, Sunbury, Waldo, Westerville, Worthington

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Delaware, Ashley, Cheshire Center, Dublin, Green Camp, Hilliard, Kilbourne, Ostrander, Plain City, Prospect, Radnor, Rathbone, Richwood, Sunbury, Waldo, Westerville, Worthington

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Dellroy

Frontier Selective Access

Flat Rated Calling Area

Carrollton, Dellroy

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Bolivar, Canton, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Louisville, Magnolia-Waynesburg, Malvern, Mechanicstown, Mineral City, Minerva, New Philadelphia, Paris, Pattersonville, Strasburg

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Bolivar, Canton, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Louisville, Magnolia-Waynesburg, Malvern, Mechanicstown, Mineral City, Minerva, New Philadelphia, Paris, Pattersonville, Strasburg

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Dexter City

Frontier Selective Access

Flat Rated Calling Area

Caldwell, Dexter City, Lower Salem, Summerfield

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Beverly, Cumberland, Caldwell, Dexter City, Graysville, Lewisille, Lowell, Lower Salem, Marietta, McConnelsville, Reinersville-Hackney, Stockport, Summerfield, Watertown

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Beverly, Cumberland, Caldwell, Dexter City, Graysville, Lewisille, Lowell, Lower Salem, Marietta, McConnelsville, Reinersville-Hackney, Stockport, Summerfield, Watertown

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Dillonvale – Mount Pleasant

Frontier Selective Access

Flat Rated Calling Area

Adena, Bridgeport, Dillonvale – Mount Pleasant, Martins Ferry, Smithfield, Tiltonsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adena, Bellaire, Bloomingdale, Bridgeport, Brilliant, Cadiz, Centerville, Dillonvale – Mount Pleasant, Flushing, Hopedale, Jewett, Martins Ferry, Mingo Junction, Morristown, Richmond, Smithfield, St. Clairsville, Steubenville, Tiltonsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adena, Bellaire, Bloomingdale, Bridgeport, Brilliant, Cadiz, Centerville, Dillonvale – Mount Pleasant, Flushing, Hopedale, Jewett, Martins Ferry, Mingo Junction, Morristown, Richmond, Smithfield, St. Clairsville, Steubenville, Tiltonsville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

East Rochester

Frontier Selective Access

Flat Rated Calling Area

East Rochester, Hanoverton, Minerva, North Georgetown

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Alliance, Canton, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Louisville, Magnolia-Waynesburg, Malvern, Marlboro, Mechanicstown, Minerva, North Georgetown, Paris, Patternsonville, Sebring, Winona

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Alliance, Canton, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Louisville, Magnolia-Waynesburg, Malvern, Marlboro, Mechanicstown, Minerva, North Georgetown, Paris, Patternsonville, Sebring, Winona

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Edgerton

Frontier Selective Access

Flat Rated Calling Area

Bryan, Edgerton, Edon

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Antwerp, Bryan, Cooney, Edgerton, Edon, Evansport, Hicksville, Montpelier, Ney, Pioneer, Sherwood, Stryker, West Unity

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Antwerp, Bryan, Cooney, Edgerton, Edon, Evansport, Hicksville, Montpelier, Ney, Pioneer, Sherwood, Stryker, West Unity

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Edon

Frontier Selective Access

Flat Rated Calling Area

Bryan, Edgerton, Edon

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Bryan, Cooney, Edgerton, Edon, Hicksville, Montpelier, Ney, Pioneer, Stryker, West Unity

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Bryan, Cooney, Edgerton, Edon, Hicksville, Montpelier, Ney, Pioneer, Stryker, West Unity

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Elmore

Frontier Selective Access

Flat Rated Calling Area

Elmore, Toledo, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Elmore, Bettsville, Bowling Green, Curtice-Oregon, Fremont, Genoa, Gibsonburg, Helena, Lindsey, Luckey, Maumee, Moline, Oak Harbor, Old Fort, Pemberville, Perrysburg, Port Clinton, Rising Sun, Stony Ridge, Toledo, Wayne-Bradner, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Elmore, Bettsville, Bowling Green, Curtice-Oregon, Fremont, Genoa, Gibsonburg, Helena, Lindsey, Luckey, Maumee, Moline, Oak Harbor, Old Fort, Pemberville, Perrysburg, Port Clinton, Rising Sun, Stony Ridge, Toledo, Wayne-Bradner, Woodville

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Englewood

Frontier Selective Access

Flat Rated Calling Area

Beaver Creek, Bellbrook, Centerville, Dayton, Englewood, Fairborn, Miamisburg-West Carrollton, Phillipsburg, Trotwood, Vandalia, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Arcanum, Beaver Creek, Bellbrook, Bradford, Brookville, Centerville, Christianburg, Covington, Dayton, Donnelsville, Eldorado, Englewood, Enon, Fairborn, Farmersville, Fletcher-Lena, Germantown, Gettysburg, Laura, Lewisburg, Liberty, Miamisburg-West Carrollton, Medway, New Carlisle, New Lebanon, Phillipsburg, Piqua, Pleasant Hill, Tipp City, Trotwood, Troy, Vandalia, West Alexandria, West Manchester, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Arcanum, Beaver Creek, Bellbrook, Bradford, Brookville, Centerville, Christianburg, Covington, Dayton, Donnelsville, Eldorado, Englewood, Enon, Fairborn, Farmersville, Fletcher-Lena, Germantown, Gettysburg, Laura, Lewisburg, Liberty, Miamisburg-West Carrollton, Medway, New Carlisle, New Lebanon, Phillipsburg, Piqua, Pleasant Hill, Tipp City, Trotwood, Troy, Vandalia, West Alexandria, West Manchester, West Milton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Evansport

Frontier Selective Access

Flat Rated Calling Area

Bryan, Defiance, Evansport, Jewell, Ridgeville Corner.

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Archbold, Arthur, Ayersville, Bryan, Defiance, Edgerton, Evansport, Fayette, Florida, Gerald, Holgate, Jewell, Liberty Center, Montpelier, Napoleon, New Bavaria, Ney, Okolona, Pioneer, Ridgeville Corner, Sherwood, Stryker, Wauseon, West Unity

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Archbold, Arthur, Ayersville, Bryan, Defiance, Edgerton, Evansport, Fayette, Florida, Gerald, Holgate, Jewell, Liberty Center, Montpelier, Napoleon, New Bavaria, Ney, Okolona, Pioneer, Ridgeville Corner, Sherwood, Stryker, Wauseon, West Unity

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Farmersville

Frontier Selective Access

Flat Rated Calling Area

Dayton, Farmersville, Germantown, Gratis, Liberty, Miamisburg-West Carrollton, New Lebanon, West Alexandria

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Bellbrook, Brookville, Camden, Centerville, Dayton, Eaton, Farmersville, Franklin, Germantown, Gratis, Lewisburg, Liberty, Miamisburg-West Carrollton, Middletown, Monroe, New Lebanon, Phillipsburg, Trenton, Trotwood, Vandalia, West Alexandria, West Manchester, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Bellbrook, Brookville, Camden, Centerville, Dayton, Eaton, Farmersville, Franklin, Germantown, Gratis, Lewisburg, Liberty, Miamisburg-West Carrollton, Middletown, Monroe, New Lebanon, Phillipsburg, Trenton, Trotwood, Vandalia, West Alexandria, West Manchester, West Milton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Fayette

Frontier Selective Access

Flat Rated Calling Area

Fayette, Archbold, Wauseon

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Archbold, Bryan, Chesterfield, Delta, Evansport, Fayette, Gerald, Lyons, Montpelier, Pioneer, Ridgeville Corner, Stryker, Wauseon, West Untiy

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Archbold, Bryan, Chesterfield, Delta, Evansport, Fayette, Gerald, Lyons, Montpelier, Pioneer, Ridgeville Corner, Stryker, Wauseon, West Untiy

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Felicity

Frontier Selective Access

Flat Rated Calling Area

Bethel, Cincinnati, Clermont, Felicity, Hamersville, Higginsport

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Bethel, Cincinnati, Clermont, Felicity, Georgetown, Hamersville, Higginsport, Mount Orab, Ripley, Russellville, Sardinia

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Bethel, Cincinnati, Clermont, Felicity, Georgetown, Hamersville, Higginsport, Mount Orab, Ripley, Russellville, Sardinia

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Flushing

Frontier Selective Access

Flat Rated Calling Area

Cadiz, Flushing, Freeport, St. Clairsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adena, Barnesville, Bellaire, Bethesda, Bloomingdale, Bridgeport, Cadiz, Centerville, Dillonvale – Mount Pleasant, Fairview, Flushing, Freeport, Hopedale, Jewett, Martins Ferry, Morristown, Quaker City, Scio, Smithfield, Somerton, St. Clairsville, Tiltonsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adena, Barnesville, Bellaire, Bethesda, Bloomingdale, Bridgeport, Cadiz, Centerville, Dillonvale – Mount Pleasant, Fairview, Flushing, Freeport, Hopedale, Jewett, Martins Ferry, Morristown, Quaker City, Scio, Smithfield, Somerton, St. Clairsville, Tiltonsville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Forest

Frontier Selective Access

Flat Rated Calling Area

Forest, Mount Blanchard, Wharton

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Arlington, Carey, Findlay, Forest, Jenera, Kenton, McCutchenville, Mount Cory, Mount Blanchard, New Riegel, Rawson, Upper Sandusky, Vanlue, Wharton

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Arlington, Carey, Findlay, Forest, Jenera, Kenton, McCutchenville, Mount Cory, Mount Blanchard, New Riegel, Rawson, Upper Sandusky, Vanlue, Wharton

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Fort Recovery

Frontier Selective Access

Flat Rated Calling Area

Coldwater, Fort Recovery, Wabash

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, North Star, Wabash, Yorkshire

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, North Star, Wabash, Yorkshire

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Freeport

Frontier Selective Access

Flat Rated Calling Area

Cadiz, Flushing, Freeport, Uhrichsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Barnesville, Bethesda, Bowerston, Cadiz, Fairview, Flushing, Freeport, Gnadenhutten, Jewett, Morristown,

Newcomerstown, Old Washington, Quaker City, Scio, Uhrichsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Barnesville, Bethesda, Bowerston, Cadiz, Fairview, Flushing, Freeport, Gnadenhutten, Jewett, Morristown,

Newcomerstown, Old Washington, Quaker City, Scio, Uhrichsville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Galion

Frontier Selective Access

Flat Rated Calling Area

Galion

Measured Rate Calling Area

All other exchanges in the Mansfield LATA

Frontier Fun Access

Flat Rated Calling Area

Belleville, Bucyrus, Caledonia, Cardington, Chatfield, Chesterville, Crestline, Galion, Johnsville, Lexington, Lucas, Lykens, Mansfield, Mount Gilead, New Winchester, Shelby, Shiloh

Measured Rate Calling Area

All other exchanges in the Mansfield LATA

Frontier Finest Access

Flat Rated Calling Area

Belleville, Bucyrus, Caledonia, Cardington, Chatfield, Chesterville, Crestline, Galion, Johnsville, Lexington, Lucas, Lykens, Mansfield, Mount Gilead, New Winchester, Shelby, Shiloh

Block of Time/Measured Rate Calling Area

All other exchanges in the Mansfield LATA

Garrettsville

Frontier Selective Access

Flat Rated Calling Area

Garrettsville, Hiram, Parkman, Ravenna, Windham

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Atwater, Garrettsville, Hiram, Hudson, Kent, Mantua, Parkman, Ravenna, Rootstown, Windham

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Atwater, Garrettsville, Hiram, Hudson, Kent, Mantua, Parkman, Ravenna, Rootstown, Windham

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Genoa

Frontier Selective Access

Flat Rated Calling Area

Genoa, Curtice-Oregon, Toledo, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Genoa, Bettsville, Bowling Green, Curtice-Oregon, Elmore, Fremont, Gibsonburg, Haskins-Tontogany, Helena, Holland, Lindsey, Luckey, Maumee, Moline, Oak Harbor, Pemberville, Perrysburg, Portage, Rising Sun, Stony Ridge, Toledo, Waterville, Wayne-Bradner, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Genoa, Bettsville, Bowling Green, Curtice-Oregon, Elmore, Fremont, Gibsonburg, Haskins-Tontogany, Helena, Holland, Lindsey, Luckey, Maumee, Moline, Oak Harbor, Pemberville, Perrysburg, Portage, Rising Sun, Stony Ridge, Toledo, Waterville, Wayne-Bradner, Woodville

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Georgetown

Frontier Selective Access

Flat Rated Calling Area

Georgetown, Hamersville, Higginsport, Mount Orab, Ripley, Russellville, Sardinia

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Aberdeen, Decatur, Felicity, Georgetown, Hamersville, Higginsport, Manchester, Mount Orab, Mowrysville, Ripley, Russellville, Sardinia, Seaman, Sugar Tree Ridge, West Union, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Aberdeen, Decatur, Felicity, Georgetown, Hamersville, Higginsport, Manchester, Mount Orab, Mowrysville, Ripley, Russellville, Sardinia, Seaman, Sugar Tree Ridge, West Union, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Gibsonburg

Frontier Selective Access

Flat Rated Calling Area

Gibsonburg, Fremont, Helena, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Gibsonburg, Bascom, Bettsville, Bloomdale, Bowling Green, Clyde, Curtice-Oregon, Cygnet, Elmore, Fostoria, Fremont, Genoa, Green Springs, Helena, Lindsey, Luckey, Maumee, Moline, Oak Harbor, Old Fort, Pemberville, Perrysburg, Portage, Rising Sun, Stony Ridge, Tiffin, Wayne-Bradner, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Gibsonburg, Bascom, Bettsville, Bloomdale, Bowling Green, Clyde, Curtice-Oregon, Cygnet, Elmore, Fostoria, Fremont, Genoa, Green Springs, Helena, Lindsey, Luckey, Maumee, Moline, Oak Harbor, Old Fort, Pemberville, Perrysburg, Portage, Rising Sun, Stony Ridge, Tiffin, Wayne-Bradner, Woodville

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Grafton

Frontier Selective Access

Flat Rated Calling Area

Elyria, Grafton, North Eaton

Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Frontier Fun Access

Flat Rated Calling Area

Amherst, Avon, Avon Lake, Berea, Birmingham, Columbia Station, Elyria, Grafton, Hinckley, Lorain, North Eaton, North Royalton, Oberlin, Olmsted Falls, Strongsville, Trinity, Vermillion, Victory, Wakeman, Wellington

Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Frontier Finest Access

Flat Rated Calling Area

Amherst, Avon, Avon Lake, Berea, Birmingham, Columbia Station, Elyria, Grafton, Hinckley, Lorain, North Eaton, North Royalton, Oberlin, Olmsted Falls, Strongsville, Trinity, Vermillion, Victory, Wakeman, Wellington

Block of Time/Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Grand Rapids

Frontier Selective Access

Flat Rated Calling Area

Grand Rapids, Haskins – Tontogany, Maumee, Toledo, Waterville, Weston, Whitehouse

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Belmore, Bowling Green, Cygnet, Delta, Deshler, Florida, Gerald, Grand Rapids, Grelton-Malinta, Hamler, Haskins-Tontogany, Holgate, Holland, Liberty Center, Maumee, McClure, Napoleon, Neapolis, North Baltimore, Okolona, Perrysburg, Portage, Richfield Center-Berkey, Ridgeville Corner, Swanton, Toledo, Waterville, Wauseon, Weston, Whitehouse

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Belmore, Bowling Green, Cygnet, Delta, Deshler, Florida, Gerald, Grand Rapids, Grelton-Malinta, Hamler, Haskins-Tontogany, Holgate, Holland, Liberty Center, Maumee, McClure, Napoleon, Neapolis, North Baltimore, Okolona, Perrysburg, Portage, Richfield Center-Berkey, Ridgeville Corner, Swanton, Toledo, Waterville, Wauseon, Weston, Whitehouse

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Gratis

Frontier Selective Access

Flat Rated Calling Area

Camden, Farmersville, Germantown, Gratis, Middletown, West Alexandria

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Brookville, Camden, Centerville, Dayton, Eaton, Eldorado, Farmersville, Franklin, Germantown, Gratis, Lewisburg, Liberty, Miamisburg-West Carrollton, Middletown, Monroe, New Lebanon, New Paris, Phillipsburg, Trenton, Trotwood, West Alexandria, West Manchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Brookville, Camden, Centerville, Dayton, Eaton, Eldorado, Farmersville, Franklin, Germantown, Gratis, Lewisburg, Liberty, Miamisburg-West Carrollton, Middletown, Monroe, New Lebanon, New Paris, Phillipsburg, Trenton, Trotwood, West Alexandria, West Manchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Green Camp

Frontier Selective Access

Flat Rated Calling Area

Green Camp, Marion

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Green Camp, Ashley, Delaware, Harpster, Kilbourne, LaRue, Marion, Morral, Ostrander, Prospect, Radnor, Richwood, Waldo

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Green Camp, Ashley, Delaware, Harpster, Kilbourne, LaRue, Marion, Morral, Ostrander, Prospect, Radnor, Richwood, Waldo

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Greenfield

Frontier Selective Access

Flat Rated Calling Area

Greenfield, Leesburg

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Greenfield, Hillsboro, Leesburg, Marshall, New Vienna, Rainsboro, Sabina, Sinking Spring

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Greenfield, Hillsboro, Leesburg, Marshall, New Vienna, Rainsboro, Sabina, Sinking Spring

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Greenwich

Frontier Selective Access

Flat Rated Calling Area

Greenwich, Norwalk

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Ashland, Attica, Greenwich, Milan, Monroeville, New London, New Washington, Norwalk, Nova, Plymouth,
Polk, Savannah, Sullivan, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Ashland, Attica, Greenwich, Milan, Monroeville, New London, New Washington, Norwalk, Nova, Plymouth,
Polk, Savannah, Sullivan, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Guysville

Frontier Selective Access

Flat Rated Calling Area

Athens, Coolville, Guysville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Albany, Amesville, Athens, Barlow, Bartlett, Belpre, Chester, Chesterhill, Coolville, Glouster, Guysville, Little
Hocking, Murray City, New Marshfield, Pomeroy, Shade, Stockport, The Plains

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Albany, Amesville, Athens, Barlow, Bartlett, Belpre, Chester, Chesterhill, Coolville, Glouster, Guysville, Little
Hocking, Murray City, New Marshfield, Pomeroy, Shade, Stockport, The Plains

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Hamersville

Frontier Selective Access

Flat Rated Calling Area

Bethel, Cincinnati, Clermont, Felicity, Georgetown, Hamersville, Higginsport, Mount Orab

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Bethel, Cincinnati, Clermont, Decatur, Felicity, Georgetown, Hamersville, Higginsport, Mount Orab,
Mowrystown, Ripley, Russellville, Sardinia, Sugar Tree Ridge, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Bethel, Cincinnati, Clermont, Decatur, Felicity, Georgetown, Hamersville, Higginsport, Mount Orab,
Mowrystown, Ripley, Russellville, Sardinia, Sugar Tree Ridge, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Hanoverton

Frontier Selective Access

Flat Rated Calling Area

East Rochester, Hanoverton, Lisbon, North Georgetown, Salem, Winona

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Alliance, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Lisbon, Louisville, Magnolia-
Waynesburg, Malvern, Mechanicstown, Minerva, North Georgetown, Paris, Pattersonville, Salem, Sebring,
Winona

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Alliance, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Lisbon, Louisville, Magnolia-
Waynesburg, Malvern, Mechanicstown, Minerva, North Georgetown, Paris, Pattersonville, Salem, Sebring,
Winona

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Harlem Springs

Frontier Selective Access

Flat Rated Calling Area

Amsterdam, Bergholz, Carrollton, Harlem Springs, Mechanicstown

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Amsterdam, Bergholz, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Magnolia-Waynesburg, Malvern, Mechanicstown, Mineral City, Minerva, Patersonville

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Amsterdam, Bergholz, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Magnolia-Waynesburg, Malvern, Mechanicstown, Mineral City, Minerva, Patersonville

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Harpster

Frontier Selective Access

Flat Rated Calling Area

Harpster, Marion, Upper Sandusky

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Green Camp, Harpster, La Rue, Marion, Morral, Nevada, Prospect, Upper Sandusky

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Green Camp, Harpster, La Rue, Marion, Morral, Nevada, Prospect, Upper Sandusky

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Haskins-Tontogany

Frontier Selective Access

Flat Rated Calling Area

Bowling Green, Grand Rapids, Haskins-Tontogany, Toledo

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Bloomdale, Bowling Green, Cygnet, Delta, Deshler, Genoa, Grand Rapids, Grelton-Malinta, Haskins-Tontogany, Holland, Liberty Center, Luckey, Maumee, McClure, Moline, Neapolis, North Baltimore, Pemberville, Perrysburg, Portage, Richfield Center-Berkey, Rising Sun, Stonyridge, Swanton, Toledo, Waterville, Wayne Bradner, Weston, Whitehouse, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Bloomdale, Bowling Green, Cygnet, Delta, Deshler, Genoa, Grand Rapids, Grelton-Malinta, Haskins-Tontogany, Holland, Liberty Center, Luckey, Maumee, McClure, Moline, Neapolis, North Baltimore, Pemberville, Perrysburg, Portage, Richfield Center-Berkey, Rising Sun, Stonyridge, Swanton, Toledo, Waterville, Wayne Bradner, Weston, Whitehouse, Woodville

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Hayesville

Frontier Selective Access

Flat Rated Calling Area

Ashland, Hayesville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Ashland, Congress, Hayesville, Lakeville, Loudonville, Nova, Perrysville, Polk, Red Haw, Savannah, Sullivan, West Salem

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Ashland, Congress, Hayesville, Lakeville, Loudonville, Nova, Perrysville, Polk, Red Haw, Savannah, Sullivan, West Salem

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Helena

Frontier Selective Access

Flat Rated Calling Area

Helena, Bettsville, Fremont, Gibsonburg

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Helena, Bascom, Bettsville, Bowling Green, Clyde, Curtice-Oregon, Elmore, Fostoria, Fremont, Genoa, Gibsonburg, Green Springs, Lindsey, Luckey, Oak Harbor, Old Fort, Pemberville, Portage, Rising Sun, Stony Ridge, Tiffin, Wayne-Bradner, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Helena, Bascom, Bettsville, Bowling Green, Clyde, Curtice-Oregon, Elmore, Fostoria, Fremont, Genoa, Gibsonburg, Green Springs, Lindsey, Luckey, Oak Harbor, Old Fort, Pemberville, Portage, Rising Sun, Stony Ridge, Tiffin, Wayne-Bradner, Woodville

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Hicksville

Frontier Selective Access

Flat Rated Calling Area

Hicksville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Antwerp, Bryan, Edgerton, Edon, Hicksville, Ney, Payne, Sherwood

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Antwerp, Bryan, Edgerton, Edon, Hicksville, Ney, Payne, Sherwood

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Higginsport

Frontier Selective Access

Flat Rated Calling Area

Felicity, Georgetown, Hamersville, Higginsport

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Aberdeen, Cincinnati, Clermont, Decatur, Felicity, Georgetown, Hamersville, Higginsport, Mount Orab, Ripley, Russellville, Sardinia, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Aberdeen, Cincinnati, Clermont, Decatur, Felicity, Georgetown, Hamersville, Higginsport, Mount Orab, Ripley, Russellville, Sardinia, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Homerville

Frontier Selective Access

Flat Rated Calling Area

Homerville, Lodi, Medina, Spencer, West Salem

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Burbank, Chatham, Creston, Homerville, Lodi, Medina, Seville, Spencer, Valley City, West Salem, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Burbank, Chatham, Creston, Homerville, Lodi, Medina, Seville, Spencer, Valley City, West Salem, Westfield Center

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Huron

Frontier Selective Access

Flat Rated Calling Area

Berlin Heights, Huron, Sandusky

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Bellevue, Berlin Heights, Bloomingville, Castalia, Huron, Kelleys Island, Marblehead, Milan, Monroeville,

Norwalk, Sandusky

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Bellevue, Berlin Heights, Bloomingville, Castalia, Huron, Kelleys Island, Marblehead, Milan, Monroeville,

Norwalk, Sandusky

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Idaho

Frontier Selective Access

Flat Rated Calling Area

Idaho, Piketon, Waverly

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Bainbridge, Beaver, Bourneville, Chillicothe, Idaho, Massieville, Piketon, Richmondale, Waverly

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Bainbridge, Beaver, Bourneville, Chillicothe, Idaho, Massieville, Piketon, Richmondale, Waverly

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Jackson

Frontier Selective Access

Flat Rated Calling Area

Jackson, Oak Hill, Wellston

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Beaver, Jackson, Londonderry, McArthur, Minford Stockdale, Oak Hill, Richmondale, Rio Grande, Vinton, Waverly, Wellston, Wilkesville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Beaver, Jackson, Londonderry, McArthur, Minford Stockdale, Oak Hill, Richmondale, Rio Grande, Vinton, Waverly, Wellston, Wilkesville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Jenera

Frontier Selective Access

Flat Rated Calling Area

Arlington, Findlay, Jenera, Rawson

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Arcadia, Arlington, Benton Ridge, Carey, Findlay, Forest, Gilboa, Jenera, Kenton, Leipsic, McComb, Mount Cory, Mount Blanchard, North Baltimore, Pandora, Rawson, Van Buren, Vanlue, Wharton

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Arcadia, Arlington, Benton Ridge, Carey, Findlay, Forest, Gilboa, Jenera, Kenton, Leipsic, McComb, Mount Cory, Mount Blanchard, North Baltimore, Pandora, Rawson, Van Buren, Vanlue, Wharton

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Jewett

Frontier Selective Access

Flat Rated Calling Area

Cadiz, Jewett, Scio

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adena, Amsterdam, Bergholz, Bloomingdale, Bowerston, Cadiz, Dillonvale – Mount Pleasant, Flushing,

Freeport, Hopedale, Jewett, Knoxville, Richmond, Scio, Smithfield, Uhrichsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adena, Amsterdam, Bergholz, Bloomingdale, Bowerston, Cadiz, Dillonvale – Mount Pleasant, Flushing,

Freeport, Hopedale, Jewett, Knoxville, Richmond, Scio, Smithfield, Uhrichsville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Kelleys Island

Frontier Selective Access

Flat Rated Calling Area

Kelleys Island, Sandusky

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Bloomingtonville, Castalia, Huron, Kelleys Island, Marblehead, Port Clinton, Put in Bay, Sandusky

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Bloomingtonville, Castalia, Huron, Kelleys Island, Marblehead, Port Clinton, Put in Bay, Sandusky

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Kilbourne

Frontier Selective Access

Flat Rated Calling Area

Kilbourne, Ashley, Cheshire Center, Columbus, Delaware, Sunbury

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Kilbourne, Ashley, Cheshire Center, Columbus, Croton, Delaware, Dublin, Green Camp, Johnstown, New Albany, Ostrander, Prospect, Radnor, Rathbone, Richwood, Sunbury, Waldo, Westerville, Worthington

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Kilbourne, Ashley, Cheshire Center, Columbus, Croton, Delaware, Dublin, Green Camp, Johnstown, New Albany, Ostrander, Prospect, Radnor, Rathbone, Richwood, Sunbury, Waldo, Westerville, Worthington

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Knoxville

Frontier Selective Access

Flat Rated Calling Area

Knoxville, Steubenville, Toronto

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Amsterdam, Bergholz, Bloomingdale, Brilliant, Hopedale, Jewett, Knoxville, Mingo Junction, Richmond, Smithfield, Steubenville, Toronto

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Amsterdam, Bergholz, Bloomingdale, Brilliant, Hopedale, Jewett, Knoxville, Mingo Junction, Richmond, Smithfield, Steubenville, Toronto

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Lakeville

Frontier Selective Access

Flat Rated Calling Area
Big Prairie, Lakeville, Loudonville, Nashville

Measured Rate Calling Area
All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area
Ashland, Big Prairie, Congress, Hayesville, Lakeville, Loudonville, Nashville, Perrysville, Red Haw

Measured Rate Calling Area
All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area
Ashland, Big Prairie, Congress, Hayesville, Lakeville, Loudonville, Nashville, Perrysville, Red Haw
Block of Time/Measured Rate Calling Area
All other exchanges in the Toledo LATA

LaRue

Frontier Selective Access

Flat Rated Calling Area
LaRue, Marion
Measured Rate Calling Area
All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area
LaRue, Green Camp, Harpster, Marion, Morral, Prospect, Radnor, Richwood, Waldo

Measured Rate Calling Area
All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area
LaRue, Green Camp, Harpster, Marion, Morral, Prospect, Radnor, Richwood, Waldo
Block of Time/Measured Rate Calling Area
All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Laura

Frontier Selective Access

Flat Rated Calling Area

Laura, Phillipsburg, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Ansonia, Arcanum, Bradford, Brookville, Covington, Dayton, Eldorado, Englewood, Fletcher-Lena, Gettysburg, Greenville, Laura, Lewisburg, Liberty, New Carlisle, New Lebanon, New Madison, Phillipsburg, Piqua, Pleasant Hill, Tipp City, Trotwood, Troy, Vandalia, Versailles, West Alexandria, West Manchester, West Miton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Ansonia, Arcanum, Bradford, Brookville, Covington, Dayton, Eldorado, Englewood, Fletcher-Lena, Gettysburg, Greenville, Laura, Lewisburg, Liberty, New Carlisle, New Lebanon, New Madison, Phillipsburg, Piqua, Pleasant Hill, Tipp City, Trotwood, Troy, Vandalia, Versailles, West Alexandria, West Manchester, West Miton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Laurelville

Frontier Selective Access

Flat Rated Calling Area

Laurelville, Circleville, Hallsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Laurelville, Amanda, Ashville, Chillicothe, Circleville, Hallsville, Kingston, Lancaster, Logan, Londonderry, Massieville, Richmondale, Sugar Grove

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Laurelville, Amanda, Ashville, Chillicothe, Circleville, Hallsville, Kingston, Lancaster, Logan, Londonderry, Massieville, Richmondale, Sugar Grove

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Leesburg

Frontier Selective Access

Flat Rated Calling Area

Leesburg, Greenfield

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Leesburg, Bowersville, Danville, Greenfield, Hillsboro, Lynchburg, Marshall, Martinsville, New Vienna, Port William, Rainsboro, Sabina, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Leesburg, Bowersville, Danville, Greenfield, Hillsboro, Lynchburg, Marshall, Martinsville, New Vienna, Port William, Rainsboro, Sabina, Wilmington

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Letart Falls

Frontier Selective Access

Flat Rated Calling Area

Letart Falls, Pomeroy, Portland

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Cheshire, Chester, Gallipolis, Letart Falls, Pomeroy, Portland

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Cheshire, Chester, Gallipolis, Letart Falls, Pomeroy, Portland

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Lewisburg

Frontier Selective Access

Flat Rated Calling Area

Brookville, Lewisburg, West Manchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Arcanum, Brookville, Camden, Dayton, Eaton, Eldorado, Englewood, Farmersville, Germantown, Gettysburg, Gratis, Greenville, Hollansburg, Laura, Lewisburg, Liberty, New Lebanon, New Madison, New Paris, Phillipsburg, Pleasant Hill, Trotwood, Vandalia, West Alexandria, West Manchester, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Arcanum, Brookville, Camden, Dayton, Eaton, Eldorado, Englewood, Farmersville, Germantown, Gettysburg, Gratis, Greenville, Hollansburg, Laura, Lewisburg, Liberty, New Lebanon, New Madison, New Paris, Phillipsburg, Pleasant Hill, Trotwood, Vandalia, West Alexandria, West Manchester, West Milton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Liberty

Frontier Selective Access

Flat Rated Calling Area

Beaver Creek, Bellbrook, Centerville, Dayton, Fairborn, Farmersville, Liberty, Miamisburg-West Carrollton, New Lebanon, Trotwood, Vandalia

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Beaver Creek, Bellbrook, Brookville, Camden, Centerville, Dayton, Eaton, Englewood, Fairborn, Farmersville, Franklin, Germantown, Gratis, Laura, Lewisburg, Liberty, Medway, Miamisburg-West Carrollton, Middletown, Monroe, New Lebanon, Phillipsburg, Spring Valley, Tipp City, Trenton, Trotwood, Vandalia, West Alexandria, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Beaver Creek, Bellbrook, Brookville, Camden, Centerville, Dayton, Eaton, Englewood, Fairborn, Farmersville, Franklin, Germantown, Gratis, Laura, Lewisburg, Liberty, Medway, Miamisburg-West Carrollton, Middletown, Monroe, New Lebanon, Phillipsburg, Spring Valley, Tipp City, Trenton, Trotwood, Vandalia, West Alexandria, West Milton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Lodi

Frontier Selective Access

Flat Rated Calling Area

Burbank, Homerville, Lodi, Medina, West Salem, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Brunswick, Burbank, Chatham, Creston, Doylestown, Homerville, Lodi, Medina, Seville, Sharon Center, Spencer, Valley City, Wadsworth, West Salem, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Brunswick, Burbank, Chatham, Creston, Doylestown, Homerville, Lodi, Medina, Seville, Sharon Center, Spencer, Valley City, Wadsworth, West Salem, Westfield Center

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Logan

Frontier Selective Access

Flat Rated Calling Area

Logan

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Logan, Bremen, Corning, Glouster, Junction City, Lancaster, Laurelville, Logan, Murray City, New Lexington, New Marshfield, Nelsonville, Pleasantville, Rushville, Shawnee, Somerset, Sugar Grove, The Plains

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Logan, Bremen, Corning, Glouster, Junction City, Lancaster, Laurelville, Logan, Murray City, New Lexington, New Marshfield, Nelsonville, Pleasantville, Rushville, Shawnee, Somerset, Sugar Grove, The Plains

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Loudonville

Frontier Selective Access

Flat Rated Calling Area

Lakeville, Loudonville, Perrysville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Ashland, Hayesville, Lakeville, Loudonville, Perrysville, RedHaw

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Ashland, Hayesville, Lakeville, Loudonville, Perrysville, RedHaw

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Lowell

Frontier Selective Access

Flat Rated Calling Area

Beverly, Lowell, Lower Salem, Marietta, Watertown

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Barlow, Bartlett, Belpre, Beverly, Caldwell, Chesterhill, Dexter City, Graysville, Lowell, Lower Salem, Marietta,

Newport, Pennsville, Reinersville-Hackney, Stockport, Watertown

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Barlow, Bartlett, Belpre, Beverly, Caldwell, Chesterhill, Dexter City, Graysville, Lowell, Lower Salem, Marietta,

Newport, Pennsville, Reinersville-Hackney, Stockport, Watertown

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Lower Salem

Frontier Selective Access

Flat Rated Calling Area

Dexter City, Lowell, Lower Salem, Marietta

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Barlow, Beverly, Caldwell, Dexter City, Graysville, Lewisville, Lowell, Lower Salem, Marietta, New Metamoras, Newport, Reinersville-Hackney, Summerfield, Watertown, Woodsfield

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Barlow, Beverly, Caldwell, Dexter City, Graysville, Lewisville, Lowell, Lower Salem, Marietta, New Metamoras, Newport, Reinersville-Hackney, Summerfield, Watertown, Woodsfield

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Lynchburg

Frontier Selective Access

Flat Rated Calling Area

Lynchburg, Danville, Hillsboro

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Lynchburg, Belfast, Blanchester, Clarksville, Danville, Hillsboro, Leesburg, Marshall, Martinsville, Mt. Orab, Mowrystown, New Vienna, Rainsboro, Sabina, Sardinia, Sugar Tree Ridge, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Lynchburg, Belfast, Blanchester, Clarksville, Danville, Hillsboro, Leesburg, Marshall, Martinsville, Mt. Orab, Mowrystown, New Vienna, Rainsboro, Sabina, Sardinia, Sugar Tree Ridge, Wilmington

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Malvern

Frontier Selective Access

Flat Rated Calling Area

Canton, Carrollton, Malvern, Minerva

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Alliance, Bolivar, Canton, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Louisville, Magnolia-Waynesburg, Malvern, Marlboro, Massillon, Mechanicstown, Mineral City, Minerva, Navarre, New Philadelphia, North Canton, North Georgetown, Paris, Pattersonville, Sebring, Winona

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Alliance, Bolivar, Canton, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Louisville, Magnolia-Waynesburg, Malvern, Marlboro, Massillon, Mechanicstown, Mineral City, Minerva, Navarre, New Philadelphia, North Canton, North Georgetown, Paris, Pattersonville, Sebring, Winona

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Manchester

Frontier Selective Access

Flat Rated Calling Area

Manchester, West Union

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Aberdeen, Decatur, Georgetown, Manchester, Ripley, Russellville, Seaman, West Union, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Aberdeen, Decatur, Georgetown, Manchester, Ripley, Russellville, Seaman, West Union, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Marblehead

Frontier Selective Access

Flat Rated Calling Area

Marblehead, Port Clinton

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Marblehead, Bellevue, Berlin Heights, Bloomingville, Castalia, Huron, Kelleys Island, Milan, Port Clinton, Put-In-Bay, Sandusky

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Marblehead, Bellevue, Berlin Heights, Bloomingville, Castalia, Huron, Kelleys Island, Milan, Port Clinton, Put-In-Bay, Sandusky

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Maria Stein

Frontier Selective Access

Flat Rated Calling Area

Celina, Coldwater, Maria Stein, Minster, Yorkshire

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, Mendon, Minster, New Bremen, New Knoxville, North Star, St.

Marys, Wabash, Wapakoneta, Yorkshire

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, Mendon, Minster, New Bremen, New Knoxville, North Star, St.

Marys, Wabash, Wapakoneta, Yorkshire

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Marion

Frontier Selective Access

Flat Rated Calling Area

Caledonia, Green Camp, Harpster, La Rue, Marion, Morral, Prospect, Waldo

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Ashley, Caledonia, Green Camp, Harpster, La Rue, Marion, Morral, Nevada, Prospect, Radnor, Richwood, Waldo

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Ashley, Caledonia, Green Camp, Harpster, La Rue, Marion, Morral, Nevada, Prospect, Radnor, Richwood, Waldo

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Martinsville

Frontier Selective Access

Flat Rated Calling Area

Blanchester, Martinsville, New Vienna, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Blanchester, Bowersville, Clarksville, Danville, Hillsboro, Leesburg, Lynchburg, Martinsville, New Burlington, New Vienna, Port William, Sabina, Sugar Tree Ridge, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Blanchester, Bowersville, Clarksville, Danville, Hillsboro, Leesburg, Lynchburg, Martinsville, New Burlington, New Vienna, Port William, Sabina, Sugar Tree Ridge, Wilmington

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

McArthur

Frontier Selective Access

Flat Rated Calling Area

McArthur, Wilkesville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

McArthur, Albany, Jackson, Laurelville, Logan, Londonderry, New Marshfield, Richmondale, Vinton, Wellston, Wilkesville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

McArthur, Albany, Jackson, Laurelville, Logan, Londonderry, New Marshfield, Richmondale, Vinton, Wellston, Wilkesville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

McComb

Frontier Selective Access

Flat Rated Calling Area

Findlay, McComb

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Arcadia, Arlington, Belmore, Benton Ridge, Bloomdale, Cygnet, Deshler, Findlay, Gilboa, Grelton-Malinta, Hamler, Holgate, Jenera, Leipsic, McClure, McComb, Miller City, Mount Blanchard, Mount Cory, North Baltimore, Pandora, Portage, Rawson, Van Buren, Vanlue, Weston

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Arcadia, Arlington, Belmore, Benton Ridge, Bloomdale, Cygnet, Deshler, Findlay, Gilboa, Grelton-Malinta, Hamler, Holgate, Jenera, Leipsic, McClure, McComb, Miller City, Mount Blanchard, Mount Cory, North Baltimore, Pandora, Portage, Rawson, Van Buren, Vanlue, Weston

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Mechanicsburg

Frontier Selective Access

Flat Rated Calling Area

Catawba, Mechanicsburg, Resaca, Urbana, Woodstock

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Catawba, Mechanicsburg, Pitchin, Resaca, South Charleston, South Vienna, Springfield, Terre Haute, Tremont City, Urbana, Woodstock

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Catawba, Mechanicsburg, Pitchin, Resaca, South Charleston, South Vienna, Springfield, Terre Haute, Tremont City, Urbana, Woodstock

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Mechanicstown

Frontier Selective Access

Flat Rated Calling Area

Carrollton, Harlem Springs, Mechanicstown

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Magnolia-Waynesburg, Malvern, Mechanicstown, Minerva, North Georgetown, Paris, Pattersonville, Winona

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Magnolia-Waynesburg, Malvern, Mechanicstown, Minerva, North Georgetown, Paris, Pattersonville, Winona

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Medina

Frontier Selective Access

Flat Rated Calling Area

Chatham, Homerville, Lodi, Medina, Seville, Sharon Center, Spencer, Valley City, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA plus Hinckley in the Cleveland LATA

Frontier Fun Access

Flat Rated Calling Area

Akron, Brunswick, Burbank, Chatham, Creston, Doylestown, Hinckley, Homerville, Lodi, Medina, Montrose (Summit County), Peninsula, Seville, Sharon Center, Spencer, Valley City, Wadsworth, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Akron, Brunswick, Burbank, Chatham, Creston, Doylestown, Hinckley, Homerville, Lodi, Medina, Montrose (Summit County), Peninsula, Seville, Sharon Center, Spencer, Valley City, Wadsworth, Westfield Center

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Mendon

Frontier Selective Access

Flat Rated Calling Area

Celina, Mendon

Measured Rate Calling Area

All other exchanges in the Toledo LATA plus Rockford in the Mansfield LATA

Frontier Fun Access

Flat Rated Calling Area

Celina, Coldwater, Cridersville, Maria Stein, Mendon, New Bremen, New Knoxville, Rockford, St. Marys, Wabash, Wapakoneta

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Celina, Coldwater, Cridersville, Maria Stein, Mendon, New Bremen, New Knoxville, Rockford, St. Marys, Wabash, Wapakoneta

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Milan

Frontier Selective Access

Flat Rated Calling Area

Milan, Norwalk

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Bellevue, Berlin Heights, Bloomingville, Castalia, Clyde, Greenwich, Huron, Marblehead, Milan, Monroeville,
New London, Norwalk, Sandusky, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Bellevue, Berlin Heights, Bloomingville, Castalia, Clyde, Greenwich, Huron, Marblehead, Milan, Monroeville,
New London, Norwalk, Sandusky, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Millersport

Frontier Selective Access

Flat Rated Calling Area

Baltimore, Hebron, Lancaster, Millersport, Pleasantville, Thornville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Alexandria, Baltimore, Bremen, Canal Winchester, Carroll, Glenford, Granville, Gratiot, Groveprot, Hanover,
Hebron, Johnstown, Junction City, Lancaster, Millersport, New Albany, Newark, Pataskala, Pleasantville,
Reynoldsburg, Rushville, Somerset, St. Louisville, Sugar Grove, Thornville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Alexandria, Baltimore, Bremen, Canal Winchester, Carroll, Glenford, Granville, Gratiot, Groveprot, Hanover,
Hebron, Johnstown, Junction City, Lancaster, Millersport, New Albany, Newark, Pataskala, Pleasantville,
Reynoldsburg, Rushville, Somerset, St. Louisville, Sugar Grove, Thornville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Mineral City

Frontier Selective Access

Flat Rated Calling Area

Bolivar, Mineral City, New Philadelphia

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Beach City, Bolivar, Brewster, Canton, Carrollton, Dellroy, Harlem Springs, Louisville, Magnolia-Waynesburg, Malvern, Massillon, Mineral City, Minerva, Navarre, New Philadelphia, North Canton, Paris, Pattersonville, Strasburg, Sugarcreek, Wilmot

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Beach City, Bolivar, Brewster, Canton, Carrollton, Dellroy, Harlem Springs, Louisville, Magnolia-Waynesburg, Malvern, Massillon, Mineral City, Minerva, Navarre, New Philadelphia, North Canton, Paris, Pattersonville, Strasburg, Sugarcreek, Wilmot

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Minerva

Frontier Selective Access

Flat Rated Calling Area

Canton, East Rochester, Malvern, Minerva, Paris, Pattersonville

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Alliance, Bolivar, Canton, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Louisville, Magnolia-Waynesburg, Malvern, Marlboro, Mechanicstown, Mineral City, Minerva, North Canton, North Gerogetown, Paris, Pattersonville, Sebring, Winona

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Alliance, Bolivar, Canton, Carrollton, Dellroy, East Rochester, Hanoverton, Harlem Springs, Louisville, Magnolia-Waynesburg, Malvern, Marlboro, Mechanicstown, Mineral City, Minerva, North Canton, North Gerogetown, Paris, Pattersonville, Sebring, Winona

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Minster

Frontier Selective Access

Flat Rated Calling Area

Maria Stein, Minster, New Bremen

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Celina, Coldwater, Maria Stein, Minster, New Bremen, New Knoxville, North Star, St. Marys, Wapakoneta, Yorkshire

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Celina, Coldwater, Maria Stein, Minster, New Bremen, New Knoxville, North Star, St. Marys, Wapakoneta, Yorkshire

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Monroeville

Frontier Selective Access

Flat Rated Calling Area

Monroeville, Norwalk

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Attica, Bellevue, Berlin Heights, Bloomingville, Castalia, Clyde, Green Springs, Greenwich, Huron, Milan, Monroeville, New London, Norwalk, Plymouth, Republic, Sandusky, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Attica, Bellevue, Berlin Heights, Bloomingville, Castalia, Clyde, Green Springs, Greenwich, Huron, Milan, Monroeville, New London, Norwalk, Plymouth, Republic, Sandusky, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Montpelier

Frontier Selective Access

Flat Rated Calling Area

Bryan, Montpelier, Pioneer, West Unity

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Archbold, Bryan, Cooney, Edgerton, Edon, Evansport, Fayette, Montpelier, Ney, Pioneer, Stryker, West Unity

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Archbold, Bryan, Cooney, Edgerton, Edon, Evansport, Fayette, Montpelier, Ney, Pioneer, Stryker, West Unity

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Montrose

Frontier Selective Access

Flat Rated Calling Area

Akron, Montrose (Summit County)

Measured Rate Calling Area

All other exchanges in the Toledo LATA plus Richfield in the Cleveland LATA

Frontier Fun Access

Flat Rated Calling Area

Akron, Brunswick, Canal Fulton, Creston, Doylestown, Greensburg, Hudson, Kent, Manchester, Medina, Mogadore, Montrose (Summit County), Peninsula, Richfield, Rootstown, Seville, Sharon Center, Uniontown, Valley City, Wadsworth, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Akron, Brunswick, Canal Fulton, Creston, Doylestown, Greensburg, Hudson, Kent, Manchester, Medina, Mogadore, Montrose (Summit County), Peninsula, Richfield, Rootstown, Seville, Sharon Center, Uniontown, Valley City, Wadsworth, Westfield Center

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Morning Sun

Frontier Selective Access

Flat Rated Calling Area

Camden, Eaton, Hamilton, Morning Sun, Oxford, West College Corner, IN

Measured Rate Calling Area

All other Ohio exchanges in the Cincinnati LATA

Frontier Fun Access

Flat Rated Calling Area

Camden, Eaton, Hamilton, Morning Sun, Oxford, Reily, Seven Mile, Shandon, West College Corner, IN

Measured Rate Calling Area

All other Ohio exchanges in the Cincinnati LATA

Frontier Finest Access

Flat Rated Calling Area

Camden, Eaton, Hamilton, Morning Sun, Oxford, Reily, Seven Mile, Shandon, West College Corner, IN

Block of Time/Measured Rate Calling Area

All other Ohio exchanges in the Cincinnati LATA

Morral

Frontier Selective Access

Flat Rated Calling Area

Marion, Morral

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Green Camp, Harpster, La Rue, Marion, Morral, Nevada, Prospect, Richwood, Waldo

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Green Camp, Harpster, La Rue, Marion, Morral, Nevada, Prospect, Richwood, Waldo

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Mount Blanchard

Frontier Selective Access

Flat Rated Calling Area

Arlington, Findlay, Forest, Mount Blanchard, Vanlue, Wharton

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Arcadia, Arlington, Benton Ridge, Bloomdale, Carey, Findlay, Forest, Fostoria, Jenera, Kenton, McComb, McCutchenville, Mount Cory, Mount Blanchard, New Riegel, Rawson, Upper Sandusky, Van Buren, Vanlue, Wharton

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Arcadia, Arlington, Benton Ridge, Bloomdale, Carey, Findlay, Forest, Fostoria, Jenera, Kenton, McComb, McCutchenville, Mount Cory, Mount Blanchard, New Riegel, Rawson, Upper Sandusky, Van Buren, Vanlue, Wharton

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Mount Orab

Frontier Selective Access

Flat Rated Calling Area

Cincinnati, Clermont, Fayetteville, Georgetown, Hamersville, Mount Orab, Sardinia, Williamsburg

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Blanchester, Cincinnati, Clermont, Danville, Decatur, Fayetteville, Felicity, Georgetown, Hamersville, Higginsport, Lynchburg, Mowrystown, Mount Orab, Ripley, Russellville, Sardinia, Seaman, Sugar Tree Ridge, Williamsburg, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Blanchester, Cincinnati, Clermont, Danville, Decatur, Fayetteville, Felicity, Georgetown, Hamersville, Higginsport, Lynchburg, Mowrystown, Mount Orab, Ripley, Russellville, Sardinia, Seaman, Sugar Tree Ridge, Williamsburg, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Mowrystown

Frontier Selective Access

Flat Rated Calling Area

Mowrystown, Danville, Hillsboro, Sardinia, Sugar Tree Ridge

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Mowrystown, Belfast, Danville, Decatur, Georgetown, Hamersville, Hillsboro, Lynchburg, Marshall, Mt. Orab, Peebles, Ripley, Russellville, Sardinia, Seaman, Sinking Spring, Sugar Tree Ridge, West Union, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Mowrystown, Belfast, Danville, Decatur, Georgetown, Hamersville, Hillsboro, Lynchburg, Marshall, Mt. Orab, Peebles, Ripley, Russellville, Sardinia, Seaman, Sinking Spring, Sugar Tree Ridge, West Union, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Nevada

Frontier Selective Access

Flat Rated Calling Area

Bucyrus, Nevada, Upper Sandusky

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Bucyrus, Harpster, Marion, Morral, Nevada, Upper Sandusky

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Bucyrus, Harpster, Marion, Morral, Nevada, Upper Sandusky

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

New Bremen

Frontier Selective Access

Flat Rated Calling Area

Minster, New Bremen, St. Marys

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Celina, Coldwater, Cridersville, Maria Stein, Mendon, Minster, New Bremen, New Knoxville, North Star, St.

Marys, Wapakoneta, Yorkshire

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Celina, Coldwater, Cridersville, Maria Stein, Mendon, Minster, New Bremen, New Knoxville, North Star, St.

Marys, Wapakoneta, Yorkshire

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

New Burlington

Frontier Selective Access

Flat Rated Calling Area

Dayton, New Burlington, Wilmington, Xenia

Measured Rate Calling Area

All other exchanges in the Dayton LATA plus Waynesville in the Cincinnati LATA

Frontier Fun Access

Flat Rated Calling Area

Beaver Creek, Bellbrook, Blanchester, Bowersville, Cedarville, Centerville, Clarksville, Dayton, Fairborn, Franklin, Jamestown, Miamisburg-West Carrollton, Martinsville, New Burlington, Port William, Sabina, Spring Valley, Waynesville, Wilmington, Xenia, Yellow Springs-Clifton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Beaver Creek, Bellbrook, Blanchester, Bowersville, Cedarville, Centerville, Clarksville, Dayton, Fairborn, Franklin, Jamestown, Miamisburg-West Carrollton, Martinsville, New Burlington, Port William, Sabina, Spring Valley, Waynesville, Wilmington, Xenia, Yellow Springs-Clifton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

New Concord

Frontier Selective Access

Flat Rated Calling Area

Cambridge, New Concord, Norwich

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adamsville, Bylesville, Caldwell, Cambridge, Conesville, Cumberland, Dresden, New Concord, Norwich, Old Washington, Philo, West Lafayette, Zanesville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adamsville, Bylesville, Caldwell, Cambridge, Conesville, Cumberland, Dresden, New Concord, Norwich, Old Washington, Philo, West Lafayette, Zanesville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

New Lebanon

Frontier Selective Access

Flat Rated Calling Area

Brookville, Dayton, Farmersville, Liberty, New Lebanon, Trotwood, West Alexandria

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Arcanum, Beaver Creek, Bellbrook, Brookville, Camden, Centerville, Dayton, Eaton, Eldorado, Englewood, Fairborn, Farmersville, Franklin, Germantown, Gratis, Laura, Lewisburg, Liberty, Miamisburg-West Carrollton, Middletown, New Lebanon, Phillipsburg, Tipp City, Trenton, Trotwood, Vandalia, West Alexandria, West Manchester, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Arcanum, Beaver Creek, Bellbrook, Brookville, Camden, Centerville, Dayton, Eaton, Eldorado, Englewood, Fairborn, Farmersville, Franklin, Germantown, Gratis, Laura, Lewisburg, Liberty, Miamisburg-West Carrollton, Middletown, New Lebanon, Phillipsburg, Tipp City, Trenton, Trotwood, Vandalia, West Alexandria, West Manchester, West Milton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

New London

Frontier Selective Access

Flat Rated Calling Area

New London, Norwalk

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Ashland, Berlin Heights, Greenwich, Milan, Monroeville, New London, Norwalk, Nova, Plymouth, Polk, Red Haw,

Savannah, Sullivan, West Salem, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Ashland, Berlin Heights, Greenwich, Milan, Monroeville, New London, Norwalk, Nova, Plymouth, Polk, Red Haw,

Savannah, Sullivan, West Salem, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

New Marshfield

Frontier Selective Access

Flat Rated Calling Area

New Marshfield, Athens

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

New Marshfield, Albany, Amesville, Athens, Glouster, Guysville, Logan, McArthur, Murray City, Nelsonville, Shade,

Shawnee, The Plains, Wilkesville

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

New Marshfield, Albany, Amesville, Athens, Glouster, Guysville, Logan, McArthur, Murray City, Nelsonville, Shade,

Shawnee, The Plains, Wilkesville

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

New Philadelphia

Frontier Selective Access

Flat Rated Calling Area

Baltic, Bolivar, Bowerston, Gnadenhutten, Mineral City, Newcomerstown, New Philadelphia, Strasburg, Sugarcreek, Uhrichsville

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Bowerston, Brewster, Dellroy, Gnadenhutten, Magnolia-Waynesburg, Malvern, Mineral City, Navarre, Newcomerstown, New Philadelphia, Strasburg, Sugarcreek, Uhrichsville, Wilmot

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Bowerston, Brewster, Dellroy, Gnadenhutten, Magnolia-Waynesburg, Malvern, Mineral City, Navarre, Newcomerstown, New Philadelphia, Strasburg, Sugarcreek, Uhrichsville, Wilmot

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

New Vienna

Frontier Selective Access

Flat Rated Calling Area

New Vienna, Martinsville, Sabina, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

New Vienna, Belfast, Blanchester, Bowersville, Clarksville, Danville, Greenfield, Hillsboro, Leesburg, Lynchburg, Martinsville, Marshall, Port William, Rainsboro, Sabina, Sugar Tree Ridge, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

New Vienna, Belfast, Blanchester, Bowersville, Clarksville, Danville, Greenfield, Hillsboro, Leesburg, Lynchburg, Martinsville, Marshall, Port William, Rainsboro, Sabina, Sugar Tree Ridge, Wilmington

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

New Washington

Frontier Selective Access

Flat Rated Calling Area

New Washington

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Attica, Bloomville, Greenwich, Melmore, New Washington, Plymouth, Republic, Sycamore, Tiffin, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Attica, Bloomville, Greenwich, Melmore, New Washington, Plymouth, Republic, Sycamore, Tiffin, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Ney

Frontier Selective Access

Flat Rated Calling Area

Bryan, Defiance, Ney

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Antwerp, Archbold, Arthur, Ayersville, Bryan, Defiance, Edgerton, Edon, Evansport, Florida, Hicksville, Jewell,

Montpelier, Ney, Okolona, Ridgeville Corner, Sherwood, Stryker, West Unity

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Antwerp, Archbold, Arthur, Ayersville, Bryan, Defiance, Edgerton, Edon, Evansport, Florida, Hicksville, Jewell,

Montpelier, Ney, Okolona, Ridgeville Corner, Sherwood, Stryker, West Unity

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

North Baltimore

Frontier Selective Access

Flat Rated Calling Area

Bloomdale, Cygnet, North Baltimore, Van Buren

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Arcadia, Arlington, Belmore, Benton Ridge, Bloomdale, Bowling Green, Cygnet, Deshler, Findlay, Fostoria, Gelton-Malinta, Gilboa, Grand Rapids, Hamler, Haskins-Tontogany, Jenera, Leipsic, McClure, McComb, Mount Cory, North Baltimore, Pemberville, Portage, Rawson, Rising Sun, Van Buren, Vanlue, Wayne Bradner, Weston

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Arcadia, Arlington, Belmore, Benton Ridge, Bloomdale, Bowling Green, Cygnet, Deshler, Findlay, Fostoria, Gelton-Malinta, Gilboa, Grand Rapids, Hamler, Haskins-Tontogany, Jenera, Leipsic, McClure, McComb, Mount Cory, North Baltimore, Pemberville, Protage, Rawson, Rising Sun, Van Buren, Vanlue, Wayne Bradner, Weston

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

North Eaton

Frontier Selective Access

Flat Rated Calling Area

Columbia Station, Elyria, Grafton, North Eaton

Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Frontier Fun Access

Flat Rated Calling Area

Amherst, Avon, Avon Lake, Berea, Birmingham, Brecksville, Columbia Station, Elyria, Grafton, Hinckley, Independence, Lorain, North Eaton, North Royalton, Oberlin, Olmsted Falls, Richfield, Strongsville, Trinity, Victory, Wellington

Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Frontier Finest Access

Flat Rated Calling Area

Amherst, Avon, Avon Lake, Berea, Birmingham, Brecksville, Columbia Station, Elyria, Grafton, Hinckley, Independence, Lorain, North Eaton, North Royalton, Oberlin, Olmsted Falls, Richfield, Strongsville, Trinity, Victory, Wellington

Block of Time/Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

North Georgetown

Frontier Selective Access

Flat Rated Calling Area

Alliance, Damascus, East Rochester, Hanoverton, North Georgetown, Sebring, Winona

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Alliance, Atwater, Carrollton, Damascus, East Rochester, Hanoverton, Louisville, Malvern, Marlboro,

Mechanicstown, Minerva, North Georgetown, Paris, Pattersonville, Sebring, Winona

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Alliance, Atwater, Carrollton, Damascus, East Rochester, Hanoverton, Louisville, Malvern, Marlboro,

Mechanicstown, Minerva, North Georgetown, Paris, Pattersonville, Sebring, Winona

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

North Star

Frontier Selective Access

Flat Rated Calling Area

North Star, Rossburg, Yorkshire

Measured Rate Calling Area

All other exchanges in the Toledo LATA plus Versailles in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, Minster, New Bremen, New Knoxville, North Star, Rossburg, St.

Marys, Versailles, Wabash, Yorkshire

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, Minster, New Bremen, New Knoxville, North Star, Rossburg, St.

Marys, Versailles, Wabash, Yorkshire

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Norwalk

Frontier Selective Access

Flat Rated Calling Area

Berlin Heights, Greenwich, Milan, Monroeville, New London, Norwalk, Wakeman

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Attica, Bellevue, Berlin Heights, Bloomingville, Castalia, Clyde, Greenwich, Huron, Milan, Monroeville, Norwalk,
New London, Plymouth, Sandusky, Wakeman, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Attica, Bellevue, Berlin Heights, Bloomingville, Castalia, Clyde, Greenwich, Huron, Milan, Monroeville, Norwalk,
New London Plymouth, Sandusky, Wakeman, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Oak Harbor

Frontier Selective Access

Flat Rated Calling Area
Oak Harbor

Measured Rate Calling Area
All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area
Oak Harbor, Bettsville, Castalia, Clyde, Curtice-Oregon, Elmore, Fremont, Genoa, Gibsonburg, Green Springs, Helena, Lindsey, Luckey, Moline, Old Fort, Pemberville, Port Clinton, Put-In-Bay, Stony Ridge, Toledo, Woodville

Measured Rate Calling Area
All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area
Oak Harbor, Bettsville, Castalia, Clyde, Curtice-Oregon, Elmore, Fremont, Genoa, Gibsonburg, Green Springs, Helena, Lindsey, Luckey, Moline, Old Fort, Pemberville, Port Clinton, Put-In-Bay, Stony Ridge, Toledo, Woodville

Block of Time/Measured Rate Calling Area
All other exchanges in the Toledo LATA

Oak Hill

Frontier Selective Access

Flat Rated Calling Area
Jackson, Oak Hill

Measured Rate Calling Area
All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area
Arabia, Beaver, Jackson, Minford Stockdale, Oak Hill, Rio Grande, Vinton, Walnut, Wellston, Wilkesville

Measured Rate Calling Area
All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area
Arabia, Beaver, Jackson, Minford Stockdale, Oak Hill, Rio Grande, Vinton, Walnut, Wellston, Wilkesville

Block of Time/Measured Rate Calling Area
All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Oberlin

Frontier Selective Access

Flat Rated Calling Area

Elyria, Oberlin

Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Frontier Fun Access

Flat Rated Calling Area

Amherst, Avon, Avon Lake, Birmingham, Columbia Station, Elyria, Grafton, Lorain, North Eaton, Oberlin, Olmsted Falls, Vermillion, Wakeman, Wellington

Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Frontier Finest Access

Flat Rated Calling Area

Amherst, Avon, Avon Lake, Birmingham, Columbia Station, Elyria, Grafton, Lorain, North Eaton, Oberlin, Olmsted Falls, Vermillion, Wakeman, Wellington

Block of Time/Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Ohio City

Frontier Selective Access

Flat Rated Calling Area

Ohio City, Rockford, Van Wert, Willshire - Wren

Measured Rate Calling Area

All other exchanges in the Mansfield LATA

Frontier Fun Access

Flat Rated Calling Area

Convoy, Delphos, Fort Jennings, Middle Point, Ohio City, Ottoville, Rockford, Spencerville, Van Wert, Venedocia, Willshire - Wren

Measured Rate Calling Area

All other exchanges in the Mansfield LATA

Frontier Finest Access

Flat Rated Calling Area

Convoy, Delphos, Fort Jennings, Middle Point, Ohio City, Ottoville, Rockford, Spencerville, Van Wert, Venedocia, Willshire - Wren

Block of Time/Measured Rate Calling Area

All other exchanges in the Mansfield LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Ostrander

Frontier Selective Access

Flat Rated Calling Area

Ostrander, Delaware, Radnor, Rathbone

Measured Rate Calling Area

All other exchanges in the Columbia LATA

Frontier Fun Access

Flat Rated Calling Area

Ostrander, Ashley, Cheshire Center, Delaware, Dublin, Green Camp, Hilliard, Kilbourne, Plain City, Prospect, Radnor, Rathbone, Resaca, Richwood, Sunbury, Waldo, Westerville, Worthington

Measured Rate Calling Area

All other exchanges in the Columbia LATA

Frontier Finest Access

Flat Rated Calling Area

Ostrander, Ashley, Cheshire Center, Delaware, Dublin, Green Camp, Hilliard, Kilbourne, Plain City, Prospect, Radnor, Rathbone, Resaca, Richwood, Sunbury, Waldo, Westerville, Worthington

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbia LATA

Oxford

Frontier Selective Access

Flat Rated Calling Area

Cincinnati, Hamilton, Morning Sun, Oxford, West College Corner, IN

Measured Rate Calling Area

All other Ohio exchanges in the Cincinnati LATA

Frontier Fun Access

Flat Rated Calling Area

Cincinnati, Hamilton, Harrison, Morning Sun, Oxford, Reily, Seven Mile, Shandon, West College Corner, IN

Measured Rate Calling Area

All other Ohio exchanges in the Cincinnati LATA

Frontier Finest Access

Flat Rated Calling Area

Cincinnati, Hamilton, Harrison, Morning Sun, Oxford, Reily, Seven Mile, Shandon, West College Corner, IN

Block of Time/Measured Rate Calling Area

All other Ohio exchanges in the Cincinnati LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Paris

Frontier Selective Access

Flat Rated Calling Area

Alliance, Canton, Minerva, Paris

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Alliance, Atwater, Bolivar, Canton, Carrollton, Dellroy, East Rochester, Greensburg, Hanoverton, Hartville, Louisville, Magnolia-Waynesburg, Malvern, Marlboro, Massillon, Mechanicstown, Mineral City, Minerva, Navarre, North Canton, North Georgetown, Paris, Pattersonville, Sebring, Uniontown, Winona

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Alliance, Atwater, Bolivar, Canton, Carrollton, Dellroy, East Rochester, Greensburg, Hanoverton, Hartville, Louisville, Magnolia-Waynesburg, Malvern, Marlboro, Massillon, Mechanicstown, Mineral City, Minerva, Navarre, North Canton, North Georgetown, Paris, Pattersonville, Sebring, Uniontown, Winona

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Payne

Frontier Selective Access

Flat Rated Calling Area

Paulding, Payne

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Antwerp, Grover Hill, Hicksville, Paulding, Payne, Scott, Sherwood

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Antwerp, Grover Hill, Hicksville, Paulding, Payne, Scott, Sherwood

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Peebles

Frontier Selective Access

Flat Rated Calling Area

Peebles, Seaman, Sinking Spring, West Union

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Belfast, Decatur, Marshall, Mowrystown, Peebles, Rainsboro, Seaman, Sinking Spring, Sugar Tree Ridge, West Union, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Belfast, Decatur, Marshall, Mowrystown, Peebles, Rainsboro, Seaman, Sinking Spring, Sugar Tree Ridge, West Union, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Pemberville

Frontier Selective Access

Flat Rated Calling Area

Pemberville, Bowling Green

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Pemberville, Bettsville, Bloomdale, Bowling Green, Curtice-Oregon, Cygnet, Elmore, Fostoria, Fremont, Genoa, Gibsonburg, Haskins-Tontogany, Helena, Holland, Lindsey, Luckey, Maumee, Moline, North Baltimore, Oak Harbor, Perrysburg, Portage, Rising Sun, Stony Ridge, Toledo, Waterville, Wayne-Bradner, Weston, Whitehouse, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Pemberville, Bettsville, Bloomdale, Bowling Green, Curtice-Oregon, Cygnet, Elmore, Fostoria, Fremont, Genoa, Gibsonburg, Haskins-Tontogany, Helena, Holland, Lindsey, Luckey, Maumee, Moline, North Baltimore, Oak Harbor, Perrysburg, Portage, Rising Sun, Stony Ridge, Toledo, Waterville, Wayne-Bradner, Weston, Whitehouse, Woodville

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Perrysville

Frontier Selective Access

- Flat Rated Calling Area
Loudonville, Perrysville
- Measured Rate Calling Area
All other exchanges in the Toledo LATA

Frontier Fun Access

- Flat Rated Calling Area
Ashland, Hayesville, Lakeville, Loudonville, Perrysville, Red Haw
- Measured Rate Calling Area
All other exchanges in the Toledo LATA

Frontier Finest Access

- Flat Rated Calling Area
Ashland, Hayesville, Lakeville, Loudonville, Perrysville, Red Haw
- Block of Time/Measured Rate Calling Area
All other exchanges in the Toledo LATA

Piketon

Frontier Selective Access

- Flat Rated Calling Area
Beaver, Idaho, Piketon, Waverly
- Measured Rate Calling Area
All other exchanges in the Columbus LATA

Frontier Fun Access

- Flat Rated Calling Area
Bainbridge, Beaver, Bourneville, Chillicothe, Idaho, Londonderry, Massieville, Minford-Stockdale, Piketon,
Richmondale, Waverly
- Measured Rate Calling Area
All other exchanges in the Columbus LATA

Frontier Finest Access

- Flat Rated Calling Area
Bainbridge, Beaver, Bourneville, Chillicothe, Idaho, Londonderry, Massieville, Minford-Stockdale, Piketon,
Richmondale, Waverly
- Block of Time/Measured Rate Calling Area
All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Pioneer

Frontier Selective Access

Flat Rated Calling Area

Montpelier, Pioneer, Ransom MI, West Unity

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Archbold, Bryan, Chesterfield, Cooney, Edgerton, Edon, Evansport, Fayette, Montpelier, Pioneer, Ransom MI, Stryker, West Untiy

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Archbold, Bryan, Chesterfield, Cooney, Edgerton, Edon, Evansport, Fayette, Montpelier, Pioneer, Ransom MI, Stryker, West Untiy

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Phillipsburg

Frontier Selective Access

Flat Rated Calling Area

Brookville, Dayton, Englewood, Laura, Phillipsburg, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Arcanum, Bradford, Brookville, Covington, Dayton, Eaton, Eldorado, Englewood, Farmersville, Germantown, Gettysburg, Gratis, Greenville, Laura, Lewsiburg, Liberty, Miamisburg-West Carrollton, New Carlisle, New Lebanon, New Madison, Phillipsburg, Piqua, Pleasant Hill, Tipp City, Trotwood, Troy, Vandalia, West Alexandria, West Manchester, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Arcanum, Bradford, Brookville, Covington, Dayton, Eaton, Eldorado, Englewood, Farmersville, Germantown, Gettysburg, Gratis, Greenville, Laura, Lewsiburg, Liberty, Miamisburg-West Carrollton, New Carlisle, New Lebanon, New Madison, Phillipsburg, Piqua, Pleasant Hill, Tipp City, Trotwood, Troy, Vandalia, West Alexandria, West Manchester, West Milton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Plain City

Frontier Selective Access

Flat Rated Calling Area

Alton, Canal Winchester, Columbus, Dublin, Gahanna, Grove City, Groveport, Harrisburg, Hilliard, Lockbourne, New Albany, Plain City, Resaca, Reynoldsburg, West Jefferson, Westerville, Worthington

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Alton, Canal Winchester, Cheshire Center, Columbus, Delaware, Dublin, Gahanna, Grove City, Groveport, Harrisburg, Hilliard, Lockbourne, London, New Albany, Ostrander, Plain City, Rathbone, Resaca, Reynoldsburg, West Jefferson, Westerville, Worthington

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Alton, Canal Winchester, Cheshire Center, Columbus, Delaware, Dublin, Gahanna, Grove City, Groveport, Harrisburg, Hilliard, Lockbourne, London, New Albany, Ostrander, Plain City, Rathbone, Resaca, Reynoldsburg, West Jefferson, Westerville, Worthington

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Pleasantville

Frontier Selective Access

Flat Rated Calling Area

Baltimore, Lancaster, Millersport, Pleasantville, Rushville, Thornville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Amanda, Baltimore, Bremen, Canal Winchester, Carroll, Glenford, Granville, Gratiot, Groveport, Hebron, Junction City, Lancaster, Logan, Millersport, New Lexington, Newark, Pataskala, Pleasantville, Reynoldsburg, Rushville, Somerset, Sugar Grove, Thornville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Amanda, Baltimore, Bremen, Canal Winchester, Carroll, Glenford, Granville, Gratiot, Groveport, Hebron, Junction City, Lancaster, Logan, Millersport, New Lexington, Newark, Pataskala, Pleasantville, Reynoldsburg, Rushville, Somerset, Sugar Grove, Thornville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Plymouth

Frontier Selective Access

Flat Rated Calling Area

Plymouth, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Attica, Bloomville, Greenwich, Monroeville, New London, New Washington, Norwalk, Nova, Plymouth,
Savannah, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Attica, Bloomville, Greenwich, Monroeville, New London, New Washington, Norwalk, Nova, Plymouth,
Savannah, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Polk

Frontier Selective Access

Flat Rated Calling Area

Ashland, Polk, Red Haw, Savannah, Sullivan, West Salem

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Ashland, Congress, Greenwich, Hayesville, New London, Nova, Polk, Red Haw, Savannah, Sullivan, West
Salem

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Ashland, Congress, Greenwich, Hayesville, New London, Nova, Polk, Red Haw, Savannah, Sullivan, West
Salem

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Pomeroy

Frontier Selective Access

Flat Rated Calling Area

Chester, Letart Falls, Mason (in West Virginia), New Haven (in West Virginia), Pomeroy, Portland

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Albany, Cheshire, Chester, Coolville, Gallipolis, Guysville, Letart Falls, Mason (in West Virginia), New Haven (in West Virginia), Pomeroy, Portland, Shade, Vinton, Wilkesville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Albany, Cheshire, Chester, Coolville, Gallipolis, Guysville, Letart Falls, Mason (in West Virginia), New Haven (in West Virginia), Pomeroy, Portland, Shade, Vinton, Wilkesville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Port Clinton

Frontier Selective Access

Flat Rated Calling Area

Port Clinton, Marblehead

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Port Clinton, Bellevue, Bloomingville, Castalia, Clyde, Elmore, Fremont, Green Springs, Kelleys Island, Lindsey, Marblehead, Oak Harbor, Put-In-Bay, Sandusky

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Port Clinton, Bellevue, Bloomingville, Castalia, Clyde, Elmore, Fremont, Green Springs, Kelleys Island, Lindsey, Marblehead, Oak Harbor, Put-In-Bay, Sandusky

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Port William

Frontier Selective Access

Flat Rated Calling Area

Port William, Sabina, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Beaver Creek, Bellbrook, Blanchester, Bowersville, Cedarville, Clarksville, Jamestown, Leesburg, Martinsville, New Burlington, New Vienna, Port William, Sabina, South Solon, Spring Valley, Wilmington, Xenia, Yellow Springs-Clifton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Beaver Creek, Bellbrook, Blanchester, Bowersville, Cedarville, Clarksville, Jamestown, Leesburg, Martinsville, New Burlington, New Vienna, Port William, Sabina, South Solon, Spring Valley, Wilmington, Xenia, Yellow Springs-Clifton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Portland

Frontier Selective Access

Flat Rated Calling Area

Letart Falls, Pomeroy, Portland

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Cheshire, Chester, Coolville, Letart Falls, Little Hocking, Pomeroy, Portland

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Cheshire, Chester, Coolville, Letart Falls, Little Hocking, Pomeroy, Portland

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Portsmouth

Frontier Selective Access

Flat Rated Calling Area

Minford Stockdale, Portsmouth, South Shore, KY

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Minford Stockdale, Portsmouth, South Shore, KY

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Prospect

Frontier Selective Access

Flat Rated Calling Area

Prospect, Marion, Radnor, Richwood

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Prospect, Ashley, Cheshire Center, Delaware, Green Camp, Harpster, Kilbourne, LaRue, Marion, Morral, Ostrander,
Radnor, Rathbone, Richwood, Waldo

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Prospect, Ashley, Cheshire Center, Delaware, Green Camp, Harpster, Kilbourne, LaRue, Marion, Morral, Ostrander,
Radnor, Rathbone, Richwood, Waldo

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Put-In-Bay

Frontier Selective Access

Flat Rated Calling Area

Put-In-Bay

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Put-In-Bay, Castalia, Kelleys Island, Marblehead, Oak Harbor, Port Clinton, Sandusky

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Put-In-Bay, Castalia, Kelleys Island, Marblehead, Oak Harbor, Port Clinton, Sandusky

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Radnor

Frontier Selective Access

Flat Rated Calling Area

Radnor, Delaware, Ostrander, Prospect

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Radnor, Ashley, Cheshire Center, Delaware, Dublin, Green Camp, Kilbourne, LaRue, Marion, Ostrander, Prospect,

Rathbone, Richwood, Sunbury, Waldo

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Radnor, Ashley, Cheshire Center, Delaware, Dublin, Green Camp, Kilbourne, LaRue, Marion, Ostrander, Prospect,

Rathbone, Richwood, Sunbury, Waldo

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Rathbone

Frontier Selective Access

Flat Rated Calling Area

Rathbone, Alton, Canal Winchester, Cheshire Center, Columbus, Delaware, Dublin, Gahanna, Grove City, Groveport, Harrisburg, Hilliard, Lockbourne, New Albany, Ostrander, Reynoldsburg, Westerville, West Jefferson, Worthington

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Rathbone, Alton, Ashley, Canal Winchester, Cheshire Center, Columbus, Delaware, Dublin, Gahanna, Grove City, Groveport, Harrisburg, Hilliard, Kilbourne, Lockbourne, New Albany, Ostrander, Plain City, Prospect, Radnor, Resaca, Reynoldsburg, Richwood, Sunbury, Waldo, Westerville, West Jefferson, Worthington

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Rathbone, Alton, Ashley, Canal Winchester, Cheshire Center, Columbus, Delaware, Dublin, Gahanna, Grove City, Groveport, Harrisburg, Hilliard, Kilbourne, Lockbourne, New Albany, Ostrander, Plain City, Prospect, Radnor, Resaca, Reynoldsburg, Richwood, Sunbury, Waldo, Westerville, West Jefferson, Worthington

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Rawson

Frontier Selective Access

Flat Rated Calling Area

Findlay, Jenera, Rawson

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Arcadia, Arlington, Belmore, Benton Ridge, Bloomdale, Deshler, Findlay, Forest, Gilboa, Jenera, Leipsic, McComb, Mount Cory, Mount Blanchard, North Baltimore, Pandora, Rawson, Van Buren, Vanlue, Wharton

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Arcadia, Arlington, Belmore, Benton Ridge, Bloomdale, Deshler, Findlay, Forest, Gilboa, Jenera, Leipsic, McComb, Mount Cory, Mount Blanchard, North Baltimore, Pandora, Rawson, Van Buren, Vanlue, Wharton

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Red Haw

Frontier Selective Access

Flat Rated Calling Area

Ashland, Congress, Polk, Red Haw, West Salem

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Ashland, Congress, Hayesville, Lakeville, Loudonville, New London, Nova, Perrysville, Polk, Red Haw, Savannah, Sullivan, West Salem

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Ashland, Congress, Hayesville, Lakeville, Loudonville, New London, Nova, Perrysville, Polk, Red Haw, Savannah, Sullivan, West Salem

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Republic

Frontier Selective Access

Flat Rated Calling Area

Bloomville, Green Springs, Republic, Tiffin

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Attica, Bascom, Bellevue, Bettsville, Bloomville, Clyde, Fremont, Green Springs, McUtchenville, Melmore, Monroeville, New Riegel, New Washington, Old Fort, Republic, Sycamore, Tiffin, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Attica, Bascom, Bellevue, Bettsville, Bloomville, Clyde, Fremont, Green Springs, McUtchenville, Melmore, Monroeville, New Riegel, New Washington, Old Fort, Republic, Sycamore, Tiffin, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Resaca

Frontier Selective Access

Flat Rated Calling Area

Alton, Columbus, Hilliard, London, Mechanicsburg, Milford Center, Plain City, Resaca, West Jefferson

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Alton, Columbus, Dublin, Grove City, Harrisburg, Hilliard, London, Mechanicsburg, Milford Center, Ostrander, Plain City, Rathbone, Resaca, West Jefferson, Worthington

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Alton, Columbus, Dublin, Grove City, Harrisburg, Hilliard, London, Mechanicsburg, Milford Center, Ostrander, Plain City, Rathbone, Resaca, West Jefferson, Worthington

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Richmond

Frontier Selective Access

Flat Rated Calling Area

Amsterdam, Richmond, Steubenville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adena, Amsterdam, Bergholz, Bloomingdale, Brilliant, Cadiz, Dillonvale – Mount Pleasant, Hopedale, Jewett, Knoxville, Mingo Junction, Richmond, Scio, Smithfield, Steubenville, Tiltonsville, Toronto

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adena, Amsterdam, Bergholz, Bloomingdale, Brilliant, Cadiz, Dillonvale – Mount Pleasant, Hopedale, Jewett, Knoxville, Mingo Junction, Richmond, Scio, Smithfield, Steubenville, Tiltonsville, Toronto

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Richwood

Frontier Selective Access

Flat Rated Calling Area

Richwood, Magnetic Springs, Prospect

Measured Rate Calling Area

All other exchanges in the Columbus LATA plus Marysville and York Center in the Lima-Mansfield LATA

Frontier Fun Access

Flat Rated Calling Area

Richwood, Ashley, Delaware, Green Camp, Kilbourne, LaRue, Magnetic Springs, Morral, Ostrander, Prospect, Radnor, Rathbone, Waldo, York Center

Measured Rate Calling Area

All other exchanges in the Columbus LATA plus Marysville in the Lima-Mansfield LATA

Frontier Finest Access

Flat Rated Calling Area

Richwood, Ashley, Delaware, Green Camp, Kilbourne, LaRue, Magnetic Springs, Morral, Ostrander, Prospect, Radnor, Rathbone, Waldo, York Center

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA plus Marysville in the Lima-Mansfield LATA

Russellville

Frontier Selective Access

Flat Rated Calling Area

Decatur, Georgetown, Ripley, Russellville

Measured Rate Calling Area

All other exchanges in the Dayton LATA plus Sardinia in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Aberdeen, Belfast, Danville, Decatur, Felicity, Georgetown, Hamersville, Higginsport, Manchester, Mount Orab, Morristown, Ripley, Russellville, Sardinia, Seaman, Sugar Tree Ridge, West Union, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Aberdeen, Belfast, Danville, Decatur, Felicity, Georgetown, Hamersville, Higginsport, Manchester, Mount Orab, Morristown, Ripley, Russellville, Sardinia, Seaman, Sugar Tree Ridge, West Union, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Sabina

Frontier Selective Access

Flat Rated Calling Area

New Vienna, Port William, Sabina, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Bowersville, Greenfield, Hillsboro, Jamestown, Leesburg, Lynchburg, Martinsville, New Burlington, New Vienna, Port William, Sabina, South Solon, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Bowersville, Greenfield, Hillsboro, Jamestown, Leesburg, Lynchburg, Martinsville, New Burlington, New Vienna, Port William, Sabina, South Solon, Wilmington

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Sardinia

Frontier Selective Access

Flat Rated Calling Area

Sardinia, Georgetown, Mt. Orab, Mowrystown

Measured Rate Calling Area

All other exchanges in the Dayton LATA plus Cincinnati, Clermont and Williamsburg in the Cincinnati LATA

Frontier Fun Access

Flat Rated Calling Area

Sardinia, Belfast, Danville, Decatur, Felicity, Georgetown, Hamersville, Higginsport, Hillsboro, Lynchburg, Mt. Orab, Mowrystown, Ripley, Russellville, Seaman, Sugar Tree Ridge, West Union, Williamsburg, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA plus Cincinnati and Clermont in the Cincinnati LATA

Frontier Finest Access

Flat Rated Calling Area

Sardinia, Belfast, Danville, Decatur, Felicity, Georgetown, Hamersville, Higginsport, Hillsboro, Lynchburg, Mt. Orab, Mowrystown, Ripley, Russellville, Seaman, Sugar Tree Ridge, West Union, Williamsburg, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA plus Cincinnati and Clermont in the Cincinnati LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Savannah

Frontier Selective Access

Flat Rated Calling Area

Ashland, Polk, Savannah

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Ashland, Congress, Greenwich, Hayesville, New London, Nova, Plymouth, Polk, Red Haw, Savannah, Sullivan,

West Salem, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Ashland, Congress, Greenwich, Hayesville, New London, Nova, Plymouth, Polk, Red Haw, Savannah, Sullivan,

West Salem, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Scio

Frontier Selective Access

Flat Rated Calling Area

Bowerston, Cadiz, Jewett, Scio

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adena, Amsterdam, Bergholz, Bloomingdale, Bowerston, Cadiz, Flushing, Freeport, Gnadenhutten, Hopedale,

Jewett, Richmond, Scio, Smithfield, Uhrichsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adena, Amsterdam, Bergholz, Bloomingdale, Bowerston, Cadiz, Flushing, Freeport, Gnadenhutten, Hopedale,

Jewett, Richmond, Scio, Smithfield, Uhrichsville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Scott

Frontier Selective Access

Flat Rated Calling Area

Convoy, Grover Hill, Scott, Van Wert

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Antwerp, Arthur, Continental, Convoy, Grover Hill, Payne, Scott, Sherwood, Van Wert

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Antwerp, Arthur, Continental, Convoy, Grover Hill, Payne, Scott, Sherwood, Van Wert

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Seaman

Frontier Selective Access

Flat Rated Calling Area

Peebles, Seaman, West Union, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Belfast, Danville, Decatur, Georgetown, Hillsboro, Manchester, Marshall, Mount Orab, Mowrystown, Peebles,

Ripley, Russellville, Sardinia, Seaman, Sinking Spring, Sugar Tree Ridge, West Union, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Belfast, Danville, Decatur, Georgetown, Hillsboro, Manchester, Marshall, Mount Orab, Mowrystown, Peebles,

Ripley, Russellville, Sardinia, Seaman, Sinking Spring, Sugar Tree Ridge, West Union, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Seville

Frontier Selective Access

Flat Rated Calling Area

Creston, Medina, Seville, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Akron, Brunswick, Burbank, Canal Fulton, Chatham, Creston, Dalton, Doylestown, Homerville, Lodi, Manchester, Medina, Montrose (Summit County), Seville, Sharon Center, Spencer, Valley City, Wadsworth, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Akron, Brunswick, Burbank, Canal Fulton, Chatham, Creston, Dalton, Doylestown, Homerville, Lodi, Manchester, Medina, Montrose (Summit County), Seville, Sharon Center, Spencer, Valley City, Wadsworth, Westfield Center

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Shade

Frontier Selective Access

Flat Rated Calling Area

Athens, Shade

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Albany, Amesville, Athens, Bartlett, Chester, Coolville, Glouster, Guysville, Little Hocking, Nelsonville, New Marshfield, Pomeroy, Shade, The Plains, Wilkesville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Albany, Amesville, Athens, Bartlett, Chester, Coolville, Glouster, Guysville, Little Hocking, Nelsonville, New Marshfield, Pomeroy, Shade, The Plains, Wilkesville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Sharon Center

Frontier Selective Access

Flat Rated Calling Area

Akron, Medina, Sharon Center, Wadsworth

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Akron, Brunswick, Burbank, Canal Fulton, Chatham, Creston, Doylestown, Greensburg, Hudson, Lodi, Manchester, Medina, Mogadore, Montrose (Summit County), Peninsula, Seville, Sharon Center, Uniontown, Valley City, Wadsworth, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Akron, Brunswick, Burbank, Canal Fulton, Chatham, Creston, Doylestown, Greensburg, Hudson, Lodi, Manchester, Medina, Mogadore, Montrose (Summit County), Peninsula, Seville, Sharon Center, Uniontown, Valley City, Wadsworth, Westfield Center

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Sinking Spring

Frontier Selective Access

Flat Rated Calling Area

Sinking Spring, Peebles

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Sinking Spring, Belfast, Danville, Greenfield, Hillsboro, Marshall, Mowrystown, Peebles, Rainsboro, Seaman, Sugar Tree Ridge, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Sinking Spring, Belfast, Danville, Greenfield, Hillsboro, Marshall, Mowrystown, Peebles, Rainsboro, Seaman, Sugar Tree Ridge, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Smithfield

Frontier Selective Access

Flat Rated Calling Area

Brilliant, Dillonvale - Mount Pleasant, Smithfield, Steubenville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adena, Amsterdam, Bellaire, Bergholz, Bloomingdale, Bridgeport, Brilliant, Cadiz, Dillonvale - Mount Pleasant, Flushing, Hopedale, Jewett, Knoxville, Martins Ferry, Mingo Junction, Richmond, Scio, Smithfield, St. Clairsville, Steubenville, Tiltonsville, Toronto

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adena, Amsterdam, Bellaire, Bergholz, Bloomingdale, Bridgeport, Brilliant, Cadiz, Dillonvale - Mount Pleasant, Flushing, Hopedale, Jewett, Knoxville, Martins Ferry, Mingo Junction, Richmond, Scio, Smithfield, St. Clairsville, Steubenville, Tiltonsville, Toronto

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Spencer

Frontier Selective Access

Flat Rated Calling Area

Chatham, Homerville, Medina, Spencer

Measured Rate Calling Area

All other exchanges in the Akron LATA plus Wellington in the Cleveland LATA

Frontier Fun Access

Flat Rated Calling Area

Brunswick, Burbank, Chatham, Creston, Homerville, Lodi, Medina, Seville, Spencer, Valley City, Wellington, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Brunswick, Burbank, Chatham, Creston, Homerville, Lodi, Medina, Seville, Spencer, Valley City, Wellington, Westfield Center

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Spencerville

Frontier Selective Access

Flat Rated Calling Area

Lima, Spencerville, Venedocia

Measured Rate Calling Area

All other exchanges in the Mansfield LATA

Frontier Fun Access

Flat Rated Calling Area

Botkins, Buckland, Cairo, Delphos, Elida, Fort Jennings, Gomer, Lima, Middle Point, Ohio City, Ottoville,
Rockford, Spencerville, Van Wert, Vaughnsville, Venedocia, Westminster

Measured Rate Calling Area

All other exchanges in the Mansfield LATA

Frontier Finest Access

Flat Rated Calling Area

Botkins, Buckland, Cairo, Delphos, Elida, Fort Jennings, Gomer, Lima, Middle Point, Ohio City, Ottoville,
Rockford, Spencerville, Van Wert, Vaughnsville, Venedocia, Westminster

Block of Time/Measured Rate Calling Area

All other exchanges in the Mansfield LATA

St. Marys

Frontier Selective Access

Flat Rated Calling Area

Celina, New Bremen, St. Marys

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Celina, Coldwater, Cridersville, Maria Stein, Mendon, Minster, New Bremen, New Knoxville, North Star, St.
Marys, Wabash, Wapakoneta, Yorkshire

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Celina, Coldwater, Cridersville, Maria Stein, Mendon, Minster, New Bremen, New Knoxville, North Star, St.
Marys, Wabash, Wapakoneta, Yorkshire

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Strasburg

Frontier Selective Access

Flat Rated Calling Area

Beach City, Bolivar, New Philadelphia, Strasburg

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, Canton, Dalton, Dellroy, Magnolia-Waynesburg, Massillon, Mineral City, Navarre, New Philadelphia, Strasburg, Sugarcreek, Wilmot

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, Canton, Dalton, Dellroy, Magnolia-Waynesburg, Massillon, Mineral City, Navarre, New Philadelphia, Strasburg, Sugarcreek, Wilmot

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Sugarcreek

Frontier Selective Access

Flat Rated Calling Area

Baltic, Berlin, New Philadelphia, Sugarcreek

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, Mineral City, Navarre, New Philadelphia, Strasburg, Sugarcreek, Wilmot

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Baltic, Beach City, Berlin, Bolivar, Brewster, Mineral City, Navarre, New Philadelphia, Strasburg, Sugarcreek, Wilmot

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Summerfield

Frontier Selective Access

Flat Rated Calling Area

Caldwell, Dexter City, Summerfield

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Barnesville, Beallsville, Byesville, Caldwell, Cumberland, Dexter City, Fairview, Graysville, Lewisville, Lower Salem, Old Washington, Quaker City, Reinersville-Hackney, Somerton, Summerfield, Woodsfield

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Barnesville, Beallsville, Byesville, Caldwell, Cumberland, Dexter City, Fairview, Graysville, Lewisville, Lower Salem, Old Washington, Quaker City, Reinersville-Hackney, Somerton, Summerfield, Woodsfield

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Sylvania

Frontier Selective Access

Flat Rated Calling Area

Holland, Lost Peninsula MI, Maumee, North Sylvania MI, Perrysburg, Sylvania, Toledo, Whitehouse

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Curtice Oregon, Delta, Holland, Lost Peninsula MI, Lyons, Maumee, Metamora, Moline, Neapolis, North Sylvania MI, Perrysburg, Richfield Center-Berkey, Stonyridge, Swanton, Sylvania, Toledo, Waterville, Whitehouse

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Curtice Oregon, Delta, Holland, Lost Peninsula MI, Lyons, Maumee, Metamora, Moline, Neapolis, North Sylvania MI, Perrysburg, Richfield Center-Berkey, Stonyridge, Swanton, Sylvania, Toledo, Waterville, Whitehouse

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

The Plains

Frontier Selective Access

Flat Rated Calling Area

Athens, The Plains

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Albany, Amesville, Athens, Bartlett, Chesterhill, Coolville, Corning, Glouster, Guysville, Logan, Murray City,
Nelsonville, New Marshfield, Shade, Shawnee, The Plains

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Albany, Amesville, Athens, Bartlett, Chesterhill, Coolville, Corning, Glouster, Guysville, Logan, Murray City,
Nelsonville, New Marshfield, Shade, Shawnee, The Plains

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Tiltonsville

Frontier Selective Access

Flat Rated Calling Area

Bridgeport, Dillonvale – Mount Pleasant, Martins Ferry, Tiltonsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adena, Bellaire, Bloomingdale, Bridgeport, Brilliant, Cadiz, Centerville, Dillonvale – Mount Pleasant, Flushing,
Hopedale, Martins Ferry, Mingo Junction, Richmond, Smithfield, St. Clairsville, Steubenville, Tiltonsville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adena, Bellaire, Bloomingdale, Bridgeport, Brilliant, Cadiz, Centerville, Dillonvale – Mount Pleasant, Flushing,
Hopedale, Martins Ferry, Mingo Junction, Richmond, Smithfield, St. Clairsville, Steubenville, Tiltonsville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Tipp City

Frontier Selective Access

Flat Rated Calling Area

Christianburg, Dayton, New Carlisle, Tipp City, Troy

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Beaver Creek, Bradford, Brookville, Christianburg, Covington, Dayton, Donnelsville, Englewood, Enon, Fairborn, Fletcher-Lena, Gettysburg, Laura, Liberty, Medway, New Carlisle, New Lebanon, North Hampton, Phillipsburg, Piqua, Pleasant Hill, Springfield, St. Paris, Terre Haute, Tipp City, Tremont City, Trotwood, Troy, Vandalia, West Milton, Yellow Springs-Clifton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Beaver Creek, Bradford, Brookville, Christianburg, Covington, Dayton, Donnelsville, Englewood, Enon, Fairborn, Fletcher-Lena, Gettysburg, Laura, Liberty, Medway, New Carlisle, New Lebanon, North Hampton, Phillipsburg, Piqua, Pleasant Hill, Springfield, St. Paris, Terre Haute, Tipp City, Tremont City, Trotwood, Troy, Vandalia, West Milton, Yellow Springs-Clifton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Trotwood

Frontier Selective Access

Flat Rated Calling Area

Beaver Creek, Bellbrook, Brookville, Centerville, Dayton, Englewood, Fairborn, Liberty, Miamisburg-West Carrollton, New Lebanon, Trotwood, Vandalia

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Arcanum, Beaver Creek, Bellbrook, Brookville, Centerville, Dayton, Eaton, Englewood, Fairborn, Farmersville, Franklin, Germantown, Gratis, Laura, Lewisburg, Liberty, Miamisburg-West Carrollton, Medway, Middletown, New Carlisle, New Lebanon, Phillipsburg, Pleasant Hill, Tipp City, Trotwood, Troy, Vandalia, West Alexandria, West Manchester, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Arcanum, Beaver Creek, Bellbrook, Brookville, Centerville, Dayton, Eaton, Englewood, Fairborn, Farmersville, Franklin, Germantown, Gratis, Laura, Lewisburg, Liberty, Miamisburg-West Carrollton, Medway, Middletown, New Carlisle, New Lebanon, Phillipsburg, Pleasant Hill, Tipp City, Trotwood, Troy, Vandalia, West Alexandria, West Manchester, West Milton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

EXCHANGE

Troy

Frontier Selective Access

Flat Rated Calling Area

Christianburg, Covington, New Carlisle, Pleasant Hill, Tipp City, Troy, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Arcanum, Bradford, Brookville, Christianburg, Covington, Dayton, Donnelsville, Englewood, Enon, Fairborn, Fletcher-Lena, Gettysburg, Laura, Medway, New Carlisle, North Hampton, Phillipsburg, Piqua, Pleasant Hill, St. Paris, Terre Haute, Tipp City, Tremont City, Trotwood, Troy, Vandalia, Versailles, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Arcanum, Bradford, Brookville, Christianburg, Covington, Dayton, Donnelsville, Englewood, Enon, Fairborn, Fletcher-Lena, Gettysburg, Laura, Medway, New Carlisle, North Hampton, Phillipsburg, Piqua, Pleasant Hill, St. Paris, Terre Haute, Tipp City, Tremont City, Trotwood, Troy, Vandalia, Versailles, West Milton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Valley City

Frontier Selective Access

Flat Rated Calling Area

Brunswick, Medina, Valley City

Measured Rate Calling Area

All other exchanges in the Akron LATA and Cleveland, Columbia Station, Grafton, North Eaton, Strongsville in the Cleveland LATA

Frontier Fun Access

Flat Rated Calling Area

Brunswick, Burbank, Chatham, Columbia Station, Crestion, Grafton, Homerville, Lodi, Medina, Montrose (Summit County), North Eaton, Seville, Sharon Center, Spencer, Strongsville, Valley City, Wadsworth, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA and Cleveland

Frontier Finest Access

Flat Rated Calling Area

Brunswick, Burbank, Chatham, Columbia Station, Crestion, Grafton, Homerville, Lodi, Medina, Montrose (Summit County), North Eaton, Seville, Sharon Center, Spencer, Strongsville, Valley City, Wadsworth, Westfield Center

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA and Cleveland

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Van Buren

Frontier Selective Access

Flat Rated Calling Area

Arcadia, Findlay, North Baltimore, Van Buren

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Arcadia, Arlington, Bascom, Belmore, Benton Ridge, Bloomdale, Bowling Green, Carey, Cygnet, Deshler, Findlay, Fostoria, Gilboa, Jenera, Leipsic, McComb, Mount Blanchard, Mount Cory, New Riegel, North Baltimore, Portage, Rawson, Rising Sun, Van Buren, Vanlue, Wayne Bradner, Weston

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Arcadia, Arlington, Bascom, Belmore, Benton Ridge, Bloomdale, Bowling Green, Carey, Cygnet, Deshler, Findlay, Fostoria, Gilboa, Jenera, Leipsic, McComb, Mount Blanchard, Mount Cory, New Riegel, North Baltimore, Portage, Rawson, Rising Sun, Van Buren, Vanlue, Wayne Bradner, Weston

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Wadsworth

Frontier Selective Access

Flat Rated Calling Area

Akron, Rittman, Sharon Center, Wadsworth

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Akron, Brunswick, Burbank, Canal Fulton, Chatham, Creston, Dalton, Doylestown, Greensburg, Lodi, Manchester, Massillon, Medina, Mogadore, Montrose (Summit County), North Canton, Peninsula, Rittman, Seville Sharon Center, Uniontown, Valley City, Wadsworth, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Akron, Brunswick, Burbank, Canal Fulton, Chatham, Creston, Dalton, Doylestown, Greensburg, Lodi, Manchester, Massillon, Medina, Mogadore, Montrose (Summit County), North Canton, Peninsula, Rittman, Seville Sharon Center, Uniontown, Valley Center, Wadsworth, Westfield Center

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Wakeman

Frontier Selective Access

Flat Rated Calling Area

Norwalk, Wakeman

Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Frontier Fun Access

Flat Rated Calling Area

Amherst, Birmingham, Elyria, Grafton, Lorain, Norwalk, Oberlin, Vermillion, Wakeman, Wellington

Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Frontier Finest Access

Flat Rated Calling Area

Amherst, Birmingham, Elyria, Grafton, Lorain, Norwalk, Oberlin, Vermillion, Wakeman, Wellington

Block of Time/Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Waldo

Frontier Selective Access

Flat Rated Calling Area

Waldo, Marion

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Waldo, Ashley, Cheshire Center, Delaware, Green Camp, Kilbourne, LaRue, Marion, Morral, Ostrander, Prospect,

Radnor, Rathbone, Richwood, Sunbury

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Waldo, Ashley, Cheshire Center, Delaware, Green Camp, Kilbourne, LaRue, Marion, Morral, Ostrander, Prospect,

Radnor, Rathbone, Richwood, Sunbury

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Warsaw

Frontier Selective Access

Flat Rated Calling Area

Cooperdale, Coshocton, Warsaw

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Adamsville, Conesville, Cooperdale, Coshocton, Dresden, Frazeyburg, Warsaw, West Lafayette

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Adamsville, Conesville, Cooperdale, Coshocton, Dresden, Frazeyburg, Warsaw, West Lafayette

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Watertown

Frontier Selective Access

Flat Rated Calling Area

Barlow, Bartlett, Beverly, Lowell, Marietta, Stockport, Watertown

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Amesville, Barlow, Bartlett, Belpre, Beverly, Chesterhill, Coolville, Dexter City, Lowell, Lower Salem, Little Hocking, Marietta, McConnelsville, Pennsville, Reinersville-Hackney, Stockport, Watertown

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Amesville, Barlow, Bartlett, Belpre, Beverly, Chesterhill, Coolville, Dexter City, Lowell, Lower Salem, Little Hocking, Marietta, McConnelsville, Pennsville, Reinersville-Hackney, Stockport, Watertown

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Waverly

Frontier Selective Access

Flat Rated Calling Area

Beaver, Idaho, Piketon, Waverly

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Bainbridge, Beaver, Chillicothe, Idaho, Jackson, Londonderry, Massieville, Minford Stockdale, Piketon, Richmondale, Waverly

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Bainbridge, Beaver, Chillicothe, Idaho, Jackson, Londonderry, Massieville, Minford Stockdale, Piketon, Richmondale, Waverly

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Wayne-Bradner

Frontier Selective Access

Flat Rated Calling Area

Wayne-Bradner, Bowling Green

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Wayne-Bradner, Arcadia, Bascom, Bettsville, Bloomdale, Bowling Green, Cygnet, Elmore, Fostoria, Fremont, Genoa, Gibsonburg, Haskins-Tontogany, Helena, Lindsey, Luckey, Moline, New Riegel, North Baltimore, Old Fort, Pemberville, Perrysburg, Portage, Rising Sun, Stony Ridge, Van Buren, Waterville, Weston, Woodville

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Wayne-Bradner, Arcadia, Bascom, Bettsville, Bloomdale, Bowling Green, Cygnet, Elmore, Fostoria, Fremont, Genoa, Gibsonburg, Haskins-Tontogany, Helena, Lindsey, Luckey, Moline, New Riegel, North Baltimore, Old Fort, Pemberville, Perrysburg, Portage, Rising Sun, Stony Ridge, Van Buren, Waterville, Weston, Woodville

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Wellington

Frontier Selective Access

Flat Rated Calling Area

Elyria, Wellington

Measured Rate Calling Area

All other exchanges in the Cleveland LATA plus Spencer in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Amherst, Birmingham, Columbia Station, Elyria, Grafton, North Eaton, Oberlin, Spencer, Vermillion, Wakeman, Wellington

Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Frontier Finest Access

Flat Rated Calling Area

Amherst, Birmingham, Columbia Station, Elyria, Grafton, North Eaton, Oberlin, Spencer, Vermillion, Wakeman, Wellington

Block of Time/Measured Rate Calling Area

All other exchanges in the Cleveland LATA

Wellston

Frontier Selective Access

Flat Rated Calling Area

Wellston, Jackson

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Wellston, Albany, Beaver, Jackson, Londonderry, McArthur, Oak Hill, Richmondale, Rio Grande, Vinton, Wilkesville

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Wellston, Albany, Beaver, Jackson, Londonderry, McArthur, Oak Hill, Richmondale, Rio Grande, Vinton, Wilkesville

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

West Alexandria

Frontier Selective Access

Flat Rated Calling Area

Eaton, Farmersville, Gratis, New Lebanon, West Alexandria

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Arcanum, Brookville, Camden, Dayton, Eaton, Eldorado, Englewood, Farmersville, Franklin, Germantown, Gratis, Laura, Lewisburg, Liberty, Miamisburg-West Carrollton, Middletown, New Lebanon, New Madison, New Paris, Phillipsburg, Trenton, Trotwood, West Alexandria, West Manchester, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Arcanum, Brookville, Camden, Dayton, Eaton, Eldorado, Englewood, Farmersville, Franklin, Germantown, Gratis, Laura, Lewisburg, Liberty, Miamisburg-West Carrollton, Middletown, New Lebanon, New Madison, New Paris, Phillipsburg, Trenton, Trotwood, West Alexandria, West Manchester, West Milton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

West Milton

Frontier Selective Access

Flat Rated Calling Area

Dayton, Englewood, Laura, Phillipsburg, Troy, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Arcanum, Bradford, Brookville, Christianburg, Covington, Dayton, Eldorado, Englewood, Fairborn, Farmersville, Fletcher-Lena, Gettysburg, Greenville, Laura, Lewisburg, Liberty, Medway, New Carlisle, New Lebanon, New Madison, Phillipsburg, Piqua, Pleasant Hill, Tipp City, Trotwood, Troy, Vandalia, Versailles, West Alexandria, West Manchester, West Milton

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Arcanum, Bradford, Brookville, Christianburg, Covington, Dayton, Eldorado, Englewood, Fairborn, Farmersville, Fletcher-Lena, Gettysburg, Greenville, Laura, Lewisburg, Liberty, Medway, New Carlisle, New Lebanon, New Madison, Phillipsburg, Piqua, Pleasant Hill, Tipp City, Trotwood, Troy, Vandalia, Versailles, West Alexandria, West Manchester, West Milton

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

West Salem

Frontier Selective Access

Flat Rated Calling Area

Burbank, Congress, Homerville, Lodi, Polk, Red Haw, West Salem

Measured Rate Calling Area

All other exchanges in the Toledo LATA plus Wooster in the Mansfield LATA

Frontier Fun Access

Flat Rated Calling Area

Ashland, Burbank, Congress, Hayesville, Homerville, Lodi, New London, Nova, Polk, Red Haw, Savannah, Sullivan, West Salem, Wooster

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Ashland, Burbank, Congress, Hayesville, Homerville, Lodi, New London, Nova, Polk, Red Haw, Savannah, Sullivan, West Salem, Wooster

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

West Union

Frontier Selective Access

Flat Rated Calling Area

Manchester, Peebles, Seaman, West Union

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Aberdeen, Belfast, Decatur, Georgetown, Manchester, Mowrystown, Peebles, Ripley, Russellville, Sardinia, Seaman, Sugar Tree Ridge, West Union, Winchester

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Aberdeen, Belfast, Decatur, Georgetown, Manchester, Mowrystown, Peebles, Ripley, Russellville, Sardinia, Seaman, Sugar Tree Ridge, West Union, Winchester

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

West Unity

Frontier Selective Access

Flat Rated Calling Area

Bryan, Montpelier, Pioneer, West Unity

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Archbold, Bryan, Chesterfield, Cooney, Edgerton, Edon, Evansport, Fayette, Gerald, Jewell, Montpelier, Ney, Okolona, Pioneer, Ridgeville Corner, Stryker, Wauseon, West Unity

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Archbold, Bryan, Chesterfield, Cooney, Edgerton, Edon, Evansport, Fayette, Gerald, Jewell, Montpelier, Ney, Okolona, Pioneer, Ridgeville Corner, Stryker, Wauseon, West Unity

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Westfield Center

Frontier Selective Access

Flat Rated Calling Area

Creston, Lodi, Medina, Seville, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Brunswick, Burbank, Canal Fulton, Chatham, Creston, Doylestown, Homerville, Lodi, Medina, Montrose (Summit County), Seville, Sharon Center, Spencer, Valley City, Wadsworth, Westfield Center

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Brunswick, Burbank, Canal Fulton, Chatham, Creston, Doylestown, Homerville, Lodi, Medina, Montrose (Summit County), Seville, Sharon Center, Spencer, Valley City, Wadsworth, Westfield Center

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Weston

Frontier Selective Access

Flat Rated Calling Area

Bowling Green, Deshler, Grand Rapids, Weston

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Belmore, Bloomdale, Bowling Green, Cygnet, Delta, Deshler, Grand Rapids, Grelton-Malinta, Hamler, Haskins-Tontogany, Holgate, Holland, Leipsic, Liberty Center, Luckey, Maumee, McClure, McComb, Napoleon, Neapolis, North Baltimore, Pemberville, Perrysburg, Portage, Rising Sun, Stonyridge, Swanton, Van Buren, Waterville, Wayne Bradner, Weston, Whitehouse

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Belmore, Bloomdale, Bowling Green, Cygnet, Delta, Deshler, Grand Rapids, Grelton-Malinta, Hamler, Haskins-Tontogany, Holgate, Holland, Leipsic, Liberty Center, Luckey, Maumee, McClure, McComb, Napoleon, Neapolis, North Baltimore, Pemberville, Perrysburg, Portage, Rising Sun, Stonyridge, Swanton, Van Buren, Waterville, Wayne Bradner, Weston, Whitehouse

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Wharton

Frontier Selective Access

Flat Rated Calling Area

Forest, Mount Blanchard, Upper Sandusky, Vanlue, Wharton

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Arcadia, Arlington, Benton Ridge, Carey, Findlay, Forest, Jenera, Kenton, McCutchenville, Mount Cory, Mount Blanchard, New Riegel, Rawson, Sycamore, Upper Sandusky, Vanlue, Wharton

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Arcadia, Arlington, Benton Ridge, Carey, Findlay, Forest, Jenera, Kenton, McCutchenville, Mount Cory, Mount Blanchard, New Riegel, Rawson, Sycamore, Upper Sandusky, Vanlue, Wharton

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Wilkesville

Frontier Selective Access

Flat Rated Calling Area

Wilkesville, Albany, McArthur

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

Wilkesville, Albany, Cheshire, Gallipolis, Jackson, McArthur, New Marshfield, Oak Hill, Pomeroy, Rio Grande, Shade, Vinton, Wellston

Measured Rate Calling Area

All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

Wilkesville, Albany, Cheshire, Gallipolis, Jackson, McArthur, New Marshfield, Oak Hill, Pomeroy, Rio Grande, Shade, Vinton, Wellston

Block of Time/Measured Rate Calling Area

All other exchanges in the Columbus LATA

Willard

Frontier Selective Access

Flat Rated Calling Area

Attica, Plymouth, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Attica, Bellevue, Bloomville, Greenwich, Melmore, Milan, Monroeville, New London, New Washington, Norwalk, Plymouth, Republic, Savannah, Willard

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Attica, Bellevue, Bloomville, Greenwich, Melmore, Milan, Monroeville, New London, New Washington, Norwalk, Plymouth, Republic, Savannah, Willard

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Williamsport

Frontier Selective Access

Flat Rated Calling Area

 Circleville, Williamsport

Measured Rate Calling Area

 All other exchanges in the Columbus LATA

Frontier Fun Access

Flat Rated Calling Area

 Ashville, Bloomingburg, Chillicothe, Circleville, Clarksburg, Frankfort, Hallsville, Harrisburg, Kingston, Mt.

 Sterling, New Holland, Washington Court House, Williamsport

Measured Rate Calling Area

 All other exchanges in the Columbus LATA

Frontier Finest Access

Flat Rated Calling Area

 Ashville, Bloomingburg, Chillicothe, Circleville, Clarksburg, Frankfort, Hallsville, Harrisburg, Kingston, Mt.

 Sterling, New Holland, Washington Court House, Williamsport

Block of Time/Measured Rate Calling Area

 All other exchanges in the Columbus LATA

Willshire – Wren

Frontier Selective Access

Flat Rated Calling Area

 Convoy, Ohio City, Rockford, Van Wert, Willshire – Wren

Measured Rate Calling Area

 All other exchanges in the Mansfield LATA

Frontier Fun Access

Flat Rated Calling Area

 Convoy, Middle Point, Ohio City, Rockford, Van Wert, Venedocia, Willshire – Wren

Measured Rate Calling Area

 All other exchanges in the Mansfield LATA

Frontier Finest Access

Flat Rated Calling Area

 Convoy, Middle Point, Ohio City, Rockford, Van Wert, Venedocia, Willshire – Wren

Block of Time/Measured Rate Calling Area

 All other exchanges in the Mansfield LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Wilmington

Frontier Selective Access

Flat Rated Calling Area

Blanchester, Clarksville, Martinsville, New Burlington, New Vienna, Port William, Sabina, Wilmington

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Bellbrook, Blanchester, Bowersville, Clarksville, Hillsboro, Jamestown, Leesburg, Lynchburg, Martinsville, New Burlington, New Vienna, Port William, Sabina, Spring Valley, Wilmington, Xenia

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Bellbrook, Blanchester, Bowersville, Clarksville, Hillsboro, Jamestown, Leesburg, Lynchburg, Martinsville, New Burlington, New Vienna, Port William, Sabina, Spring Valley, Wilmington, Xenia

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Wilmot

Frontier Selective Access

Flat Rated Calling Area

Beach City, Berlin, Brewster, Massillon, Millersburg, Wilmot, Wooster

Measured Rate Calling Area

All other exchanges in the Akron LATA plus Apple Creek and Kidron in the Mansfield LATA

Frontier Fun Access

Flat Rated Calling Area

Apple Creek, Baltic, Beach City, Berlin, Bolivar, Brewster, Canal Fulton, Canton, Dalton, Kidron, Magnolia-Waynesburg, Manchester, Massillon, Millersburg, Mineral City, Navarre, New Philadelphia, North Canton, Strasburg, Sugarcreek, Wilmot, Wooster

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Apple Creek, Baltic, Beach City, Berlin, Bolivar, Brewster, Canal Fulton, Canton, Dalton, Kidron, Magnolia-Waynesburg, Manchester, Massillon, Millersburg, Mineral City, Navarre, New Philadelphia, North Canton, Strasburg, Sugarcreek, Wilmot, Wooster

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Winona

Frontier Selective Access

Flat Rated Calling Area

Damascus, Hanoverton, Lisbon, North Georgetown, Salem, Winona

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Fun Access

Flat Rated Calling Area

Alliance, Atwater, Carrollton, Damascus, East Rochester, Hanoverton, Lisbon, Louisville, Malvern, Marlboro, Mechanicstown, Minerva, North Georgetown, Paris, Pattersonville, Salem, Sebring, Winona

Measured Rate Calling Area

All other exchanges in the Akron LATA

Frontier Finest Access

Flat Rated Calling Area

Alliance, Atwater, Carrollton, Damascus, East Rochester, Hanoverton, Lisbon, Louisville, Malvern, Marlboro, Mechanicstown, Minerva, North Georgetown, Paris, Pattersonville, Salem, Sebring, Winona

Block of Time/Measured Rate Calling Area

All other exchanges in the Akron LATA

Woodstock

Frontier Selective Access

Flat Rated Calling Area

Marysville, Mechanicsburg, Milford Center, North Lewisburg, Urbana, Woodstock

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Fun Access

Flat Rated Calling Area

Catawba, Marysville, Mechanicsburg, Milford Center, North Lewisburg, South Vienna, Tremont City, Urbana, Woodstock

Measured Rate Calling Area

All other exchanges in the Dayton LATA

Frontier Finest Access

Flat Rated Calling Area

Catawba, Marysville, Mechanicsburg, Milford Center, North Lewisburg, South Vienna, Tremont City, Urbana, Woodstock

Block of Time/Measured Rate Calling Area

All other exchanges in the Dayton LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

Yorkshire

Frontier Selective Access

Flat Rated Calling Area

Maria Stein, North Star, Versailles, Yorkshire

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Fun Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, Minster, New Bremen, New Knoxville, North Star, St. Marys, Versailles, Yorkshire

Measured Rate Calling Area

All other exchanges in the Toledo LATA

Frontier Finest Access

Flat Rated Calling Area

Celina, Coldwater, Fort Recovery, Maria Stein, Minster, New Bremen, New Knoxville, North Star, St. Marys, Versailles, Yorkshire

Block of Time/Measured Rate Calling Area

All other exchanges in the Toledo LATA

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

2.05.01 Akron LATA 325

Akron	Hiram	Peninsula
Alliance	Homerville	Ravenna
Atwater	Hudson	Rootstown
Baltic	Kent	Sebring
Beach City	Lodi	Seville
Berlin	Louisville	Sharon Center
Bolivar	Magnolia-Waynesburg	Spencer
Brewster	Malvern	Strasburg
Brunswick	Manchester	Sugarcreek
Burbank	Mantua	Uniontown
Canal Fulton	Marlboro	Valley City
Canton	Massillon	Wadsworth
Carrollton	Mechanicstown	Westfield Center
Chatham	Medina	Wilmot
Creston	Mineral City	Winona
Dalton	Minerva	
Dellroy	Mogadore	
Doylestown	Montrose (Summit County)	
East Rochester	Navarre	
Garrettsville	New Philadelphia	
Greensburg	North Canton	
Hanoverton	North Georgetown	
Harlem Spring	Paris	
Hartville	Pattersonville	

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

2.05. Exchanges By LATA (Continued)

2.05.02 Cincinnati LATA 922

Bethany
Bethel
Cincinnati
Clermont
Fayetteville
Hamilton
Harrison

Lebanon
Little Miami
Mason
Morning Sun
Morrow
Newtonsville
Oxford

Reily
Seven Mile
Shandon
South Lebanon
Waynesville
Williamsburg

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

2.05.03 Cleveland LATA 320

Amherst	Madison	Windsor
Ashtabula	Mentor	
Aurora	Mesopotmia	
Austinburg	Middlefield	
Avon	Montrose (Cuyahoga County)	
Avon Lake	Montville	
Bainbridge	Newbury	
Bedford	North Bloomfield	
Berea	North Eaton	
Birmingham	North Royalton	
Brecksville	Northfield	
Burton	Oberlin	
Chagrin Falls	Olmsted Falls	
Chardon	Orwell	
Chesterland	Painesville	
Cleveland	Parkman	
Colebrook	Perry	
Columbia Station	Pierpont	
Conneaut	Richfield	
Dorset	Rock Creek	
East Claridon	Russell	
Elyria	Strongsville	
Gatesmills	Terrace	
Geneva	Thompson	
Grafton	Trinity	
Hillcrest	Trumbull	
Hinckley	Twinsburg	
Huntsburg	Vermillion	
Independence	Victory	
Kingsville	Wakeman	
Kirtland	Wellington	
Leroy	Wickliffe	
Lorain	Willoughby	

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

2.05.04 Columbus LATA 324

Adamsville	Caldwell	Freeport
Adena	Cambridge	Fultonham
Albany	Canal Winchester	Gahanna
Alexandria	Carroll	Gallipolis
Alton	Centerville	Glenford
Amanda	Chesapeake	Glouster
Amesville	Cheshire Center	Gnadenhutten
Amsterdam	Cheshire	Granville
Arabia	Chester	Gratiot
Ashley	Chesterhill	Graysville
Ashville	Chillicothe	Green Camp
Athens	Circleville	Grove City
Bainbridge	Clarington	Groveport
Baltimore	Clarksburg	Guyan
Barlow	Columbus	Guysville
Barnesville	Conesville	Hallsville
Bartlett	Coolville	Hanover
Beallsville	Cooperdale	Harpster
Beaver	Corning	Harrisburg
Bellaire	Coshocton	Hebron
Belpre	Crooksville	Hilliard
Bergholz	Croton	Hopedale
Bethesda	Cumberland	Idaho
Beverly	Delaware	Ironton
Bloomington	Dexter City	Jackson
Bloomington	Dillonvale-Mount Pleasant	Jeffersonville
Bourneville	Dresden	Jewett
Bowerston	Dublin	Johnstown
Bremen	Duffy	Junction City
Bridgeport	Fairview	Kilbourne
Brilliant	Flushing	Kingston
Byesville	Frankfort	Knoxville
Cadiz	Frazeysburg	

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

2.05.04 Columbus LATA 324 (Continued)

La Rue	New Marshfield	Shade
Lancaster	New Metamoras	Shawnee
Laurelville	Newport	Smithfield
Letart Falls	Norwich	Somerset
Lewisville	Oak Hill	Somerton
Lockbourne	Old Washington	St. Louisville
Logan	Ostrander	St. Clairsville
London	Pataskala	Steubenville
Londonderry	Pennsville	Stockport
Lowell	Philo	Sugar Grove
Lower Salem	Piketon	Summerfield
Little Hocking	Plain City	Sunbury
Marietta	Pleasantville	The Plains
Marion	Pomeroy	Thornville
Martins Ferry	Portland	Tiltonsville
Massieville	Portsmouth	Toronto
McArthur	Powhattan Point	Uhrichsville
McConnelsville	Prospect	Vinton
Milledgeville	Quaker City	Waldo
Millersport	Radnor	Walnut
Minford Stockdale	Rathbone	Warsaw
Mingo Junction	Reinersville-Hackney	Washington Court House
Morral	Resaca	Watertown
Morristown	Reynoldsburg	Waverly
Mount Sterling	Richmond	Wellston
Murray City	Richmondale	Westerville
Nelsonville	Richwood	Wilkesville
Nevada	Rio Grande	Williamsport
New Albany	Roseville	West Jefferson
Newark	Rushville	West Lafayette
Newcomerstown	Scio	Woodsfield
New Concord	Sedalia	Worthington
New Holland		Zanesville
New Lexington		

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

2.05.05 Dayton LATA 328

Aberdeen	Greenfield	Port William
Ansonia	Greenville	Rainsboro
Arcanum	Hamersville	Ripley
Beavercreek	Higginsport	Rossburg
Belfast	Hillsboro	Russellville
Bellbrook	Hollansburg	Sabina
Blanchester	Jamestown	Sardinia
Bowersville	Laura	Seaman
Bradford	Leesburg	Sinking Spring
Brookville	Lewisburg	South Vienna
Camden	Liberty	South Charleston
Catawba	Lynchburg	South Solon
Cedarville	Manchester	Spring Valley
Centerville	Marshall	Springfield
Christianburg	Martinsville	St. Paris
Clarksville	Mechanicsburg	Sugar Tree Ridge
Covington	Medway	Terre Haute
Danville	Miamisburg-West Carrollton	Tipp City
Dayton	Middletown	Tremont City
Decatur	Monroe	Trenton
Donnelsville	Mount Orab	Trotwood
Eaton	Mowrystown	Troy
Eldorado	New Paris	Urbana
Englewood	New Vienna	Vandalia
Enon	New Burlington	Versailles
Fairborn	New Carlisle	West Alexandria
Farmersville	New Lebanon	West Union
Felicity	New Madison	West Milton
Fletcher-Lena	North Hampton	Wilmington
Franklin	Peebles	Winchester
Georgetown	Phillipsburg	West Manchester
Germantown	Piqua	Woodstock
Gettysburg	Pitchin	Xenia
Gratis	Pleasant Hill	Yellow Springs Clifton
Greenfield		

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

2.05.06 Mansfield LATA 923

Ada	Fredericktown	New Winchester
Adario	Fort Loramie	North Lewisburg
Alger	Fort Jennings	Oakwood
Anna	Galion	Ohio City
Apple Creek	Gambier	Orrville
Beaverdam	Glandorf	Ottawa
Belle Center	Glenmont	Ottoville
Bellefontaine	Gomer	Paulding
Belleville	Holmesville	Raymond
Big Prairie	Huntsville	Ridgeway
Bluffton	Jackson Center	Rittman
Botkins	Johnsville	Rockford
Buckland	Kalida	Rosewood
Bucyrus	Kidron	Rushsylvania
Butler	Killbuck	Russels Point
Byhalia	Lafayette	Shelby
Cairo	Lexington	Shiloh
Caledonia	Lima	Shreve
Cardington	Lucas	Sidney
Centerburg	Lykens	Smithville
Chatfield	Magnetic Springs	Spencerville
Chesterville	Mansfield	Sterling
Cloverdale	Marengo	Uticaomer
Columbus Grove	Marshallville	Van Wert
Convoy	Martinsburg	Vaughnsville
Crestline	Marysville	Venedocia
Danville	Middle Point	West Liberty
De Graff	Millford Center	Waynesfield
Delphos	Millersburg	Westminster
Dunkirk	Mount Gilead	Willshire-Wren
East Liberty	Mount Vernon	West Mansfield
Elida	Nashville	Wooster
Fredericksburg		York Center

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

2.05.07 Toledo LATA 326

Antwerp	Deshler	Lakeville
Arcadia	Edgerton	Leipsic
Archbold	Edon	Liberty Center
Arlington	Elmore	Lindsey
Arthur	Evansport	Loudonville
Ashland	Fayette	Luckey
Attica	Findlay	Lyons
Ayersville	Florida	Marblehead
Bascom	Forest	Maria Stein
Bellevue	Fostoria	Maumee
Belmore	Fremont	McClure
Benton Ridge	Fort Recovery	McComb
Berlin Heights	Genoa	McCutchenville
Bettsville	Gerald	Melmore
Bloomdale	Gibsonburg	Mendon
Bloomington	Gilboa	Metamora
Bloomville	Grand Rapids	Milan
Bowling Green	Green Springs	Miller City
Bryan	Greenwich	Minster
Carey	Grelton-Malinta	Moline
Castalia	Grover Hill	Monroeville
Celina	Hamler	Montpelier
Chesterfield	Haskins-Tontogany	Mount Blanchard
Clyde	Hayesville	Mount Cory
Coldwater	Helena	Napoleon
Congress	Hicksville	Neapolis
Continental	Holgate	New Bremen
Cooney	Holland	New Knoxville
Cridersville	Huron	New London
Curtice Oregon	Jenera	New Riegel
Cygnets	Jewell	New Bavaria
Defiance	Kelleys Island	New Washington
Delta	Kenton	Ney

Effective: July 1, 2010

LOCAL CALLING PLANS

2. FRONTIER LOCAL CALLING PLAN - LATA WIDE (Continued)

2.04 Calling Areas (Continued)

2.05.07 Toledo LATA 326 (Continued)

North Baltimore	Swanton
North Star	Sycamore
Northcreek	Sylvania
Norwalk	Tiffin
North Sylvania	Toledo
Nova	Upper Sandusky
Oak Harbor	Van Buren
Okolona	Vanlue
Old Fort	Wabash
Pandora	Wapakoneta
Payne	Waterville
Pemberville	Wauseon
Perrysburg	Wayne Bradner
Perrysville	West Salem
Pioneer	West Unity
Plymouth	Weston
Polk	West Wabash
Portage	Wharton
Port Clinton	Whitehouse
Put in Bay	Willard
Rawson	Woodville
Richfield Center-Berkey	Yorkshire
Red Haw	
Republic	
Ridgeville Corner	
Rising Sun	
Sandusky	
Savannah	
Scott	
Sherwood	
St. Marys	
Stonyridge	
Stryker	
Sullivan	

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

APPLICATION OF PRODUCT GUIDE

1. This Product Guide applies to Intra Market Area Message Toll Telephone service furnished or made available by Frontier North Inc., hereinafter referred to as the Telephone Company, and for Intra Market Area Message Toll Telephone Service furnished or to be furnished by other connecting carriers concurring in this Product Guide.
 - a. The following companies concur in this Product Guide:
 - McClure Telephone Company
 - Minford Telephone Company
 - New Knoxville Telephone Company
 - Nova Telephone Company
 - Pattersonville Telephone Company
 - Wabash Mutual Telephone Company
2. Where reference is made in this Product Guide to regulations, rates and charges specified in other tariffs of the Telephone Company, such tariffs as they now exist, or as they may be revised, added to or supplemented, are hereby adopted and made a part of this Product Guide.

REGULATIONS

1. **Definition**
Message Toll Telephone Service provides for the furnishing of facilities, other than facilities for exchange service as defined in the General Exchange Product Guide, for telephone communication between local service areas in accordance with the regulations and system of charges specified in this Product Guide.
2. **Abuse or Fraudulent Use of Service**
See Section 1 of the General Exchange Tariff.
3. **Advance Payments**
See Section 1 of the General Exchange Tariff.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

REGULATIONS (Cont'd)

4. Authorized Attachments or Connections

- a. Customer-provided equipment and facilities may be attached to or connected with facilities furnished by the Telephone Company for message toll service, subject to the provisions of Section 1 of the General Exchange Tariff.
- b. Where customer-provided equipment or facilities are involved in the transmission or reception, or both, of a toll call, the regulations and rates for each call are those applicable for message toll telephone customer-dialed, operator-handled or conference service, according to the connection established, as set forth in this Product Guide.

5. Construction Charges

See Section 2 of the General Exchange Tariff.

6. Denial and Restoration of Service

See General Exchange Tariff.

7. Deposits

See General Exchange Tariff.

8. Obligation and Liability of Telephone Company

See General Exchange Tariff.

9. Limited Conversation

The Telephone Company reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.

10. Local Service Area

See General Exchange Tariff.

11. Toll Blocking

See Section 1, Paragraph 13. of the General Exchange Tariff.

12. Obligation of Customer

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

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

REGULATIONS (Cont'd)

13. Payment for Service

See General Exchange Tariff.

14. Priority of Service

In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of local and message toll telephone service shall take precedence over all other services, except as the public interest shall otherwise require.

15. Transfer of Toll Charge Service

See General Exchange Tariff.

16. Transmitting Messages

See General Exchange Tariff.

17. Broadcast of Recordings of Telephone Conversations

See General Exchange Tariff.

18. Interconnection with Miscellaneous Common Carriers

Message toll telephone service to and from mobile stations of a Miscellaneous Common Carrier (MCC), with whom the Telephone Company has made arrangements for the interchange of telephone traffic, is available at the rates set forth for two-point service in this Product Guide.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

REGULATIONS (Cont'd)

19. Emergency Calls Offered at No Charge

Message toll telephone calls, to governmental emergency service agencies as set forth in a. following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in b. following, are offered at no charge to customers.

- a. The Ohio State Highway Patrol and other governmental fire fighting, police and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, 365 days a year, including holidays.
- b. An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life and/or property and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

TWO POINT SERVICE

1. Definition

Two point message toll telephone service is that of furnishing toll connections between two main stations or PBX trunk lines, or a combination thereof.

2. Classes of Service

a. Two classes of two point message toll telephone service are offered, namely, customer dialed service and operator handled service. Operator handled service is offered for station-to- station calls and person-to-person calls as described in A-4 following.

b. Rates Applicable on Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day, the rate applicable is the Evening rate, unless a lower rate would normally apply.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

T TWO POINT SERVICE (Cont'd)

3. Customer-Dialed service is that service where the person originating the call, dials the telephone number desired without the assistance of the telephone company operator, or when facilities are not available for dial completion, gives to a telephone company operator the telephone number of the desired telephone, private branch exchange system, or private branch exchange station which is reached directly rather than through a private branch exchange attendant; or gives the telephone number assigned to the MCC for interconnected service.
4. Operator-Handled service is that service requested of a telephone company operator, by the person originating a call, which is in addition to the customer-dialed service specified in A-3 preceding.
 - a. Station-to-Station calls are those calls where the person originating the call specifies to a telephone company operator a particular telephone number to be reached.
 - b. Person-to-Person calls are those calls where the person originating the call specifies to a telephone company operator a particular person to be reached, a particular mobile station to be reached through a MCC operator, or a particular station, department or office to be reached through a private branch exchange attendant.
 - (1) When, after the telephone, MCC operator, or private branch exchange system called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person or mobile station to be reached through a MCC, or to any other station, department or office to be reached through a private branch exchange attendant, the call is charged for as person-to-person.
 - (2) Where the person originating the call wishes arrangements made in advance with a particular party or station for the establishment of a connection at a specified time (appointment call), the call is charged for as person-to-person.
 - (3) When at the request of the calling party the Telephone Company employs a messenger or other means to bring the called party to a telephone (messenger call), the call is charged for as person-to-person, and in addition to the charges for the message, a charge is made for the exact amount expended, if any, for messenger service.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

TWO POINT SERVICE (Cont'd)

5. Collect Call (Reversed Charge), Bill to a Third Telephone Number or Calling Card

- a. Subject to the provisions in A-6 following, station-to-station and person-to-person calls (including messenger charges, if applicable) may, upon request, be:
- (1) Collect, i.e., charged against the called telephone number provided the charges are accepted at the called telephone number, and completed to other than public or semi-public telephones;
 - (2) Billed to a third telephone number, i.e., charged to an authorized station, as determined by the Telephone Company, other than the station originating the call or the station where the call is terminated;
 - (3) Calling Card, i.e., calls placed using a billing arrangement by which a call may be charged to an authorized Telephone Company calling card number.

6. Initial Minute, Additional Minutes, Service Charges and Discounts

- a. Two point message toll service rates are quoted in terms of initial minute, additional minutes and service charges in the Schedule of Rates in A-10 following.
- (1) Initial Minute
Initial minute rates are for connections of one minute or any fraction thereof.
 - (2) Additional Minutes
Additional minute rates are for each additional minute or any fraction thereof that the connection continues beyond the initial minute.
 - (3) Customer Dialed Station-to-Station
Only initial minute and additional minute rates apply.
 - (4) Automated Calling Card Station-to-Station, Customer Dialed - Operator Assisted - Calling Card Station-to-Station, Operator Handled Station-to-Station and Person-to-Person.
Initial minute and additional minute rates apply in addition to a service charge.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

TWO POINT SERVICE (Cont'd)

5. Collect Call (Reversed Charge), Bill to a Third Telephone Number or Calling Card

- a. Subject to the provisions in A-6 following, station-to-station and person-to-person calls (including messenger charges, if applicable) may, upon request, be:
- (1) Collect, i.e., charged against the called telephone number provided the charges are accepted at the called telephone number, and completed to other than public or semi-public telephones;
 - (2) Billed to a third telephone number, i.e., charged to an authorized station, as determined by the Telephone Company, other than the station originating the call or the station where the call is terminated;
 - (3) Calling Card, i.e., calls placed using a billing arrangement by which a call may be charged to an authorized Telephone Company calling card number.

6. Initial Minute, Additional Minutes, Service Charges and Discounts

- a. Two point message toll service rates are quoted in terms of initial minute, additional minutes and service charges in the Schedule of Rates in A-10 following.
- (1) Initial Minute
Initial minute rates are for connections of one minute or any fraction thereof.
 - (2) Additional Minutes
Additional minute rates are for each additional minute or any fraction thereof that the connection continues beyond the initial minute.
 - (3) Customer Dialed Station-to-Station
Only initial minute and additional minute rates apply.
 - (4) Automated Calling Card Station-to-Station, Customer Dialed - Operator Assisted - Calling Card Station-to-Station, Operator Handled Station-to-Station and Person-to-Person.
Initial minute and additional minute rates apply in addition to a service charge.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

TWO POINT SERVICE (Cont'd)

6. Initial Minute, Additional Minutes, Service Charges and Discounts (Cont'd)

b. Service Charge

A service charge applies to each automated calling card station-to- station and customer dialed - operator assisted - calling card station-to-station call and to each operator handled station-to- station and person-to-person call. This charge is added to the initial minute and additional minute charges. Discounts do not apply to the service charge.

7. Timing of Messages

- a. With respect to customer-dialed, automated calling card station-to-station, customer-dialed operator assisted and operator-handled station-to-station calls, a message is considered as starting at the time telephone communication is established between the calling station and the called telephone number, MCC operator, PBX system, or PBX station reached directly rather than through a PBX attendant.
- b. With respect to operator-handled person-to-person calls, a message is considered as starting at the time telephone communication is established between the person calling and (1) the particular person called, (2) another party acceptable to the person calling, (3) the PBX station reached through a PBX attendant, or (4) the particular MCC mobile station called, or another MCC mobile station acceptable to the calling party.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

TWO POINT SERVICE (Cont'd)

- c. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.
- d. Chargeable time does not include time lost because of faults or defects in the service.

8. Time of Day

- a. The time legally or commonly in use at the rate center of the calling station determines the rate period for customer-dialed calls.
- b. In cases where a message begins in one rate period and ends in another, the discount is computed in accordance with A-6-c preceding.
- c. The rate centers and central offices for the State of Ohio are arranged alphabetically by rate center and numerically by central office in Section 4 of Ohio Bell's P.U.C.O. No. 7.

Under the list of rate centers the columns headed "V" and "H" contain the vertical and horizontal coordinates for each rate center.

- d. For the purpose of determining airline mileages, vertical and horizontal grid lines have been established across the State of Ohio. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in statute miles. A vertical (V) and a horizontal (H) coordinate is computed for each rate center from its latitude and longitude location by use of appropriate map projection equations. 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 Section 3, Determination of Toll Rate Distances between Points within the State of Ohio.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

TWO POINT SERVICE (Cont'd)

10. Schedule of Rates

a. All Classes of Service

(1) Business

Rate Mileage	Day		Evening		Night and Weekend	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.285	\$.285	\$.235	\$.235	\$.185	\$.185
11-22	.285	.285	.235	.235	.185	.185
23-55	.285	.285	.235	.235	.185	.185
56-124	.285	.285	.235	.235	.185	.185
125-End	.285	.285	.235	.235	.185	.185

(2) Residence

Rate Mileage	Day		Evening		Night and Weekend	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.220	\$.220	\$.170	\$.170	\$.140	\$.140
11-22	.220	.220	.170	.170	.140	.140
23-55	.220	.220	.170	.170	.140	.140
56-124	.220	.220	.170	.170	.140	.140
125-End	.220	.220	.170	.170	.140	.140

(3) For customer dialed station-to-station calls, only initial minute and additional minute rates apply.

b. Service Charges

	Charge
(1) Automated Calling Card Station-to-Station	\$.25
(2) Customer Dialed - Operator Assisted - Calling Card Station-to-Station	1.00
(3) Operator Handled Station-to-Station	1.25
(4) Operator Handled Person-to-Person	3.50

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

TWO POINT SERVICE (Cont'd)

10. Schedule of Rates (Cont'd)

c. Rate Centers of Miscellaneous Common Carrier Mobile Stations

The rate center of mobile stations served by an MCC, with whom the Telephone Company has made arrangements for the interchange of telephone traffic, is the wire telephone rate center of the Telephone Company exchange in which is located the point of connection of the system of the particular MCC, used by the mobile station on the particular toll message, with the system of the Telephone Company.

d. Messages Placed by Persons with Communication Impairments

The regulations and rate discounts as set forth in 1. and 2. following will apply to direct distance dialed messages placed by a communication impaired person.

For purposes of this Product Guide, the definition of impaired refers to those persons with communication impairments, including those hearing impaired, deaf, deaf/blind, or speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.

1. Regulations

Residential impaired customers or impaired members of a customer's household, upon written application and upon certification of their impaired status, which is evidenced by either a certificate from a physician, health care official, or state agency, or a diploma from an accredited educational institution for the impaired, are eligible to receive a discount off their message toll service rates, and, if they utilize telebraille devices, they are eligible to receive free access to local and intrastate long distance directory assistance. Additionally, TDD lines maintained by nonprofit organizations and governmental agencies, upon written application and verification that such lines are maintained for the benefit of the impaired, are eligible to receive a discount off their message toll service rates.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

TWO POINT SERVICE (Cont'd)

10. Schedule of Rates

d. (Cont'd)

2. Rate Discounts

Upon receipt of the appropriate application, and certification or verification, the following discounts off the Company's current pricing list day rates for basic message toll service shall be made available for the benefit of the impaired: a forty (40) percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 8:00 a.m. and 4:59 p.m. Monday through Friday; a sixty (60) percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 5:00 p.m. and 10:59 p.m. Sunday through Friday, and on New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas; and a seventy (70) percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 11:00 p.m. and 7:59 a.m. any day, 8:00 a.m. and 4:59 p.m. Sunday, and all day Saturday.

3. Message Toll Calls Placed Through the Telephone Relay Service (TRS)

All message toll service calls placed through the Telephone Relay Service (TRS) are eligible to receive a discount off the message toll service rates. The rate discounts are the same as those set forth in Paragraph 2. preceding. The discount shall not apply to sponsor charges associated with calls placed to pay-per-call services, such as 900, 976, or 900-Like services.

4. Intra Market Area Primary Interexchange Carrier (IPIC) Fee Credit – A credit per line for the amount charged by the Company for Message Toll Telephone Service will be issued to customers for IPIC change charge when changing their IPIC to the Company.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

TWO POINT SERVICE (Cont'd)

11. Frontier Toll Tier Contract Service

a. General

Frontier Toll Tier Contract Service is an optional 1+, 0+ and 0- contract program designed for high-usage Business Message Toll Telephone Service customers.

b. Regulations

- (1) Frontier Toll Tier Contract Service allows a customer to aggregate all Frontier intrastate intra market area two-point Message Toll Telephone Service toll usage. Direct dialed, operator assisted and Frontier calling card calls will be discounted under this program.
- (2) Customers who subscribe to this service must agree to a minimum average monthly requirement of 5,000 minutes of use.
- (3) Frontier Toll Tier Service customers can aggregate all toll usage from billing telephone numbers that subtend to their Customer Identification Number.
- (4) Minutes of use from the following do not qualify for this service:

Operator surcharges
Wide Area Telecommunications Service
Local usage
Frontier Pay Station Service
Messages Placed by Persons with Communication Impairments

c. Application of Rates

- (1) Customers will be required to commit to an annual minimum minutes of use when signing a Frontier Toll Tier Contract. At the end of the year, actual and contract minutes of use will be compared. If the customer does not meet the minimum contract minutes of use requirement, they will be billed for the difference between actual and minimum contract minutes of use at the contract rate.
- (2) Frontier Toll Tier Contract Service rates apply to usage for all Two-Point Service rate periods and days of the week.
- (3) Customers will be required to sign a one-year or a three-year contract. The contract will be for either 5,000-24,999 average monthly minutes of use or for 25,000 and over average monthly minutes of use.
- (4) Customers will be provided periodic usage reports throughout the year.
- (5) Frontier Toll Tier Contract Service provides a range of pricing, based upon a customer's usage and term commitment.

d. Rates

- (1) Business customers who contract for Frontier Toll Tier Contract Service and meet the monthly usage requirements indicated below will be billed the following monthly rates for all two-point Message Toll Telephone Service usage meeting the requirements indicated above for this service.
- (2) Sub-minute rating will be utilized for the timing and rating of messages qualifying for Frontier Toll Tier Contract Service. Sub-minute rating consists of a minimum initial period of 18 seconds and additional periods rated in 6 second increments.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

TWO POINT SERVICE (Cont'd)

11. Frontier Toll Tier Contract Service (Cont'd)

d. Rates (Cont'd)

(3) Usage Rates

<u>Contract Period</u>	<u>Tier</u>	<u>Average Minutes of Use Per Month</u>	<u>Initial 18 Seconds</u>	<u>Each Additional 6 Seconds</u>
1 Year	1	5,000 - 9,999	\$0.03150	\$0.01050
		10,000 - 14,999	0.03000	0.01000
		15,000 - 24,999	0.02850	0.00950
	2	25,000 - 29,999	0.02700	0.00900
		30,000 - 39,999	0.02550	0.00850
		40,000 +	0.02400	0.00800
3 Years	1	5,000 - 9,999	0.02700	0.00900
		10,000 - 14,999	0.02550	0.00850
		15,000 - 24,999	0.02400	0.00800
	2	25,000 - 29,999	0.02250	0.00750
		30,000 - 39,999	0.02100	0.00700
		40,000 +	0.01992	0.00664

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

CONFERENCE SERVICE

1. Definition

Message toll conference service is that of furnishing connections among three or more main stations (including mobile units) or private branch exchange trunk lines, or combination thereof, on one connection at the same time.

2. Conditions Under Which Conference Service is Furnished

- a. Service is furnished where and to the extent that facilities permit.
- b. All main stations (including mobile units) or PBX trunk lines on a connection may be so interconnected that each may communicate with all the others, or arrangements may be made whereby one station will be the transmitting station and all others receiving stations.
- c. The Telephone Company, upon request, will attempt to arrange for the establishment of a connection at a specified time.

3. Collect Call (Reversed Charge) or Bill To A Third Telephone Number or Calling Card

Charges for calls may, upon request, be sent collect or billed to a third telephone number or calling card, as set forth in A.5 above, provided the total charge is billed to one designated station.

4. Initial Minute, Additional Minutes and Service Charge

Message toll conference service rates are quoted in terms of initial minute and additional minutes as covered in A-6 preceding and service charges as covered in B-7-b following.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

CONFERENCE SERVICE (Cont'd)

5. Timing of Messages

- a. A message is considered as starting at the time telephone communication is established between all of the persons on the conference.
- b. A message is considered as terminating at the time the connection is terminated at the originating point.
- c. The originating customer's request that a station or stations be added to or disconnected from a connection after the message has started is considered as terminating the message and initiating a new call on the basis of the revised group of stations.
- d. Chargeable time does not include time lost because of faults or defects in the service.

6. Method of Applying Rates

Rates centers and rate distances are determined as provided in Paragraph A-9 preceding.

7. Rates and Charges

- a. The two-point initial minute and additional minute charges apply, determined in accordance with A-10 preceding, for a call between the originating station and each called station on the conference, (for calls between the originator and a called station in the same local service area, the charge for a one mile call determined in accordance with A-10 preceding applies.)
- b. A service charge applies to each called station.

Charge
\$3.00

8. Application of Special Charges

When an abnormal arrangement is required or when suitable existing facilities are not available for message toll conference service, special facilities may be provided and a special charge will be applied based upon the cost of such special facilities. Such special charges are separate from, and in addition to, the applicable initial period and additional period rates determined as outlined in this Product Guide.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

DETERMINATION OF TOLL RATE DISTANCES BETWEEN POINTS WITHIN THE STATE OF OHIO

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.

Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates.

Note: 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 by Step 3 by three and repeat Step 4. Repeat this process until the sum of the squares obtained in Step 4 is less than 1778.

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 this 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

Obtain square root of product in Step 5 and, with any resulting fraction, round up to 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.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

DETERMINATION OF TOLL RATE DISTANCES BETWEEN POINTS WITHIN THE STATE OF OHIO

Step 6. (Cont'd)

Example:

The message rate distance is required between Toledo and Marietta.

		<u>V</u>	<u>H</u>
a.	Toledo	5704	2820
	Marietta	<u>5938</u>	<u>2270</u>
b.	Difference	234	550

c.(1) dividing each difference by three and rounding to nearer integer = 78 and 183

d.(1) squaring integers and adding, 78 x 76 = 6,084
183 x 183 = 33,489
 sum of squared integers 39,573

sum of squared integers is greater than 1777, so divide integers in c. (1) by three and repeat d. (1).

c. (2) dividing integers in c. (1) by three and rounding = 26 and 61.

d.(2) squaring integers and adding, 26 x 26 = 676
61 x 61 = 3,721
 sum of squared integers 4,397

sum of squared integers is greater than 1777, so divide integers in c. (2) by three and repeat d. (2).

c.(3) dividing integers in c.(2) by three and rounding = 9 and 20

d.(3) squaring integers and adding, 9 x 9 = 81
20 x 20 = 400
 sum of squared integers 481

This sum of squared integers is less than 1778 and was obtained after three successive divisions by three, therefore "N" = 3.

e. Multiply final sum of squared integers by factor 72.9 (corresponding to "N" = 3).

$$\begin{array}{r} 481 \\ \times 72.9 \\ \hline = 35,064.9 \end{array}$$

f. Square root of 35,064.9 = 187 and a fraction, which is rounded up to 188 miles (fractional miles being considered full miles). The 188 miles is larger than the minimum 121 rate miles applicable when "N" = 3, so the message rate mileage is 188 miles.

Effective: July 1, 2010

MESSAGE TOLL TELEPHONE SERVICE (MTS)

LIST OF RATE CENTERS AND CENTRAL OFFICES

1. STATEMENT OF CONCURRENCE

- 1.01 Frontier North Inc. concurs in the List of Rate Centers and Central Offices for the State of Ohio maintained by the Ohio Bell Telephone Company in Section 4 of their Message Toll Telephone Service Tariff, P.U.C.O. No. 7. The V & H Coordinates listed for the rate centers are to be used to determine the distance between the originating and terminating points for message toll telephone services.

Effective: July 1, 2010

OPTIONAL CALLING PLANS

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Effective: July 1, 2010

OPTIONAL CALLING PLANS

1. REGIONAL TOLL CALL RESIDENTIAL PLAN

1.01. GENERAL

- a. Regional Toll Call Residential Plan is an optional 1+, 0+ and 0- Intrastate IntraLATA Long Distance Message Telecommunications Service offered to residence customers in Frontier North Inc. exchanges.

1.02. REGULATIONS

- a. This Plan provides discounts on Frontier Long Distance Message Telecommunications Service (Two Point Service as set forth in Section 11) Intrastate IntraLATA calls to exchanges within the customer's LATA. The discount applies when the customer meets and/or exceeds the required toll usage dollar amount. There is no monthly rate or nonrecurring charge associated with the Regional Toll Call Residential Plan. The Plan is applicable to all Rate Application Periods messages including:

Customer Dialed Direct Station-to-Station
Customer Dialed Calling Card Station-to-Station
Operator Assisted Calling Card Station-to-Station
Operator Assisted Station-to-Station
Person-to-Person

- b. All usage of a multiline subscriber with one billing number is included in the service.
- c. The minimum service period for Regional Toll Call Residential Plan is one month.
- d. A customer may only subscribe to one Frontier discount calling plan per main billed account at any given time.

1.03. APPLICATION OF DISCOUNT

- a. Regional Toll Call Residential Plan discount percentage applies to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.
- b. Application of usage rates and timing of messages are as stated in Section 11 of this Product Guide.

1.04. RATES

Residential customers who subscribe to the Regional Toll Call Residential Plan whose monthly usage meets the amounts below will receive the following discount percentage on all toll usage billed for the month.

<u>Total Usage Billed</u>	<u>Discount</u>
\$10.00 - \$ 24.99	10%
\$25.00 and Over	25%

Effective: July 1, 2010

OPTIONAL CALLING PLANS

2. REGIONAL TOLL CALL BUSINESS PLAN

2.01. GENERAL

- a. Regional Toll Call Business Plan for Business is an optional 1+, 0+ and 0- Intrastate IntraLATA Long Distance Message Telecommunications Service offered to business customers in Frontier North Inc. exchanges.

2.02. REGULATIONS

- a. This Plan provides discounts on Frontier Long Distance Message Telecommunications Service (Two Point Service as set forth in Section 11) Intrastate IntraLATA calls to exchanges within the customer's LATA. The discounts apply when the customer meets and/or exceeds the required toll usage dollar amount. There is no monthly rate or nonrecurring charge associated with the Regional Toll Call Business Plan. The Plan is applicable to all Rate Application Periods messages including:

- Customer Dialed Direct Station-to-Station
- Customer Dialed Calling Card Station-to-Station
- Operator Assisted Calling Card Station-to-Station
- Operator Assisted Station-to-Station
- Person-to-Person

- b. The minimum service period for Regional Toll Call Business Plan is one month.
- c. A customer may only subscribe to one Frontier discount calling plan per main billed account at any given time.
- d. All usage of a multiline subscriber with one billing number is included in the service.

2.03. APPLICATION OF DISCOUNT

- a. Regional Toll Call Business Plan discount percentage applies to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.
- b. The application of usage rates, charges and rate periods are as specified in Section 11 of this Product Guide. Sub-minute rating will be utilized for the timing and rating of Regional Toll Call Business Plan messages. Sub-minute rating consists of a minimum initial period of 18 seconds, rated at 3/10 of the initial minute rate, and additional periods of 6 second increments thereafter, rated at 1/10 of the additional minute rate. Each call will be billed as follows:

Rate Mileage	Day		Evening		Night and Weekend	
	Initial 18 Seconds	Each Additional 6 Seconds	Initial 18 Seconds	Each Additional 6 Seconds	Initial 18 Seconds	Each Additional 6 Seconds
1-10	\$.0855	\$.0285	\$.0705	\$.0235	\$.0555	\$.0185
11-22	.0855	.0285	.0705	.0235	.0555	.0185
23-55	.0855	.0285	.0705	.0235	.0555	.0185
56-124	.0855	.0285	.0705	.0235	.0555	.0185
125-End	.0855	.0285	.0705	.0235	.0555	.0185

Effective: July 1, 2010

OPTIONAL CALLING PLANS

2. REGIONAL TOLL CALL BUSIENSS PLAN (Continued)

2.04. VOLUME DISCOUNTS

Business customers who subscribe to Regional Toll Call Business Plan will receive the following discounts on all toll usage billed for the month when their monthly usage exceeds:

<u>Monthly Usage Volume</u>	<u>Month-to-Month Discount</u>
\$ 0 - 24.99	0%
25.00 - 99.99	10%
100.00 - 199.99	15%
200.00 and Over	20%

2.05. TERM PERIODS

A customer may select a term period for Regional Toll Call Business Plan. The term periods allow a customer to take advantage of higher discount percentages on the toll usage volume for a specific 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 new term period is greater than the remainder of the original term period.

In the event the Regional Toll Call Business Plan is terminated by the business customer prior to completion of the term period, the customer shall be liable for the Early Termination Charge as follows:

<u>Term Period</u>	<u>Early Termination Charge</u>
One Year	\$100.00
Two Year	200.00
Three Year	300.00

P.U.C.O. approval of the above termination liability language is not intended to indicate that the P.U.C.O. has sanctioned any particular legal result should a dispute arise between the parties. In the event of a dispute, signators to such contracts may pursue whatever legal remedies they deem appropriate to resolve the dispute.

1.06. RATES

<u>Monthly Usage Volume</u>	<u>One Year Discount</u>	<u>Two Year Discount</u>	<u>Three Year Discount</u>
\$ 0 - 24.99	10%	15%	20%
25.00 - 99.99	15%	20%	25%
100.00 - 199.99	20%	25%	30%
200.00 and Over	25%	30%	35%

Effective: July 1, 2010

OPTIONAL CALLING PLANS

3. FLAT RATE CALLING PLAN

3.01. GENERAL

- a. Flat Rate Calling Plan for Residence is an optional 1+ intrastate intraLATA toll message telecommunications service offered to residence customers of FRONTIER NORTH INC. exchanges.

3.02. REGULATIONS

- a. This Plan provides discounts on Frontier Long Distance Message Telecommunications Service (Two Point Service as set forth in Section 11) Intrastate IntraLATA calls to exchanges within the customer's LATA.
- b. Calls will be billed in 60 second increments.
- c. The minimum service period for Flat Rate Calling Plan for Residence is one month.
- d. A customer may subscribe to only one optional calling plan per main billed account at any given time.

3.03. RATES

- a. Residential customers who subscribe to the Flat Rate Calling Plan for Residence will be billed for all Intrastate IntraLATA calls qualifying for this Plan.

Monthly
Charge
\$2.99

Each Minute
of Use
\$.10

Effective: July 1, 2010

OPTIONAL CALLING PLANS

4. FLAT RATE BUSINESS CALLING SAVING PLAN

4.01. GENERAL

- a. Flat Rate Business Calling Saving Plan is an optional 1+, 0+ and 0- Intrastate IntraLATA toll message telecommunications service offered to business customers of Veriaon North Inc. exchanges.

4.02. REGULATIONS

- a. This Plan provides discounts on Frontier Long Distance Message Telecommunications Service (Two Point Service as set forth in Section 2 of this Tariff) Intrastate IntraLATA calls to exchanges within the customer's LATA. The Flat Rate Business Calling Saving Plan is applicable to all rate application period message including,

- Customer Dialed Direct Station-to-Station
 - Customer Dialed Calling Card Station-to-Station
 - Operator Assisted Calling Card Station-to-Station
 - Operator Assisted Station-to-Station
 - Operator Assisted Person-to-Person
 - Residential 800 Service

- b. Calls will be billed in increments of 18 seconds and 6 seconds.
- c. The minimum service period for Flat Rate Business Calling Saving Plan is one month.
- d. A customer may only subscribe to one optional calling plan per main billed account at any given time.

4.03. RATES

- a. Business customers who subscribe to the Flat Rate Business Calling Saving Plan will be billed for all Intrastate IntraLATA calls qualifying for this Plan.
- b. Sub-minute rating will be utilized for the timing and rating of Flat Rate Business Calling Saving Plan. Sub-minute rating consists of a minimum initial period of 18 seconds, and additional periods of 6 second increments thereafter. Each call will be billed as shown below:

Usage Rates	Initial	Each Additional
	<u>18 Seconds</u>	<u>6 Seconds</u>
	\$.027	\$0.009

Effective: July 1, 2010

OPTIONAL CALLING PLANS

5. 5 CENT A MINUTE PLAN

5.01. GENERAL

- a. 5 Cent a Minute Plan is an optional 1+ intrastate intraLATA toll message telecommunications service (MTS) for customer dialed direct station-to-station calls. This plan offers flat rate pricing, available 24 hours a day, seven days a week to residential customers in Frontier North Inc. exchanges that subscribe to Local Calling or Local Calling Plus.

5.02. REGULATIONS

- a. This Plan provides discounts on Frontier long distance MTS (Two Point Service as set forth in Section 11) intrastate intraLATA calls to exchanges within the customer's LATA.
- b. Calls will be billed in one minute increments.
- c. The minimum service period for 5 Cent a Minute Plan is one month.
- d. There is no monthly recurring rate or nonrecurring charge associated with this plan.
- e. Directory Assistance, operator handled and calling card calls are excluded from this service.
- f. 5 Cent a Minute Plan is only available on the line equipped with Local Calling or Local Calling Plus Service.
- g. If the customer cancels Local Calling or Local Calling Plus Service, they may choose another optional calling plan or default to standard MTS rates set forth in Section 11.

5.03. RATES

- a. Residential customers who subscribe to the 5 Cent a Minute Plan will be billed as follows for all intrastate intraLATA calls qualifying for the plan.

Each Minute
Of Use

\$.05

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

A. APPLICATION OF PRODUCT GUIDE

This Product Guide applies to Intra Market Area Wide Area Telecommunications Service furnished or made available by Frontier North Inc., hereinafter referred to as the Telephone Company, and for Intra Market Area or Intra Market Area Wide Area Telecommunications Service furnished or to be furnished by other connecting carrier concurring in this Product Guide.

B. REGULATIONS

1. The following general regulations are applicable to Wide Area Telecommunications Service (WATS). In addition, where reference is made in this Product Guide to regulation, rates and charges specified in other tariffs of the Telephone Company, such tariffs as they now exist, or as they may be revised, added to or supplemented, are hereby adopted and made a part of this Product Guide.
2. Definition
 - a. WATS includes three types of services as set forth below:
 - (1) Outward WATS is the furnishing of facilities required for dial type telecommunications from a telephone over a WATS access line to telephones within the State of Ohio, in accordance with the regulations, rates and charges specified herein.
 - (2) 800 Service (Inward WATS) is the furnishing of facilities required for dial type telecommunications from telephone within the State of Ohio over a WATS access line to a telephone, in accordance with the regulations, rates and charges specified herein.
 - (3) Business or Residence 800 Service is a Common Line Termination Service that is a routing feature that provides, where facilities are available, for the termination of IntraLATA 800 calls on residence and business access lines.

The WATS rates and charges set forth in this Product Guide are in payment for the service furnished between the calling and called stations.

- b. Dial type telecommunications, as specified in a. above, are calls dialed from or to a telephone connected to a WATS access line or, if facilities are not available for dial completion, a call placed with an operator from or to such telephone. The call may also be placed with an operator in the same manner if for any reason a called dial station cannot be reached.
- c. A WATS access line is a line connected to a Telephone Company central office and is provided either for the purpose of originating calls (Outward WATS) or receiving calls (800 Service), but not for both.

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

3. Undertaking of Telephone Company

The Telephone Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.

4. Availability of Service

The furnishing of service under this tariff will require certain physical arrangements of the facilities of the Telephone Company and is therefore subject to the availability of such facilities.

5. Liability of Telephone Company

- a. In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Telephone Company, and of the uses for which facilities may be furnished him by the Telephone Company, and because of unavoidableness of errors incident to the furnishings of the services and to the use of such facilities of the Telephone Company, the services and facilities furnished by the Telephone Company are subject to the terms, conditions and limitations herein specified.
- b. The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission, or failures or defects in facilities furnished by the Telephone Company occurring in the course of furnishing service or other facilities and not caused by customer provided equipment or facilities, or by the negligence of the customer, or of the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission, or failure or defect in facilities occurs.

Approval of the above tariff language by the Public Utilities Commission of Ohio does not constitute a determination by the Commission that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

B. REGULATIONS (Cont'd)

5. Liability of Telephone Company (Cont'd)

- c. The Telephone 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 Telephone Company, apparatus and systems of the customer; against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Telephone Company; and against any and all losses from damage to the customer's facilities or equipment attached or connected to facilities furnished by the Telephone Company.

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

B. REGULATIONS (Cont'd)

5. Liability of Telephone Company (Cont'd)

- d. When the lines of another telephone company are used in establishing connections to points not reached by the Telephone Company's lines, the Telephone Company shall not be held liable for any act or omission of the other company.

6. Limitation of Service

- a. WATS does not include person-to-person, collect, or conference calls, or other calls requiring operator handling except as provided in B-2-b preceding.
- b. WATS is not represented as adapted for connection to other services of the Telephone Company or to customer-provided facilities. It is contemplated that the service will have satisfactory transmission only between the telephone connected to the access line and the calling or called station.

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

B. REGULATIONS (Cont'd)

7. Advance Payments

The Telephone Company reserves the right to require applicants to make such advance payments as may be necessary to the protection of the Telephone Company's Wide Area Telecommunications Service revenues. The amount of the advance payment is credited to the customer's account as applying to any indebtedness under the contract.

8. Construction Charges

The charges as set forth in Section 2 of the General Exchange Tariff are applicable to WATS.

9. Denial and Restoration of Service

See General Exchange Tariff

10. Deposits

See General Exchange Tariff

11. Payment for Service

See General Exchange Tariff

12. Authorized Attachments or Connections

See General Exchange Tariff

13. Broadcast of Recordings of Telephone Conversations

See General Exchange Tariff

14. Use of the Service

a. (Reserved for Future Use)

b. WATS is furnished subject to the condition that there will be no abuse or fraudulent use of the service, as defined in Section 1 of the General Exchange Tariff.

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

B. REGULATIONS (Cont'd)

14. Use of the Service (Cont'd)

- c. A written notice will be sent to any customer following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Telephone 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 Telephone Company, or if the customer is unwilling to accept the modifications, or if the customer continues to cause service impairment, the Telephone Company reserves the right, at any time without notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Telephone Company, the Telephone Company reserves the right to suspend service without advance notice.

15. Defacement of Premises

See Section 1 of the General Exchange Tariff.

16. Installation, Maintenance and Repairs

See Section 1 of the General Exchange Tariff.

17. Ownership and Use of Facilities

See Section 1 of the General Exchange Tariff.

18. Assignment or Transfer of Service

See Section 1 of the General Exchange Tariff.

19. Cancellation of Applications for Service

See Section 1 of the General Exchange Tariff.

20. Floor Space and Power Supply

See Section 1 of the General Exchange Tariff.

21. Minimum Contract Period

- a. A one day minimum contract period applies to each inward and outward access line.
- b. A one month minimum contract period applies to each access line for Business and Residential 800 Service.

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

B. REGULATIONS (Cont'd)

22. Rates for Fractional Periods

- a. Charges for a fractional part of a month will be a proportionate part of the monthly charges, based on the actual number of days the service is furnished.
- b. For the purpose of administering these regulations with respect to the determination of charges for a fractional part of a month, every month is considered to have thirty days.

23. Allowance for Interruptions

- a. Allowance for interruptions apply to each Inward and Outward WATS access line as follows:
 - (1) When the WATS access line is interrupted for a period of less than 2 hours, no credit applies.
 - (2) When the WATS access line is interrupted for a period of 2 hours to 24 hours, a credit of \$23.00 applies.
 - (3) When the WATS access line is interrupted for a period of more than 24 hours, a credit of \$23.00 applies for each 24 hour period or any fraction thereof.
 - (4) The credit in (2) and (3) above includes all credit to be applied for an interruption.
 - (5) None of the above credit allowances will be made for:
 - (a) non-completion of WATS messages due to busy network conditions;
 - (b) interruption of service due to customer-provided equipment or systems;
 - (c) interruption of service due to the negligence of the customer;
 - (d) interruption of service during any period in which the Telephone Company is not afforded access to the premises at which the WATS access line is terminated; or
 - (e) interruption of service during any period when the customer has released the WATS access line to the Telephone Company for maintenance purposes, or implementation of a customer order for a change in service arrangement.
- b. Allowance for interruptions apply to each Residential 800 access line as follows:
 - (1) When the Residential 800 line is interrupted for a period of less than 2 hours, no credit applies.
 - (2) When the Residential 800 line is interrupted for a period of more than 2 hours, a credit of 1/720 of the monthly charge applies for the access line for each hour or major fraction thereof.
 - (3) The credit in (2) preceding includes all credit to be applied for an interruption.
 - (4) No credit allowance will be made for the conditions described in a. (5) preceding.

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

B. REGULATIONS (Cont'd)

23. Allowance for Interruptions (Cont'd)

- c. Message toll telephone service furnished to a customer when his WATS access line is interrupted, is charged for at the message toll telephone service rates specified in the Message Toll Telephone Service Product Guide.

24. Continuity of Service

Whenever a WATS access line is established for a customer at a location where WATS service was discontinued by such customer less than two weeks previous, the charges for the service so established will begin one day following the disconnect date of the prior service.

25. Restrictions

Although WATS is generally provided as unrestricted service, the following three optional restrictions are available where facility conditions permit:

- a. Restricted from local service area
- b. Restricted from directory assistance (within the same local service area and the same numbering plan area)
- c. Restricted from local service area and directory assistance (within the same local service area and the same numbering plan area)

One type of restriction may be provided per WATS access line, or when WATS is terminated in PBX or Centrex systems, one type of restriction may be provided per group of WATS access lines separately accessed.

26. Timing of Calls

- a. Chargeable time begins when connection is established between a station associated with the WATS access line and the calling or called station, and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.
- b. When the connection is established through customer provided equipment, it is the responsibility of the customer to provide answer supervision in order to begin chargeable timing.

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

WATS Service (Inward WATS and Outward WATS)

1. Rates and Charges

- a. WATS service includes a WATS access line component. The WATS access line consists of all facilities from the Telephone Company serving central office equipment to the network interface device on the customer's premises.
- b. The monthly rates for WATS access lines are as follows:

	<u>Monthly Rate</u>
(1) Outward WATS	\$31.45
(2) 800 Service (Inward WATS)	36.45

2. Message Usage Charging

The furnishing of WATS is based upon message usage determined separately for outward WATS and 800 Service as follows:

- a. Determine the total number of calls.
- b. Determine the equivalent hours used by applying the minimum average time requirement of 60 seconds, i.e., 1 call = 1 minute.
- c. Determine the total actual hours used.
- d. Determine the chargeable hours which is the greater of b. or c. preceding, rounded to the nearest tenth (one decimal place).
- e. Determine the total number of access lines in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days. The result is rounded to the nearest hundredth (two decimal places).

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

WATS Service (Inward WATS and Outward WATS) (Cont'd)

2. Message Usage Charging (Cont'd)

- f. Determine the average use per line by dividing the chargeable hours in d. preceding by the number of access lines in e. preceding.
- g. Determine the usage charge per line by multiplying the hourly rate in each appropriate hourly group (see i. following) by the number of hours used in each such group and totaling these charges.
- h. Determine the total usage charge by multiplying the usage charge per access line in g. preceding by the total number of access lines in e. preceding.
- i. Usage Rate Tables

(1) Outward WATS hourly groups

Average Hours of Use Per Line

<u>0 to 15</u>	<u>15.1 to 40</u>	<u>40.1 to 80</u>	<u>80.1 and over</u>
\$17.80	\$15.85	\$13.90	\$11.75

(2) 800 Service hourly groups

Average Hours of Use Per Line

<u>0 to 15</u>	<u>15.1 to 40</u>	<u>40.1 to 80</u>	<u>80.1 and over</u>
\$17.25	\$15.80	\$14.30	\$12.65

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

WATS Service (Inward WATS and Outward WATS) (Cont'd)

3. Service connection, move and change charges as covered in Section 2 of the General Exchange Tariff for a business central office line are applicable to a WATS access line.
4. WATS access lines will be terminated in equipment provided by the customer.
5. Directory listings will be provided in connection with 800 Service at the rates applicable for business additional listings as set forth in Section 4 of the General Exchange Tariff.
6. Extension service may be furnished with WATS access lines subject to the regulations, rates and charges for business Extension Service in Section 7 of the General Exchange Tariff.

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

Residential 800 Service

1. Description

- a. Residential 800 Service is a Common Line Termination Service that is a routing feature that provides, where facilities are available, for the termination of IntraLATA 800 calls on residence and business access lines.

2. Regulations

- a. Customers may retain the same Residential 800 Service telephone number when moving to another Frontier North Inc. location within the state.
- b. Service is furnished subject to the availability of the service components required. The Company will (1) determine which of those components shall be used and (2) make modifications to those components at its option.
- c. Residential 800 Service is not available with semi-public, public, COCOT, foreign exchange or party-line services.
- d. Residential 800 Service provides for termination of calls only.

3. Optional Contract Periods

Customers may choose to subscribe on a month-by-month (no contract) basis or take advantage of lower intraLATA rates offered to customers who contract to subscribe to the service for longer periods of time. Options include: one year, two years or three years.

- a. Expiration of Contract - If a customer's contract period expires and the customer has not canceled or established a new contract with the Telephone Company, the customer's service will be continued under the month-by-month rates.

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

Residential 800 Service (Cont'd)

3. Optional Contract Periods (Cont'd)

- b. Termination Liability - If a customer terminates prior to the expiration date of the contract, the customer's contract period to date usage will be re-rated at the month-by-month (no contract) rate, up to a maximum of twelve months, and the payments made to date shall be deducted from the re-rated total. The customer's termination liability would be the difference between these two figures.

Commission approval of the above termination liability language is not intended to indicate that the Commission has approved or sanctioned any terms or provisions contained herein. Signatories to such contracts shall be free to pursue whatever legal remedies they may have should a dispute arise.

- c. Distinctive Ring Feature - A distinctive ringing signal is available as an option to Residential 800 Service customers. A distinctive ringing signal will allow the customer to distinguish if the incoming call was placed by dialing the customer's 800 number or the customer's local exchange number.

A distinctive ringing signal is available only where facilities permit. This feature is not available for use on Internal Communications and Call management features, Centrex, PBX trunks, or on local exchange facilities arranged for multi-line hunting.

If the customer has the Residential 800 Service configured for multiple terminations, unique ringing will be provided on only one termination. The termination, when applying distinctive ring, the line must be in the Telephone Company's service area.

There is no additional monthly charge for this feature for customers who contract to subscribe to the service for one, two or three years. There is no additional nonrecurring charge if the feature is ordered on the initial installation of service for a one, two or three year contract period.

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

Residential 800 Service (Cont'd)

4. Rates and Charges

a. Method of Determining Charges

The monthly charges for Residence 800 Service are determined as follows:

- (1) Determine the total number of calls for each Residential Line 800 number.
- (2) Determine the equivalent hours used by applying the minimum average time requirement of 30 seconds, i.e., 1 call = 30 seconds.
- (3) Determine total actual hours used.
- (4) Determine the chargeable hours which is the greater of (2) or (3).
- (5) Multiply the chargeable hours used by the usage charge [see b. (1) following], rounded to the next highest cent.
- (6) Determine the charge for each Residential Line 800 number by multiplying the monthly rate per 800 number [see b. (2) following] by the number of 800 numbers.
- (7) Determine the total charges by adding the amount developed in (5) and (6) preceding.

b. Usage Rate Table Residential 800 Service

(1) Usage Charges	<u>Per Hour</u>
Month-by-Month	
Up to 15 hours, per hour	\$10.50
Greater than 15 hours, per hour	10.00
One Year Contract	
Up to 15 hours, per hour	10.30
Greater than 15 hours, per hour	9.80
Two Year Contract	
Up to 15 hours, per hour	10.20
Greater than 15 hours, per hour	9.68
Three Year Contract	
Up to 15 hours, per hour	9.95
Greater than 15 hours, per hour	9.55

Effective: July 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

Residential 800 Service (Cont'd)

4. Rates and Charges (Cont'd)

b. Usage Rate Table Residential 800 Service (Cont'd)

(2) The monthly rates for Residential 800 Service are as follows:

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Month-by-Month, per 800 number		
Business	\$9.00	\$10.00
Residence	9.00	10.00
Contracts, per 800 number		
1 Year (Bus/Res)	9.00	10.00
2 Year (Bus/Res)	9.00	10.00
3 Year (Bus/Res)	9.00	10.00

(3) Variable Call Destination Rates

Variable Call Destination provides for multiple terminations, within one or more LATAs, of the 800 number assigned in conjunction with Residential Line Service for the completion of intraLATA calling.

	<u>Monthly Rate</u>
Variable Call Destination, each location	\$2.00

(4) Distinctive Ring Feature

When Ordered with 1, 2 or 3 Year Contracts None

c. Servicing Charges as set forth in Section 2 of the General Exchange Tariff are applicable. The above rates are in addition to all other applicable charges shown in tariffs of this Company.

d. Directory listings for Residential 800 Service will be provided at the applicable additional listing rates as set forth in Section 4 of the General Exchange Tariff.

Effective: March 1, 2018

OPERATOR SERVICES

1. OPERATOR ASSISTANCE ON LOCAL CALLS

This charge is applicable when a customer requests operator assistance when placing a call to the exchange's local calling area. This would include, but not be restricted to, the following:

- Operator Assistance when using a coin or coinless telephone each call.....	\$.85
- Operator Assistance to customers using non-coin telephones when placing third number billing or credit card calls, each call.....	\$.55
- Operator Assistance to a Usage Sensitive Service customer including billing the local usage rates to a third number or to a credit card number, each call.....	\$.55

(D)
|
(D)

Effective: November 13, 2019

OPERATOR SERVICES

2. LIVE OPERATOR FEE

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

This fee will not apply if:

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

Rates

Nonrecurring Charge

Live Operator Fee, per occurrence

\$1.50

Effective: July 1, 2010

DIRECTORY SERVICES

1. TELEPHONE DIRECTORIES

The telephone directory is an alphabetical list of customers and others for whom directory listings are provided and is designed solely for the purpose of informing calling persons of the telephone numbers of customers and others listed therein. An alphabetical directory may include the listings for one or more exchanges and more than one alphabetical directory may be included in one directory book.

1.01. DISTRIBUTION

The Telephone Company will furnish to its customers, without charge, only such directories as it deems necessary for the efficient use of telephone service.

1.02. OWNERSHIP AND USE

1.02.01. Telephone directories are the property of the Telephone Company and are loaned to customers only as an aid to the use of telephone service.

1.02.02. No binder, holder, auxiliary cover, insert or attachment of any kind which mutilates the directory or is so attached as to interfere with reference to essential service information or directives, shall be used on or in connection with any directory furnished by the Telephone Company.

Effective: April 13, 2014

DIRECTORY SERVICES

2. DIRECTORY LISTINGS

(C)

2.01. GENERAL

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

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

(C)

Effective: April 13, 2014

DIRECTORY SERVICES

2. DIRECTORY LISTINGS (C)

2.02. COMPOSITION OF LISTINGS

2.02.01. Name

A. Business Service

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

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

B. Residence Service

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

2.02.02. Designation

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

2.02.03. Address

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

(C)

Effective: April 15, 2024

DIRECTORY SERVICES

2. DIRECTORY LISTINGS

2.03. TYPES OF LISTING

- 2.03.01. Primary – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement.
- 2.03.02. Additional – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing, i.e. JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.
- 2.03.03. Foreign – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have a directory listing agreement in place.
- 2.03.04. Extra Line of Information – descriptive text that does not have a telephone number.
- 2.03.05. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
- 2.03.06. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

2.04. RATES

	<u>Monthly Rate</u>	
Additional Listing		
Business	\$24.00	(l)
Residence	6.00	
Foreign Listing		
Business	\$6.50	
Residence	6.00	
Extra Line of Information		
Business	\$24.00	(l)
Residence	5.50	
Non-published	\$7.00	
Non-listed	\$6.50	

Effective: April 13, 2014

DIRECTORY SERVICES

(D)

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Effective: April 13, 2014

DIRECTORY SERVICES

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Effective: April 13, 2014

DIRECTORY SERVICES

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Effective: April 13, 2014

DIRECTORY SERVICES

- 3. NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE (T)
- 3.01. GENERAL (T)
- 3.01.01. National Directory Assistance (NDA) will provide the customer with directory listings from Frontier's directory assistance database. This database will make all Frontier listings available to any operator workstation along with national listings from other provider database(s). Frontier will provide listings for residential, business, government, and Frontier local emergency numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number. (T)
- 3.02. CONDITIONS (T)
- 3.02.01. The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings. (T)
- 3.02.02. Customers who make operator assisted calls to National Directory Assistance or to obtain Customer Name and Address Service will be charged the NDA/CNA rate plus the applicable operator surcharge as set forth in the Company's Product Guide. (T)
- 3.02.03. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information. (T)
- 3.02.04. The customer will have access to any in- or out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available. (T)

Effective: April 13, 2014

DIRECTORY SERVICES

- 3. NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE (T)
- 3.02. CONDITIONS (Cont'd) (T)
- 3.02.05. Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap. (T)
- 3.02.06. National Directory Assistance and Customer Name and Address Service will be available where technology permits. (T)
- 3.03. RATES (T)
- 3.03.01. For each call to the National Directory Assistance/
Customer Name and Address Service \$1.50 (T)

Effective: April 13, 2014

DIRECTORY SERVICES

4. LOCAL DIRECTORY ASSISTANCE SERVICE (T)

4.01. GENERAL (T)

Local Directory Assistance Service is furnished upon customer request for assistance in determining directory listing information. The regulations and rates set forth below apply when customers of the Telephone Company request assistance in determining listing information within the same Numbering Plan Area (NPA) designation or Local Access and Transport Area (LATA) for the following types of information:

- The requested telephone number when the customer furnishes a city, state and the listed name.
- The business name and telephone number when the customer does not provide a listed name and requests a category or type of business search (business category search).

4.02. REGULATIONS (T)

4.02.01. The Local Directory Assistance charge applies for each use of the service except as set forth in 4.02.02. (T)

4.02.02. Charges for Local Directory Assistance Service are not applicable to the following types of calls to Directory Assistance: Calls from patients in hospitals, or calls placed from residence telephones where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical handicap. (T)

4.02.03. A maximum of two (2) requested telephone numbers per call are permitted when the customer furnishes a city, state and listed name. (T)

4.02.04. No more than two (2) business category searches may be requested per call to Directory Assistance Service. For each business category search request, the operator may respond with up to three (3) random listings. A listing is the name and telephone number. A request can be for either a local or national business. (T)

4.03. RATES (T)

	<u>Per Call</u>
Where the customer direct dials Local Directory Assistance	\$1.50*

* Calls placed to the Directory Assistance attendant via a Telephone Company operator will incur an Operator Assistance charge as shown in Section 14 of this Product Guide.

Effective: July 1, 2010

PACKAGED SERVICES

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Effective: July 1, 2010

PACKAGED SERVICES

1. UNLIMITED TOLL USAGE FOR BUSINESS

1.01. GENERAL

The Unlimited Toll Usage for Business package is an optional, month-to-month calling plan available to business customers with Basic Exchange Access Line Business Service (B1), Internal Communications and Call Management Features or Internal Communications, System and Call Management Feature. The plan provides unlimited intraLATA toll voice usage for a flat monthly rate within the customer's Extended Local Calling Plan (ELCP) exchanges and intraLATA exchanges, where facilities permit.

1.02. CONDITIONS

Monthly rates for Unlimited Toll Usage for Business apply per line in addition to either the B1 Internal Communications and Call Management Features or Internal Communications, System and Call Management Feature.

Unlimited Toll Usage for Business is only available to business customers who subscribe to FRONTIER NORTH INC. as their carrier for all local and intraMSA toll calls.

Unlimited Toll Usage for Business is available to business customers who subscribe to 25 or fewer FRONTIER NORTH INC. lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited Toll Usage for Business for a maximum of ten (10) lines per customer location.

Unlimited Toll Usage for Business package is not available with the following services:

- ISDN Service
- Remote Call Forwarding 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

Unlimited Toll Usage for Business is not available in combination with other optional calling plans or virtual private network services.

Effective: July 1, 2010

PACKAGED SERVICES

1. UNLIMITED TOLL USAGE FOR BUSINESS (Continued)

1.02. CONDITIONS (Continued)

Unlimited Toll Usage for Business does not apply to the following calls or services:

- Operator Handled Calls
- Calling Card Calls
- Per Activation Calls (Busy Redial, *69, Three-Way Calling, Call Trace)
- Directory Assistance Service (Local and National)
- Directory Assistance Call Completion Service
- Verification/Interrupt Services
- 555, 700, 900, 976 Services
- Mass announcement services
- Time, lottery or weather calls

This service 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. This service may also not be used for autodialing. Frontier North Inc. 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.

Monthly rates for Unlimited Toll Usage for Business apply per line in addition to the following B1 Internal Communications and Call Management Features or Internal Communications, System and Call Management Features monthly line rates.

Unlimited Toll Usage for Business is available on a Month-to-Month basis or on 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.

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 previously on 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.

Approval of limitation of liability language by the P.U.C.O. does not constitute a determination by the Commission that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

Effective: May 18, 2009

PACKAGED SERVICES

1. UNLIMITED TOLL USAGE FOR BUSINESS (Continued)

1.02. CONDITIONS (Continued)

An early termination charge will not apply under the following circumstances.

- a. Customer moves existing service either to a new customer location within the same address and/or same building (inside move) or to a new customer location (outside move) and maintains that service for the remainder of the term;
- b. 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
- c. 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.

1.03. FEATURE PACKAGES

Feature Package One is available for the customer with Unlimited Toll Usage for Business on a B1 line. Feature Package One includes Call Forwarding, Call Waiting/Cancel Call Waiting and/or Three-Way Calling. The customer may choose any single feature, a combination of any two features, or all three features for the same rate.

Feature Package Two is available for the customer with Unlimited Toll Usage on a B1 line, Internal communications, System and Call management Feature line or Internal Communications and Call Management Features line. Feature Package Two includes Caller ID and/or Voice Messaging ¹. The customer may choose either or both features. If the customer selects Caller ID and also subscribes to Call Waiting, the customer may choose to have Call Waiting ID at the same rate.

Feature Package Three is available for the customer with Unlimited Toll Usage on a B1 line, Internal Communications, System and Call Management Feature or Internal Communications and Call Management Features. Feature Package Three includes Caller ID and/or One Point Voice Messaging ². The customer may choose either or both features. If the customer selects Caller ID and also subscribes to Call Waiting, Call Waiting ID will be offered for the same rate.

¹ Voice Messaging is a deregulated service.

² One Point Voice Messaging is a deregulated service.

Effective: July 1, 2010

PACKAGED SERVICES

1. UNLIMITED TOLL USAGE FOR BUSINESS (Continued)

1.04. RATES

	<u>Monthly Rate</u>
Unlimited Toll Usage for Business ^{1, 2}	
Month-to-Month	\$ 11.00
One-Year Term	7.00
Unlimited Toll Usage for Business Feature Packages ^{3, 4}	
Feature Package One	9.00
Feature Package Two	15.00
Feature Package ^{Three}	18.00

¹ Unlimited Toll Usage for Business does not include a B1, Internal Communications and Call Management Features or Internal Communications, System and Call Management Feature. Monthly rates for Unlimited Toll Usage for Business apply in addition to the monthly line rates associated with these services.

² Nonrecurring charges, as set forth in Section 2 of this Product Guide, are not applicable for customers ordering Unlimited Toll Usage for Business on an existing B1, Internal Communications and Call Management Features or Internal Communications, System and Call Management Feature Line. Monthly rates for Feature Packages apply in addition to the monthly rate for Month-to-Month or One-Year Term Unlimited Toll Usage for Business.

⁴ Nonrecurring charges, as set forth in Section 2 of this Product Guide, are not applicable when ordering Feature Packages on existing B1, Internal Communications and Call Management Features or Internal Communications, System and Call Management Feature lines with Unlimited Toll Usage for Business. Database program change charge in Paragraph 1.03.04 of Section 6 does not apply when added to a Internal Communications and Call Management Features line.

Effective: July 1, 2010

PACKAGED SERVICES

2. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATION SYSTEM PACKAGES

2.01. GENERAL

Unlimited DTL and Unlimited Communication System Basic Packages are optional business flat rated usage packages with a network access line, calling features and specified nonregulated services offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line (Expansion Line is the Package term for additional line). Expansion Lines are offered on a monthly basis per each additional line ordered.

The following two (2) options are available:

a. Unlimited DTL Basic Package

Unlimited DTL Basic Package includes the following:

- One (1) Flat Rate Network Access Line
- Unlimited Intrastate IntraMSA Toll Calling
- Choice of one to five (1 - 5) of the following calling features:

- Call Forwarding
- Call Waiting/Cancel Call Waiting
- CallerID
- Three-Way Calling
- deregulated voice messaging service

Unlimited DTL Expansion Lines

At least one Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available:

a.1 Expansion Lines Without Unlimited Calling

DTL Expansion Lines Without Unlimited Calling include the following:

- One (1) Network Access Line
- Choice of one to five (1 - 5) of the following calling features:

- Call Forwarding
- Call Waiting/Cancel Call Waiting
- CallerID
- Three-Way Calling
- deregulated voice messaging service

Effective: July 1, 2010

PACKAGED SERVICES

2. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATINO SYSTEM PACKAGES (Continued)

2.01. GENERAL (Continued)

The following two (2) options are available: (Continued)

a. Unlimited DTL Basic Package (Continued)

Unlimited DTL Expansion Lines (Continued)

a.2 Expansion Lines With Unlimited Calling

DTL Expansion Lines With Unlimited Calling include the following:

- One (1) Flat Rate Network Access Line
- Unlimited Intrastate IntraMSA Toll Calling
- Choice of one to five (1 - 5) of the following calling features:

- Call Forwarding
- Call Waiting/Cancel Call Waiting
- CallerID
- Three-Way Calling
- deregulated voice messaging service

b. Unlimited Communication System Basic Package

Unlimited Communication System Basic Package includes the following:

- One (1) Flat Rate Communication System Line
- Unlimited Intrastate IntraMSA Toll Calling
- Choice of one or both of the following calling features:

- CallerID
- deregulated voice messaging service

Unlimited Communication System Expansion Lines

At least one Expansion Line is required with each Unlimited Communication System Basic Package. The following two (2) options are available:

Effective: July 1, 2010

PACKAGED SERVICES

2. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATION SYSTEM PACKAGES (Continued)

2.01. GENERAL (Continued)

The following two (2) options are available: (Continued)

b. Unlimited Communication System Basic Package (Continued)

Unlimited Communication System Expansion Lines (Continued)

b.1 Expansion Lines Without Unlimited Calling

Communication System Expansion Lines Without Unlimited Calling include the following:

- One (1) Communication System Line
- Choice of one or both of the following calling features:
 - CallerID
 - deregulated voice messaging service

b.2 Expansion Lines With Unlimited Calling

Communication System Expansion Lines With Unlimited Calling include the following:

- One (1) Flat Rate Communication System Line
- Unlimited Intrastate IntraMSA Toll Calling
- Choice of one or both of the following calling features:
 - CallerID
 - deregulated voice messaging service

2.02. CONDITIONS

Unlimited DTL and Unlimited Communication System Basic Packages are available where facilities permit.

Unlimited DTL and Unlimited Communication System 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 Communication System Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Long Distance and a Frontier high speed internet service. Each Expansion line must also subscribe to a business long distance calling plan through Frontier Long Distance.

Effective: July 1, 2010

PACKAGED SERVICES

2. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATION SYSTEM PACKAGES (Continued)

2.02. CONDITIONS (Continued)

Unlimited DTL and Communication System 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.

At each customer location where the service is provided, customers must purchase at least one (1) Expansion Line with each Unlimited DTL Basic Package or Unlimited Communication System Basic Package. A customer may have up to nine (9) Expansion Lines With Unlimited Calling or up to 24 Expansion Lines Without Unlimited Calling per customer location.

Customers may have a combination of Expansion Lines, but the combined total number of Expansion Lines allowed is 24 and may not exceed nine (9) Expansion Lines With Unlimited Calling per customer location either with this plan or any other unlimited local and/or toll product offered by Frontier.

Unlimited DTL and Communication System Basic Packages are not available in combination with other optional calling plans or virtual private network services.

All regulations applicable to Internal Communications, System and Call management Feature as set forth in Paragraph 1.18. of Section 6 apply to that service when offered with Internal Communications, System and Call Management Features basic.

Unlimited DTL and with Internal Communications, System and Call Management Features basic are not available with the following services:

- ISDN Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution
- PBX Trunks
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground start lines or trunks

Unlimited DTL and with Internal Communications, System and Call Management Features basic do not apply to the following calls or services:

- Operator Handled Calls
- Calling Card Calls
- Per Activation Calls (Busy Redial, *69, Three-Way Calling, Call Trace)
- Directory Assistance Service (Local and National)
- Directory Assistance Call Completion Service
- Verification/Interrupt Services
- 555, 700, 900, 976 Services
- Mass announcement services
- Time, lottery or weather calls

Effective: July 1, 2010

PACKAGED SERVICES

2. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES (Continued)

2.02. CONDITIONS (Continued)

Unlimited DTL and Communication System 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.

Applicable Service Charges as specified in Section 2 will be waived for customers subscribing to a three-year term agreement.

2.03. TERMINATION LIABILITY

Unlimited DTL and Communication System Basic Packages are offered on a one-year or three-year term agreement and are applied on a per-line basis.

Early termination of Unlimited DTL Basic Package or Communication System Basic 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 tariff rate associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two lines (the core, Basic Package, and one Expansion Line) remain on the account for each customer location. If the one Expansion Line is removed, the remaining elements will revert to tariff 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.

Effective: July 1, 2010

PACKAGED SERVICES

2. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATION SYSTEM PACKAGES (Continued)

2.03. TERMINATION LIABILITY (Continued)

At the end of the term 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.

Approval of limitation of liability language by the P.U.C.O. does not constitute a determination by the Commission that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the Commission merely recognized that since it is a court's responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

Effective: July 1, 2010

PACKAGED SERVICES

2. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATION SYSTEM PACKAGES (Continued)

2.04. RATES

	<u>Monthly Rate</u>	
	<u>1-Year Term</u>	<u>3-Year Term</u>
a. Unlimited DTL Basic Packages ¹	\$73.00	\$58.00
	<u>Monthly Rate</u>	
Expansion Line Without Unlimited Calling, per line ^{2, 3}	\$35.00	
Expansion Line With Unlimited Calling, per line ²	\$35.00	
	<u>Monthly Rate</u>	
	<u>1-Year Term</u>	<u>3-Year Term</u>
b. Unlimited Communication System Basic Packages ¹	\$73.00	\$58.00
	<u>Monthly Rate</u>	
Expansion Line Without Unlimited Calling, per line ^{2, 3}	\$35.00	
Expansion Line With Unlimited Calling, per line ²	\$35.00	

¹ At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited Communication System Basic Package ordered.

² Customers may have a combination of Expansion Lines, but the combined total number allowed is 24 and may not exceed nine (9) Expansion Lines With Unlimited Calling per customer location.

³ Usage rates apply in addition to the monthly rate.

Effective: July 1, 2010

PACKAGED SERVICES

3. SINGLE LINE BUSINESS PACK

3.01. 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 Network Access Line with touch calling
- 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 Forwarding, Caller ID
and a specified non-regulated service

3.02. CONDITIONS

Single Line Business Pack is available only where facilities and conditions permit. Single Line Business PACK is available only to customers who subscribe to the Company for their local usage and intraLATA toll calls.

Single Line Business Pack is available only on a one-year or three-year term agreement.

Single Line Business Pack is only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Long Distance LLC and Frontier High-Speed Internet service.

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.

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 Unlimited Dial Tone Line (DTL) and Unlimited Communication System Packages.

Single Line Business Pack is not available with the following services:

- Internal Communications, System and Call Management Feature
- Internal Communications and Call Management Features
- ISDN Service
- Remote Call Forwarding 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

Effective: July 1, 2009

PACKAGED SERVICES

3. SINGLE LINE BUSINESS Pack (Continued)

3.02. CONDITIONS (Continued)

Single Line Business Pack is not available in combination with other optional calling plans or virtual private network services.

Single Line Business Pack does not apply to the following calls or services:

- Operator Handled Calls
- Calling Card Calls
- Per Activation Calls (Busy Redial, *69, Three-Way Calling, Call Trace)
- Directory Assistance Service (Local and National)
- Directory Assistance Call Completion Service
- Verification/Interrupt Services
- 555, 700, 900, 976 Services
- Mass announcement services
- Time, lottery or weather calls

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.

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 a Single Line Business Pack.

Applicable Service Charges will be waived for customers subscribing to a three-year term agreement.

A monthly credit may apply if provisioned with Frontier Broadband Service (Frontier High Speed Internet service).

Effective: July 1, 2010

PACKAGED SERVICES

3. SINGLE LINE BUSINESS PACK (Continued)

3.03. TERMINATION LIABILITY

Single Line Business Pack is offered on a one-year or three-year term agreement.

Early termination of a 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, the Single Line Business Pack components will revert to the individual rate associated with that component.

If the network access 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 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:

- a. 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;
- b. 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
- c. 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.

Effective: July 1, 2010

PACKAGED SERVICES

3. SINGLE LINE BUSINESS PACK (Continued)

3.04. RATES

	<u>Monthly Rate</u>	
	<u>1-Year Term</u>	<u>3-Year Term</u>
a. Single Line Business Pack	\$57.00	\$55.00

	<u>Monthly Credit</u>	
	<u>1-Year Term</u>	<u>3-Year Term</u>
b. Frontier Broadband Credit	-	\$12.00

Effective: July 8, 2011

PACKAGED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) BUNDLE SERVICE

(N)

4.01. 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.

4.02. 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 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 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 4.03. following.

(N)

Effective: January 15, 2024

PACKAGED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) BUNDLE SERVICE
(Continued)

4.03. RATES

	<u>Monthly Rate</u>	
<u>2-Year Term</u> ¹		
ISDN-PRI Bundle ²	\$795.00	(l)
ISDN-PRI Bundle with 20 DID Numbers ²	810.00	
ISDN-PRI Bundle with 50 DID Numbers ²	815.00	
ISDN-PRI Bundle with 100 DID Numbers ²	820.00	
<u>3-Year Term</u> ¹		
ISDN-PRI Bundle ²	\$655.00	(l)
ISDN-PRI Bundle with 20 DID Numbers ²	670.00	
ISDN-PRI Bundle with 50 DID Numbers ²	675.00	
ISDN-PRI Bundle with 100 DID Numbers ²	680.00	
<u>5-Year Term</u> ¹		
ISDN-PRI Bundle ²	\$585.00	(l)
ISDN-PRI Bundle with 20 DID Numbers ²	600.00	
ISDN-PRI Bundle with 50 DID Numbers ²	605.00	
ISDN-PRI Bundle with 100 DID Numbers ²	610.00	

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 ISDN-PRI Service, Section 7, Paragraph 1.09.D. (Voice/Data Channel Usage).

Effective: July 14, 2012

PACKAGED SERVICES

5. STAY CONNECTED SEASONAL OFFERING

5.01. GENERAL

Stay Connected Seasonal Offering allows a customer to suspend their Frontier Digital State Unlimited with Essentials 3 2010, Frontier Digital Phone Nationwide Unlimited with Essentials 3 2010, Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 2010, Frontier Digital Phone Essentials, Frontier Digital Phone Unlimited-Leader, Frontier Digital Phone Unlimited Plus-Leader, Frontier Digital Phone Unlimited-Challenger or Frontier Digital Phone Unlimited Plus-Challenger while they are away, for a minimum of one month or up to nine months for a reduced rate. (C)

5.02. CONDITIONS

The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then re-activation fees will not apply.

A \$25.00 re-activation fee will apply if the customer does not provide a reconnect date at the time the order is placed to add the service.

During the time of suspension, the line will be available for 911 calls only.

The time that the customer is on the "Stay Connected" Seasonal Service will count toward the fulfillment of any contract associated with the suspended bundle.

Customer will be removed from the Stay Connected discount after the nine month period if no date is given.

This service does not change any other terms and conditions of the bundle being suspended.

The monthly rate includes the Federal Subscribe Line Charge.

5.03 RATES

	<u>Monthly Rate</u>
Stay Connected Seasonal Service	\$9.99

Effective: July 14, 2012

PACKAGED SERVICES

6. FRONTIER DIGITAL PHONE ESSENTIALS 3 2010 *

(T)

6.01. 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 local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line
Extended Area Service
Three-Way Calling

Caller ID
Call Waiting/Cancel Call Waiting
Call Waiting ID

Unlimited Feature Pack

Busy Redial
Anonymous Call Block
*69
Call Trace
Selective Blocking
Do Not Disturb
Call Forwarding

Distinctive Ring
Speed Dialing 8 or 30
Priority Call
Call Forwarding Busy
Call Forwarding No Answer
Call Forwarding Busy/No Answer
Call Forwarding - Fixed

6.02. 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 cancellation of the bundled package and all services will be charged their individual tariffed rate.

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

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

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

(N)

Effective: November 24, 2019

PACKAGED SERVICES

6. FRONTIER DIGITAL PHONE ESSENTIALS 3 2010 * (Continued)

6.03. RATES

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 3	\$21.99
Unlimited Feature Pack	5.99 (I)

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

Effective: July 14, 2012

PACKAGED SERVICES

7. FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 3 2010 * (T)

7.01. GENERAL

The Frontier Digital State Unlimited with Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service	Busy Redial
Call Forwarding	Call Waiting ID
Caller ID	Speed Dialing 8

7.02. CONDITIONS

The Frontier Digital State Unlimited with 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 cancellation of the bundled package and all services will be charged their individual tariffed rate.

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

The bundles are offered on a month to month basis.

Additional features will be available to the Digital Phone State Unlimited with Essentials 3 bundle at a special price. The following features are available:

Speed Dialing 30	Anonymous Call Rejection
Priority Call	*69
Call Trace	Three Way Calling

7.03. RATES

	<u>Monthly Rate</u>
Digital Phone State Unlimited with Essentials 3	\$23.99
One Additional Feature	5.99
Two Additional Features	7.99
Three Additional Features	9.99
All Additional Listed Features	12.99

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

(N)

Effective: November 15, 2016

PACKAGED SERVICES

8. FRONTIER DIGITAL PHONE STATE NATIONWIDE UNLIMITED WITH ESSENTIALS 3 2010 *

8.01. GENERAL

The Frontier Digital Phone Nationwide Unlimited with Essentials 3 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Basic Bundle

Flat Rate Access Line	Caller ID
Call Forward Busy/No Answer (Variable)	Call Waiting/Cancel Call Waiting
Speed Dialing 8	Busy Redial
	*69

(D)

Digital Phone Enhanced Feature Pack

Features will be available to the Frontier Digital Phone Nationwide Unlimited with Essentials 3 package at a special price. The following features are available:

Speed Dialing 30	Call Block
Call Forwarding Busy/No Answer (Fixed)	Three-Way Calling
Call Forwarding Busy (Fixed)	Priority Call

8.02. CONDITIONS

The Frontier Digital Phone Nationwide Unlimited with 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 cancellation of the bundled package and all services will be charged their individual tariffed rate.

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

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

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

Effective: November 24, 2019

PACKAGED SERVICES

8. FRONTIER DIGITAL PHONE STATE NATIONWIDE UNLIMITED WITH ESSENTIALS 3 2010 *(Continued)

8.03. RATES

	<u>Monthly Rate</u>
Digital Phone State Nationwide Unlimited with Essentials 3	\$29.99
Digital Phone Enhanced Feature Pack	5.99 (l)

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

Effective: July 14, 2012

PACKAGED SERVICES

9. FRONTIER DIGITAL PHONE STATE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 3 2010 * (T)

9.01. GENERAL

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below.

Basic Bundle

Two Residential Flat Rate Access Lines	Caller ID
Call Forward Busy/No Answer (Variable)	Call Waiting/Cancel Call Waiting
Speed Dialing 8	Busy Redial
*69	

Digital Phone Enhanced Feature Pack

Features will be available to the Frontier Digital Phone Nationwide Unlimited with Essentials 3 package at a special price. The following features are available:

Speed Dialing 30	Call Block
Call Forwarding Busy/No Answer (Fixed)	Three-Way Calling
Call Forwarding Busy (Fixed)	Priority Call

9.02. CONDITIONS

The Frontier Digital Phone Nationwide Unlimited with 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 cancellation of the bundled package and all services will be charged their individual tariffed rate.

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

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

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

(N)

Effective: November 24, 2019

PACKAGED SERVICES

9. FRONTIER DIGITAL PHONE STATE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 3 2010 * (Continued)

9.03. RATES

	<u>Monthly Rate</u>
Digital Phone State Nationwide Unlimited with Essentials 3	\$29.99
Digital Phone Enhanced Feature Pack	5.99 (l)

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

Effective: December 20, 2017

PACKAGED SERVICES

10. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II ¹ (T)

10.01. GENERAL

Frontier Business Nationwide Unlimited Service II is a package offering available to business customers who subscribe to a maximum of twelve Flat Rate Business Lines per customer location. Frontier Business Nationwide Unlimited Service II features and services are listed below.

Basic Bundle

Flat Rate Business Line
Caller ID Plus Name
Call Forwarding Busy/No Answer
Extended Area Service
Six features from the Frontier Business All In Feature Package listed below.

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Busy Redial
Three-Way Calling	*69
Speed Call 8 or 30	Caller ID Blocking
Distinctive Ringing	Selective Call Rejection
Call Forwarding	Special Call Acceptance
Anonymous Call Rejection	Call Forwarding Busy
Call Forward No Answer	Call Waiting ID
Selective Call Forwarding	Priority Call
Call Transfer	

10.02. CONDITIONS

The Frontier Business Nationwide Unlimited Service II 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.

Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

Customers may add or delete any features offered within the bundle without incurring a service charge.

The bundles are offered on a month-to-month basis.

The bundle will appear as a single line item on the customer's bill.

¹ Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: December 20, 2017

PACKAGED SERVICES

10. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II ¹ (Continued) (T)

10.02. CONDITIONS (Continued)

The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, or Foreign Exchange services.

Up to eleven additional bundles can be purchased at the rate specified under Rates.

Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

10.03. RATES

All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Business Nationwide Unlimited Service II	\$52.99
Additional Bundle	46.99
Frontier Business All In Feature Package	4.99

¹ Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: December 20, 2017

PACKAGED SERVICES

11. FRONTIER BUSINESS LOCAL UNLIMITED SERVICE II ¹ (T)

11.01. GENERAL

Frontier Business Local Unlimited Service II is a package offering available to business customers. Frontier Business Nationwide Unlimited Service II features and services are listed below.

Basic Bundle

Flat Rate Business Line

Extended Area Service

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

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting

Three-Way Calling

Speed Call 8 or 30

Distinctive Ring

Call Forwarding

Anonymous Call Rejection

Call Forward No Answer

Selective Call Forwarding

Busy Redial

*69

Caller ID Blocking

Selective Call Rejection

Special Call Acceptance

Call Forwarding Busy

Call Waiting ID

Caller ID

Call Transfer

11.02. CONDITIONS

The Frontier Business Local Unlimited Service II 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.

Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

The bundle cannot be used in association with a Residential line, PBX service or ISDN service.

Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

¹ Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: December 20, 2017

PACKAGED SERVICES

11. FRONTIER BUSINESS LOCAL UNLIMITED SERVICE II ¹ (Continued)

(T)

11.03. RATES

	<u>Monthly Rate</u>
Frontier Business Local Unlimited Service II	\$35.99
Frontier Business All In Feature Package	4.99

¹ Effective December 20, 2017, this service offering is limited to existing subscribers.

(N)

Effective: October 20, 2019

PACKAGED SERVICES

12. FRONTIER DIGITAL PHONE ESSENTIALS

12.01. GENERAL

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

Basic Bundle

Flat Rate Access Line
Extended Area Service
Caller ID

Call Waiting ID
Call Waiting/Cancel Call Waiting

Feature Pack

Speed Dialing 8 or 30
Call Forwarding Busy/No Answer (Fixed or Variable)
Call Forwarding Busy (Fixed)
Three Way Calling
Busy Redial
*69

Call Block
Distinctive Ring
Priority Call
Anonymous Call Rejection
Selective Call Forwarding
Selective Call Rejection
Selective Call Acceptance

12.02. CONDITIONS

The Frontier Digital Phone Essentials 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 services that are included in the package in accordance with existing product guide rules.

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

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

Nonrecurring Service Charges do not apply to the initial installation.

(N)

Effective: November 24, 2019

PACKAGED SERVICES

12. FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

12.03. RATES

	<u>Monthly Rate</u>
Digital Phone Essentials	\$21.99
Feature Pack	5.99 (l)

Effective: October 20, 2019

PACKAGED SERVICES

13. FRONTIER DIGITAL PHONE UNLIMITED - LEADER

13.01. GENERAL

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

Basic Bundle

Flat Rate Access Line	Caller ID
Speed Dialing 8	Call Waiting/Cancel Call Waiting
*69	Call Waiting ID
Call Forward Busy/No Answer (Variable)	Busy Redial

Feature Pack

Speed Dialing 30	Priority Call
Call Forwarding Busy/No Answer (Fixed)	Three-Way Calling
Call Forwarding Busy (Fixed)	Selective Call Forwarding
Call Forwarding (Fixed or Variable)	Selective Call Rejection
Distinctive Ring	Selective Call Acceptance
Anonymous Call Rejection	

13.02. CONDITIONS

The Frontier Digital Phone Unlimited - Leader 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 services that are included in the bundle in accordance with existing product guide rules.

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

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

Nonrecurring Service Charges do not apply to the initial installation.

(N)

Effective: November 24, 2019

PACKAGED SERVICES

13. FRONTIER DIGITAL PHONE UNLIMITED - LEADER (Continued)

13.03. RATES

	<u>Monthly Rate</u>
Digital Phone Unlimited - Leader	\$31.99
Feature Pack	5.99 (l)

Effective: October 20, 2019

PACKAGED SERVICES

14. FRONTIER DIGITAL PHONE UNLIMITED PLUS - LEADER

14.01. GENERAL

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

Basic Bundle

Two Flat Rate Access Lines	Caller ID
Speed Dialing 8	Call Waiting/Cancel Call Waiting
*69	Call Waiting ID
Call Forward Busy/No Answer (Variable)	Busy Redial

Feature Pack

Call Forwarding Busy/No Answer (Fixed)	Three-Way Calling
Call Forwarding Busy (Fixed)	Selective Call Forwarding
Call Forwarding (Fixed or Variable)	Selective Call Rejection
Distinctive Ring	Selective Call Acceptance
Anonymous Call Rejection	Priority Call

14.02. CONDITIONS

The Frontier Digital Phone Unlimited Plus - Leader 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 services that are included in the bundle in accordance with existing product guide rules.

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

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

Nonrecurring Service Charges do not apply to the initial installation.

(N)

Effective: November 24, 2019

PACKAGED SERVICES

14. FRONTIER DIGITAL PHONE UNLIMITED PLUS - LEADER (Continued)

14.03. RATES

	<u>Monthly Rate</u>
Digital Phone Unlimited Plus - Leader	\$31.99
Feature Pack	5.99 (l)

Effective: October 20, 2019

PACKAGED SERVICES

15. FRONTIER DIGITAL PHONE UNLIMITED - CHALLENGER

15.01. GENERAL

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

Basic Bundle

Flat Rate Access Line	Caller ID
Call Forward Busy/No Answer (Variable)	Call Waiting/Cancel Call Waiting
	Call Waiting ID

Feature Pack

Speed Dialing 8 or 30	Priority Call
*69	Busy Redial
Call Forwarding Busy/No Answer (Fixed)	Three-Way Calling
Call Forwarding Busy (Fixed)	Selective Call Forwarding
Call Forwarding (Fixed or Variable)	Selective Call Rejection
Distinctive Ring	Selective Call Acceptance
	Anonymous Call Rejection

15.02. CONDITIONS

The Frontier Digital Phone Unlimited - Challenger 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 services that are included in the bundle in accordance with existing product guide rules.

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

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

Nonrecurring Service Charges do not apply to the initial installation.

(N)

Effective: November 24, 2019

PACKAGED SERVICES

15. FRONTIER DIGITAL PHONE UNLIMITED - CHALLENGER (Continued)

15.03. RATES

	<u>Monthly Rate</u>
Digital Phone Unlimited - Challenger	\$21.99
Feature Pack	5.99 (l)

Effective: October 20, 2019

PACKAGED SERVICES

16. FRONTIER DIGITAL PHONE UNLIMITED PLUS - CHALLENGER

16.01. GENERAL

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

Basic Bundle

Two Flat Rate Access Lines	Caller ID
Call Forward Busy/No Answer (Variable)	Call Waiting/Cancel Call Waiting
	Call Waiting ID

Feature Pack

Speed Dialing 8 or 30	Priority Call
*69	Busy Redial
Call Forwarding Busy/No Answer (Fixed)	Three-Way Calling
Call Forwarding Busy (Fixed)	Selective Call Forwarding
Call Forwarding (Fixed or Variable)	Selective Call Rejection
Distinctive Ring	Selective Call Acceptance
	Anonymous Call Rejection

16.02. CONDITIONS

The Frontier Digital Phone Unlimited Plus - Challenger 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 services that are included in the bundle in accordance with existing product guide rules.

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

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

Nonrecurring Service Charges do not apply to the initial installation.

(N)

Effective: November 24, 2019

PACKAGED SERVICES

16. FRONTIER DIGITAL PHONE UNLIMITED PLUS - CHALLENGER (Continued)

16.03. RATES

	<u>Monthly Rate</u>
Digital Phone Unlimited Plus - Challenger	\$21.99
Feature Pack	5.99 (l)

Effective: December 20, 2017

PACKAGED SERVICES

17. FRONTIER SIMPLY UNLIMITED SERVICE – LEADER ¹

(T)

17.01. GENERAL

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

Basic Bundle

Flat Rate Business Line
Caller ID Plus Name
Call Forwarding Busy/No Answer
Extended Area Service
Eight features from the Frontier Business All In Feature Package listed below.

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Busy Redial
Three-Way Calling	*69
Speed Dialing 8 or 30	Caller ID Blocking
Distinctive Ring	Selective Call Rejection
Call Forwarding	Special Call Acceptance
Anonymous Call Rejection	Call Forwarding Busy
Call Forward No Answer	Call Waiting ID
Selective Call Forwarding	Priority Call
Call Transfer	Multiline Hunt Service

17.02. CONDITIONS

The Frontier Simply Unlimited Service - Leader 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.

Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

Customers may add or delete any features offered within the bundle without incurring a service charge.

The bundles are offered on a month-to-month basis.

The bundle will appear as a single line item on the customer's bill.

¹ Effective December 20, 2017, this service offering is limited to existing subscribers.

(N)

Effective: December 20, 2017

PACKAGED SERVICES

17. FRONTIER SIMPLY UNLIMITED SERVICE - LEADER ¹ (Continued) (T)

17.02. CONDITIONS (Continued)

The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, or Foreign Exchange services.

Bundles four through twelve are given an additional discount.

Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

17.03. RATES

The Interstate End User Common Line Charge and Access Recovery Charge are included in the package offering. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service – Leader, Bundle 1-3	\$48.99
Frontier Simply Unlimited Service – Leader, Bundle 4-12	33.99
Frontier Business All In Feature Package	4.99

¹ Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: December 20, 2017

PACKAGED SERVICES

18. FRONTIER SIMPLY UNLIMITED SERVICE – CHALLENGER ¹ (T)

18.01. GENERAL

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

Basic Bundle

Flat Rate Business Line
Caller ID Plus Name
Call Forwarding Busy/No Answer
Extended Area Service
Four features from the Frontier Business All In Feature Package listed below.

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Busy Redial
Three-Way Calling	*69
Speed Dialing 8 or 30	Caller ID Blocking
Distinctive Ring	Selective Call Rejection
Call Forwarding	Special Call Acceptance
Anonymous Call Rejection	Call Forwarding Busy
Call Forward No Answer	Call Waiting ID
Selective Call Forwarding	Priority Call
Call Transfer	Multiline Hunt Service

18.02. CONDITIONS

The Frontier Simply Unlimited Service - Challenger 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.

Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

Customers may add or delete any features offered within the bundle without incurring a service charge.

The bundles are offered on a month-to-month basis.

The bundle will appear as a single line item on the customer's bill.

¹ Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: December 20, 2017

PACKAGED SERVICES

18. FRONTIER SIMPLY UNLIMITED SERVICE - CHALLENGER ¹ (Continued) (T)

18.02. CONDITIONS (Continued)

The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, or Foreign Exchange services.

Bundles four through twelve are given an additional discount.

Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

18.03. RATES

The Interstate End User Common Line Charge and Access Recovery Charge are included in the package offering. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service – Challenger, Bundle 1-3	\$38.99
Frontier Simply Unlimited Service – Challenger, Bundle 4-12	23.99
Frontier Business All In Feature Package	4.99

¹ Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: May 1, 2020

PACKAGED SERVICES

19. FRONTIER LOCAL CALLING / FRONTIER LOCAL CALLING PLUS *

(T)

19.01. GENERAL

Frontier Local Calling and Frontier Local Calling Plus provide a combination of services available as a package to residential customers.

19.02. SERVICES

The following services are included in the package offerings:

- A. Flat Rate Access Line
- B. Zone Rates
- C. Unlimited Local Directory Assistance
- D. Service Ordering and Line Connection Charges associated with the initial order or any subsequent changes to the service
- E. Choice of Calling Services as shown below:

*69	Distinctive Ring
Anonymous Call Block	Do Not Disturb
Busy Redial	Priority Call
Call Block	Select Call Forwarding
Call Forwarding	Speed Dialing 8
Call Waiting/Cancel Call Waiting	Speed Dialing 30
Caller ID	Three-Way Calling

- (1) Frontier Local Calling - choice of any three (3) of the above Calling Services
- (2) Frontier Local Calling Plus - choice of any or all of the above Calling Services

* This service is limited to existing customers at their existing location.

(N)

Effective: May 1, 2020

PACKAGED SERVICES

19. FRONTIER LOCAL CALLING / FRONTIER LOCAL CALLING PLUS * (Continued) (T)

19.03. CONDITIONS

- A. Frontier Local Calling and Frontier Local Calling Plus are not offered in conjunction with:
- any other packaged or bundled offering on the same line
 - measured line service
 - employee concession service
 - ISDN Service
 - LCP (Local Calling Plan) if LCP includes the line, if LCP is an add-on, customer is eligible
- B. Other Calling Services offered by the Company cannot be substituted for those listed as available for the packages.
- C. Services are offered where facilities permit.

19.04 RATES

	<u>Monthly Rate</u>
A. Frontier Local Calling, per line	\$ 33.99
B. Frontier Local Calling Plus, per line	36.99

* This service is limited to existing customers at their existing location.

(N)

Effective: May 2, 2014

PACKAGED SERVICES

20. REGIONAL CALLING ¹

20.01. GENERAL

Regional Calling provides a combination of services available as a package to residential customers.

20.02. SERVICES

The following services are included in the package offering:

- Flat-rated Access Line
- Zone Rates
- Service Ordering and Line Connection Charges associated with the initial order or any subsequent changes to the service
- Choice of Calling Services listed below:

- Caller ID
- Call Waiting/Cancel Call Waiting
- Speed Dialing 8
- Speed Dialing 30
- Three-Way Calling

20.03. CONDITIONS

Services are offered where facilities permit.

Regional Calling is not available with the following:

- any other package or bundled offering on the same line
- any measured or message rate services
- Employee Concession Service
- ISDN Service
- Foreign Exchange Service

20.04. RATES

Monthly Rate

Regional Calling, per line	\$49.99 ²
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¹ This service is limited to existing customers at their existing location.

² Package can only be purchased in conjunction with certain detariffed and/or nonregulated services.

Effective: May 2, 2014

PACKAGED SERVICES

21. REGIONAL CALLING EXTRA ¹

21.01. GENERAL

Regional Calling Extra provides a combination of services available as a package to residential customers.

21.02. SERVICES

The following services are included in the package offering:

- Flat-rated Access Line
- Zone Rates
- Unlimited Local Directory Assistance
- Service Ordering and Line Connection Charges associated with the initial order or any subsequent changes to the service
- Choice of Calling Services listed below:

*69	Distinctive Ring
Anonymous Call Block	Do Not Disturb
Busy Redial	Priority Call
Call Block	Select Call Forwarding
Call Forwarding	Speed Dialing 8
Call Waiting/Cancel Call Waiting	Speed Dialing 30
Caller ID	Three-Way Calling

21.03. CONDITIONS

Services are offered where facilities permit.

Regional Calling Extra is not available with the following:

- any other package or bundled offering on the same line
- any measured or message rate services
- Employee Concession Service
- ISDN Service
- Foreign Exchange Service

21.04. RATES

	<u>Monthly Rate</u>
Regional Calling Extra, per line	\$54.99 ²

¹ This service is limited to existing customers at their existing location.

² Package can only be purchased in conjunction with certain detariffed and/or nonregulated services.

Effective: May 2, 2014

PACKAGED SERVICES

22. REGIONAL CALLING VALUE ¹

22.01. GENERAL

Regional Calling Value provides a combination of services available as a package to residential customers.

22.02. SERVICES

The following services are included in the package offering:

- Flat-rated Access Line
- Zone Rates
- Service Ordering and Line Connection Charges associated with the initial order or any subsequent changes to the service

22.03. CONDITIONS

Services are offered where facilities permit.

Regional Calling Value is not available with the following:

- any other package or bundled offering on the same line
- any measured or message rate services
- Employee Concession Service
- ISDN Service
- Foreign Exchange Service

22.04. RATES

Monthly Rate

Regional Calling Value, per line

2

¹ This service is limited to existing customers at their existing location.

² Package can only be purchased in conjunction with certain detariffed and/or nonregulated services.

Effective: May 2, 2014

PACKAGED SERVICES

23. REGIONAL ESSENTIALS ¹

23.01. GENERAL

Regional Essentials provides a combination of services available as a package to residential customers.

23.02. SERVICES

The following services are included in the package offering:

- Flat-rated Access Line
- Zone Rates
- Service Ordering and Line Connection Charges associated with the initial order or any subsequent changes to the service
- Choice of Calling Services listed below:

Call Waiting/Cancel Call Waiting
Caller ID

23.03. CONDITIONS

Services are offered where facilities permit.

Regional Essentials is not available with the following:

- any other package or bundled offering on the same line
- any measured or message rate services
- Employee Concession Service
- ISDN Service
- Foreign Exchange Service

23.04. RATES

Monthly Rate

Regional Essentials, per line

2

¹ This service is limited to existing customers at their existing location.

² Package can only be purchased in conjunction with certain detariffed and/or nonregulated services.

Effective: May 2, 2014

PACKAGED SERVICES

24. VOICE DISCOUNT PLAN

24.01. GENERAL

Residence customers who call to disconnect their primary line, customers who change their local service from another provider to Frontier, or 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, or customers who contact Frontier citing competitors' offers or otherwise indicate potential future disconnection based on price, will be eligible for the Voice Discount Plan.

24.02. CONDITIONS

The applicable initial discount will expire twelve (12) months from the date it is implemented on a customer's account. Discontinuance of any one of the services listed in 8.03. below will result in immediate termination of the discount.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Frontier Long Distance LLC Posted Rates, Terms and Conditions.

24.03. RATES

Monthly Discount

Regional Calling Value ³	\$12.05
Regional Essentials ^{1,3}	14.05
Regional Calling Value ^{2,3}	8.00
Regional Essentials ^{2,3}	10.00

Customers who subscribed to the Voice Discount Plan or the promotional offer titled Regional Value/Essentials Discount Offer may receive renewal discounts on a month to month basis as listed below upon expiration of their initial 12-month discount.

Monthly Renewal Discount (through April 1, 2009)

Regional Essentials ¹	\$4.05
Regional Calling Value ²	5.00
Regional Essentials ²	7.00

Monthly Renewal Discount (on or after April 2, 2009)

Regional Calling Value	\$12.05
Regional Essentials ¹	14.05
Regional Calling Value ²	8.00
Regional Essentials ²	10.00

¹ Purchased with additional line.

² Bundled with a qualifying unlimited long distance calling plan.

³ As of September 14, 2008, discounts will no longer be provided on additional lines except on those additional lines of customers subscribed to the Voice Discount Plan on or before September 13, 2008, and only until the expiration of their renewal periods.

Effective: September 20, 2015

PACKAGED SERVICES

25. FRONTIER ONEVOICE

25.01. 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

25.02. CONDITIONS

The bundle is available only where facilities and operating systems are available and technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable schedules of the product guide.

Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

Partial payment of the basic local service charge within the bundle may result in disconnection of the customer's basic local service.

Customers may add or delete any features offered within the bundle without incurring a Service Charge.

The bundle rate will appear as a single line item on the customer's bill.

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.

Effective: March 1, 2024

PACKAGED SERVICES

25. FRONTIER ONEVOICE (Continued)

25.02. CONDITIONS (Continued)

The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex or Foreign Exchange Services.

The bundle is offered on a month-to-month, or one year term basis. (C)

Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

Term plans will auto renew unless notification is received from the customer sixty days in advance.

25.03. RATES

Surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>	
Basic Bundle Month-to-Month	\$57.99	(I)
Basic Bundle 1 Year Term Commitment	42.99	(I)(C)
Premium Feature Package	9.99	

Effective: December 20, 2017

PACKAGED SERVICES

26. FRONTIER COMMERCIAL VOICE UNLIMITED ¹

(T)

26.01. GENERAL

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

Basic Bundle

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

26.02. CONDITIONS

The bundle is available only where facilities and operating systems are available and technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable schedules of the product guide.

Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of the customer's basic local service.

Customers may add or delete any features offered within the bundle without incurring a Service Charge.

The bundle rate will appear as a single line item on the customer's bill.

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.

The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service or Foreign Exchange Services.

The bundle is offered on a month-to-month or one year term basis.

¹ Effective December 20, 2017, this service offering is limited to existing subscribers.

(N)

Effective: December 20, 2017

PACKAGED SERVICES

26. FRONTIER COMMERCIAL VOICE UNLIMITED ¹ (Continued) (T)

26.02. CONDITIONS (Continued)

Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

At the end of the term commitment, customers will be moved to the month-to-month pricing.

26.03. RATES

Interstate End User Subscriber Line Charge and Access Recovery Charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

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

¹ Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: September 20, 2020

PACKAGED SERVICES

27. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

(N)

27.01. GENERAL

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

Basic Bundle

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

27.02. CONDITIONS

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. The bundle is offered on a month-to-month basis.
- h. The bundle will appear as a single line item on the bill.

(N)

Effective: September 20, 2020

PACKAGED SERVICES

27. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Continued)

(N)

27.02. CONDITIONS (Continued)

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

27.02. RATES AND CHARGES

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

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

(N)

Effective: May 23, 2021

PACKAGED SERVICES

28. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

(N)

28.01. GENERAL

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

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

27.02. CONDITIONS

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. The bundle is offered on a month-to-month basis.

(N)

Effective: May 23, 2021

PACKAGED SERVICES

28. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Continued)

(N)

28.02. CONDITIONS (Continued)

- g. The bundle will appear as a single line item on the bill.
- h. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- i. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- j. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
- k. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
- l. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

27.02. RATES AND CHARGES

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

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

(N)

Effective: July 1, 2010

PRIVATE LINE SERVICES

Private line service is the furnishing of Telephone Company facilities for communication by customers or authorized users between specified locations, twenty-four hours daily, seven days each week, except as otherwise specifically provided.

1. REGULATIONS

Regulations for private line services are as set forth in Frontier North Inc.'s P.U.C.O. No. 2, Facilities for Intrastate Access Tariff, and are in addition to all other applicable regulations shown elsewhere in the Company's Tariffs.

2. RATES AND CHARGES

Rates and charges for private line services are as set forth in Frontier North Inc.'s P.U.C.O. No. 2, Facilities for Intrastate Access Tariff, Special Access portion, and are in addition to all other applicable rates and charges shown elsewhere in the Company's Tariffs.

3. ON-PREMISES PRIVATE LINES

3.01 REGULATIONS

The following regulations are in addition to those established in 1. above.

3.01.01. FACILITIES

The provision of on-premises private lines is the responsibility of the customer.

4. CONTINUOUS PROPERTY PRIVATE LINES

4.01. REGULATIONS

The regulations established in 1. and 3.01. above govern the providing of continuous property private lines.

4.02 RATES AND CHARGES

The following rates and charges are in addition to those applicable to associated services and facilities.

	<u>Monthly Rate</u>	<u>Installation Charges</u>
4.02.01. Continuous Property Private Line, connecting two termination locations, each two wire circuit separately.....	\$2.50	--

Effective: July 1, 2010

PRIVATE LINE SERVICES

5. TIE LINES

A tie line is a circuit connecting a PBX switch with another PBX switch or with a Centrex system, or a circuit connecting a Centrex system with another Centrex system or switching equipment locations of the same Centrex system; where both ends of the circuit are in the same exchange area of the Telephone Company.

5.01. REGULATIONS

The regulations established in 1. and 3.01. above govern the providing of tie lines.

- 5.01.01. A tie line circuit is not intended to provide general exchange service through either of the Private Branch Exchange Switches with which it is connected.
- 5.01.02. The use of wire plant to provide tie lines is subject to transmission limitations which may require the use of additional equipment to provide satisfactory transmission. An extra monthly charge is made when it is necessary to provide such additional equipment.
- 5.01.03. Dial tie lines are furnished only by special arrangement and where operating facilities permit.

5.02. RATES AND CHARGES

Rates and charges for tie lines are as set forth in 2. above.

Note: Customers subscribing to intra-exchange private lines between contiguous central office areas between the Troy and Tipp City areas prior to October 7, 1978 will continue to be provided such service at the rates quoted while at the present location until discontinued at the customer's request.

Effective: July 1, 2010

ADVANCED DATA SERVICES

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Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (C)
- 1.01. General
- 1.01.01. 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.
- 1.01.02. 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.
- 1.01.03. 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.
- 1.01.04. 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.
- 1.01.05. The statistical multiplexing Frame Relay switches are able to provide shared network resources to end users of this service.
- 1.01.06. 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.
- 1.01.07. FRS, as provided for in this section, is offered for local and intrastate use.
- 1.01.08. Frame Relay Service for customers who require a system in excess of three Frame Relay ports (combination of Port Only and/or Port and Access Lines) may be provided on an individual case basis.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. (N)
Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)

1.02. Definitions

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 Company'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.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)

1.02. Definitions (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.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)

1.03. Service Components

1.03.01. 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)
- PVC CIR Optional Features
- Backup UNI

1.03.02. User-to-Network Interface (UNI) Port and Access Line

- a. 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.

1.03.03. Port Only

- a. 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 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. 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.1 UNI Port Only

The UNI Port Only provides for a user to carrier connection (i.e., end user customer to the Company).

a.2 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.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)

1.03. Service Components (Continued)

1.03.04. 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:

c.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 Application of Rates and Charges, Rate Elements following.

c.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 Frontier Telephone Companies FCC Tariff No. 8, Frame Relay Service are applicable.

1.03.05. PVC CIR Optional Features

a. Interzone Transport

Interzone Transport provides the mapping of a Frame Relay Intrazone PVC across one or more Frame Relay zone boundaries. Interzone Transport is available only with Intrazone PVC CIR at the rates set forth in 2.12.4a.

b. 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.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)

1.03. Service Components (Continued)

1.03.06. Backup UNI

- a. 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 operations 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 that the Primary UNI(s).

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(N)
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)
- 1.04. Technical Specifications
- 1.04.01. 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
- 1.05. Service Provisioning
- 1.05.01. FRS is available where facilities and conditions permit.
- 1.05.02. 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.
- 1.05.03. 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.
- 1.05.04. 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.
- 1.05.05. The PVC must be associated with at least one Frame Relay port. A Frame Relay port can be associated with multiple PVCs.

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Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (C)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)
- 1.05. Service Provisioning (Continued)
 - 1.05.06. 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.
 - 1.05.07. 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.
 - 1.05.08. 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
- 1.06. Special Conditions
 - 1.06.01. Maintenance Window
 - a. 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.
- 1.07. Obligations of the Customer
 - 1.07.01. 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.

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Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)
- 1.07. Obligations of the Customer (Continued)
- 1.07.02. 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.
- 1.07.03. 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 section.
- 1.07.04. 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.
- 1.07.05. At service subscription, the customer must specify the CIR and is expected to provide the DLCI and the B(e) for each PVC ordered.
- 1.07.06. 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.
- 1.07.07. The customer is responsible for provisioning the inside wire from the network interface to the Frame Relay compatible equipment.
- 1.07.08. A customer is ordering Backup UNI service is responsible for the following:
- a. Determining network configuration before and after the activation of Backup UNI service.
 - b. Providing the Company with the appropriate information required for joint development of the Backup UNI database.
 - c. 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).
 - d. Contacting the Company to request all activations and deactivations of Backup UNI service.

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Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)
- 1.08. Obligations of the Company
- 1.08.01. 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.
- 1.08.02. 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.
- 1.08.03. 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.
- 1.08.04. 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.
- 1.08.05. 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.
- 1.08.06. 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.
- 1.08.07. The Company has the service responsibility up to and including the network interface.
- 1.09. Special Facilities Routing
- 1.09.01. The customer may request that the facilities used to provide FRS be specially routed. Additional charges will apply based on cost.
- 1.10. Acceptance Testing
- 1.10.01. 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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Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)
- 1.11. Application of Rates and Charges
- 1.11.01. Rate Elements
- a. The following rate elements are applicable to FRS:
- UNI Port and Access Line
 - Port Only
 - UNI Port Only
 - Private NNI Port Only
 - PVC CIR
 - PVC CIR Optional Features
 - Subsequent PVC CIR Charge
 - Backup UNI
 - Software Change Charge
- b. UNI Port and Access Line
- b.1 A monthly recurring charge based on the speed of the port connection 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.
- c. Port Only – UNI Port Only and Private NNI Port Only
- c.1 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.
- c.2 Refer to Paragraph 1.03.03. preceding for the rules and regulations associated with Port Only digital access facilities.

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Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)
- 1.11. Application of Rates and Charges (Continued)
- 1.11.01. Rate Elements (Continued)
 - d. Permanent Virtual Circuit (PVC) Committed Information Rate (CIR)
 - d.1 Intrazone

A monthly recurring charge, based on CIR capacity, applies for each PVC requested by the customer. Frame Relay zones are found in Paragraph 1.11.01.g. following.
 - d.2 Multi-jurisdictional

A Multi-jurisdictional PVC falls under federal jurisdiction and the PVC CIR rates, rules and regulations in Frame Relay Service set forth in Frontier Telephone Companies Tariff FCC No. 8 are applicable.
 - e. PVC CIR Optional Features
 - e.1 Interzone Transport

A monthly recurring charge, based on CIR capacity, applies for each application of Interzone Transport and is in addition to the applicable charges for Intrazone PVC CIR. Interzone Transport is available only with Intrazone PVC CIR.
 - e.2 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.
 - f. Subsequent PVC CIR Charge
 - f.1 A nonrecurring charge applies per order, per UNI or Private NNI, when a customer orders additional PVC CIR subsequent to the initial port installation. For each service order issued, the charge will be one Subsequent PVC CIR Charge regardless of the number of PVCs added. In addition, software changes to existing PVCs on the same UNI or Private NNI port may be included on the Subsequent PVC CIR order for no additional charge.

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Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

- 1. FRAME RELAY* (Continued) (C)
- 1.11. Application of Rates and Charges (Continued)
- 1.11.01. Rate Elements (Continued)

- g. Frame Relay Zones

<u>Zone</u>	<u>Office</u>
Athens/Marion	Athens Cambridge Marion Portsmouth
Galion	Galion
Medina	Medina New Philadelphia
Norwalk	Bowling Green Norwalk Sylvania McCord
Oberlin	Oberlin
Oxford	Oxford
Troy/Wilmington	Troy Wilmington

- h. Backup UNI

- h.1 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.

- i. Software Change Charge

- i.1 A nonrecurring charge applies per order, per UNI or Private NNI, when a customer requests a PVC parameter change (i.e., CIR, burst, DLCI remapped 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.

- 1.11.02. Service Charges

- a. Unless otherwise stated in this section, nonrecurring charges applicable to FRS are in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

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Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)
- 1.11. Application of Rates and Charges (Continued)
- 1.11.03. Minimum Period
- a. 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.
- 1.11.04. Term Payment Plan (TPP)
- a. 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.
- b. Payment periods of one year, three years and five years are available to all customers at the applicable rates set forth in Rates and Charges following, regardless of when they subscribe to a TPP arrangement.
- c. Changes to a TPP period
- c.1 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 and termination liability charges, as set forth in Section 1 of this Product Guide, will apply.
- c.2 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.
- d. Termination Liability
- d.1 In the event FRS is terminated by the customer prior to completion of the term commitment period, termination liability charges, as set forth in Section 1 of this Product Guide, will apply.

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Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)

1.11. Application of Rates and Charges (Continued)

1.11.05. Service Rearrangements

a. Additions to Service

- a.1 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.
- a.2 Nonrecurring charges will apply for all additions to existing services or optional features for which nonrecurring charges normally apply at installation.
- a.3 Related monthly rates and nonrecurring charges for additions(s) to service are the rate and charges in effect at the time of the addition(s).

b. Administrative Changes

- b.1 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.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)
- 1.11. Application of Rates and Charges (Continued)
- 1.11.05. Service Rearrangements (Continued)
 - c. Conversion of Service
 - c.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.
 - d. Moves
 - d.1 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.
 - e. Upgrade to Higher Speed Service
 - e.1 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.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. (N)
Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)

1.12. Rates and Charges

	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u>
1.12.01. UNI Port and Access Line, each		
56 Kbps		
Month-to-Month	\$595.00	\$194.00
One Year	0.00	188.00
Three Years	0.00	169.00
Five Years	0.00	157.00
128 Kbps		
Month-to-Month	595.00	351.00
One Year	0.00	339.00
Three Years	0.00	327.00
Five Years	0.00	315.00
256 Kbps		
Month-to-Month	595.00	424.00
One Year	0.00	418.00
Three Years	0.00	406.00
Five Years	0.00	399.00
384 Kbps		
Month-to-Month	695.00	442.00
One Year	0.00	430.00
Three Years	0.00	424.00
Five Years	0.00	411.00
DS1 (1.536 Mbps)		
Month-to-Month	695.00	641.00
One Year	0.00	617.00
Three Years	0.00	581.00
Five Years	0.00	545.00

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

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Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: July 1, 2010

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)

1.12. Rates and Charges (Continued)

	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u>
1.12.01. UNI Port and Access Line, each (Continued)		
4 Mbps		
Month-to-Month	\$795.00	\$3,207.00
One Year	0.00	3,073.00
Three Years	0.00	2,783.00
Five Years	0.00	2,541.00
6 Mbps		
Month-to-Month	795.00	3,630.00
One Year	0.00	3,479.00
Three Years	0.00	3,146.00
Five Years	0.00	2,904.00
10 Mbps		
Month-to-Month	795.00	4,024.00
One Year	0.00	3,848.00
Three Years	0.00	3,449.00
Five Years	0.00	3,207.00
22 Mbps		
Month-to-Month	795.00	4,235.00
One Year	0.00	4,054.00
Three Years	0.00	3,630.00
Five Years	0.00	3,388.00
44.736 Mbps		
Month-to-Month	795.00	4,538.00
One Year	0.00	4,296.00
Three Years	0.00	3,842.00
Five Years	0.00	3,570.00

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. (N)
Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY (Continued) (C)

1.12. Rates and Charges (Continued)

	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u>
1.12.02. Port Only		
a. UNI Port Only ² , each		
56 Kbps		
Month-to-Month	\$150.00	\$51.00
One Year	0.00	48.00
Three Years	0.00	43.00
Five Years	0.00	39.00
128 Kbps		
Month-to-Month	150.00	91.00
One Year	0.00	85.00
Three Years	0.00	79.00
Five Years	0.00	73.00
256 Kbps		
Month-to-Month	150.00	140.00
One Year	0.00	133.00
Three Years	0.00	128.00
Five Years	0.00	121.00
384 Kbps		
Month-to-Month	150.00	182.00
One Year	0.00	176.00
Three Years	0.00	169.00
Five Years	0.00	157.00
DS1 (1.536 Mbps)		
Month-to-Month	295.00	273.00
One Year	0.00	266.00
Three Years	0.00	254.00
Five Years	0.00	242.00

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

² Refer to Paragraph 1.03.03. preceding for the regulations associated with Port Only digital access facilities.

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Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)

1.12. Rates and Charges (Continued)

	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u>
1.12.02. Port Only (Continued)		
a. UNI Port Only ² , each (Continued)		
4 Mbps		
Month-to-Month	\$395.00	\$956.00
One Year	0.00	883.00
Three Years	0.00	787.00
Five Years	0.00	738.00
6 Mbps		
Month-to-Month	395.00	980.00
One Year	0.00	908.00
Three Years	0.00	799.00
Five Years	0.00	750.00
10 Mbps		
Month-to-Month	395.00	1,016.00
One Year	0.00	932.00
Three Years	0.00	811.00
Five Years	0.00	762.00
22 Mbps		
Month-to-Month	395.00	1,053.00
One Year	0.00	956.00
Three Years	0.00	823.00
Five Years	0.00	774.00
DS3 (44.736 Mbps)		
Month-to-Month	395.00	1,089.00
One Year	0.00	980.00
Three Years	0.00	835.00
Five Years	0.00	787.00

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

² Refer to Paragraph 1.03.03. preceding for the regulations associated with Port Only digital access facilities.

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Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1.	FRAME RELAY* (Continued)			(C)
1.12.	Rates and Charges (Continued)			
		<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u>	
1.12.02.	Port Only (Continued)			
	b. Private NNI Port Only ² , each			
	384 Kbps			
	Month-to-Month	\$150.00	\$182.00	
	One Year	0.00	176.00	
	Three Years	0.00	169.00	
	Five Years	0.00	157.00	
	DS1 (1.536 Mbps)			
	Month-to-Month	295.00	273.00	
	One Year	0.00	266.00	
	Three Years	0.00	254.00	
	Five Years	0.00	242.00	
	DS3 (44.736Mbps)			
	Month-to-Month	395.00	1,089.00	
	One Year	0.00	980.00	
	Three Years	0.00	835.00	
	Five Years	0.00	787.00	

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

² Refer to Paragraph 1.03.03. preceding for the regulations associated with Port Only digital access facilities.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. (N)
Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)

1.12. Rates and Charges (Continued)

1.12.03. PVC CIR, per PVC

a. Intrazone

	<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

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. (N)
Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)

1.12. Rates and Charges (Continued)

1.12.03. PVC CIR, per PVC (Continued)

a. Intrazone (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 in Frame Relay Service set forth in Frontier Telephone Companies Tariff FCC No. 8 are applicable.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. (N)
Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1. FRAME RELAY* (Continued) (C)

1.12. Rates and Charges (Continued)

1.12.04. PVC CIR Optional Features, per PVC

a. Interzone Transport¹

	<u>Monthly Rate</u>
4 Kbps	\$14.00
8 Kbps	15.00
16 Kbps	17.00
28 Kbps	18.00
32 Kbps	19.00
42 Kbps	22.00
48 Kbps	28.00
64 Kbps	33.00
96 Kbps	42.00
128 Kbps	47.00
192 Kbps	65.00
256 Kbps	80.00
288 Kbps	90.00
384 Kbps	100.00
512 Kbps	121.00
576 Kbps	127.00
768 Kbps	138.00
1152 Kbps	160.00
1536 Kbps	176.00

¹ The monthly rate applies in addition to applicable rates for Intrazone PVC CIR.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. (N)
Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1.	FRAME RELAY* (Continued)		(C)
1.12.	Rates and Charges (Continued)		
		Monthly Rate	
1.12.04.	PVC CIR Optional Features, per PVC (Continued)		
	a. Interzone Transport ¹ (Continued)		
	2 Mbps	\$198.00	
	3 Mbps	215.00	
	4 Mbps	226.00	
	5 Mbps	267.00	
	6 Mbps	315.00	
	7 Mbps	362.00	
	8 Mbps	410.00	
	9 Mbps	458.00	
	10 Mbps	506.00	
	11 Mbps	552.00	
	12 Mbps	598.00	
	13 Mbps	645.00	
	14 Mbps	691.00	
	15 Mbps	737.00	
	16 Mbps	774.00	
	17 Mbps	812.00	
	18 Mbps	849.00	
	19 Mbps	887.00	
	20 Mbps	924.00	
	21 Mbps	956.00	
	22 Mbps	988.00	
	b. Frame Relay to ATM Service Interworking	No Charge	

¹ The monthly rate applies in addition to applicable rates for Intrazone PVC CIR.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay. (N)
Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

1.	FRAME RELAY* (Continued)		(C)
1.12.	Rates and Charges (Continued)		
		Nonrecurring <u>Charge</u> ¹	
1.12.05.	Subsequent PVC CIR Charge, per order, per UNI or Private NNI	\$ 40.00	
1.12.06.	Backup UNI, per activation	200.00	
1.12.07.	Software Change Charge, per order, per UNI or Private NNI	40.00	

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

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Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (C)

2.01. Application

This section contains definitions, regulations and charges applicable to the provision of Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) where conditions and facilities permit.

2.02. Definitions

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 CRS network above the Sustained Cell Rate level and below the Peak Cell Rate level.

2.03. Regulations

2.03.01. 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 (CDL). ATM CRS consists of a User Network Interface (UNI) 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 the Company's ATM CRS hubs. UNIs are also provisioned as a Port Only Connection as defined in Paragraph 2.03.02.b.

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.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS). Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.03. Regulations (Continued)

2.03.02. Service Components

The major components of ATM CRS are:

- UNI Port With Access Line Connection
- UNI Port Only Connection
- Permanent Virtual Circuit (PVC)
- Switched Virtual Circuit (SVC)
- Effective Bandwidth

a. UNI Port With Access Line Connection

UNI Port With Access Line Connections, available at the DS1, DS3, OC3c, and OC12c levels, provide dedicated transport between a CDL 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. SVC are 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 1.5 Mbps (DS1), 45 Mbps (DS3), 155 Mbps (OC3c), or 622 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.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS). Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.03. Regulations (Continued)

2.03.02. Service Components (Continued)

a. UNI Port With Access Line Connection

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.

b. UNI Port Only Connection

UNI 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 (1) year, two (2) year, three (3) year and five (5) year Term Commitment Period.

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 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. 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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(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

- 2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)
- 2.03. Regulations (Continued)
- 2.03.02. Service Components (Continued)

- c. Permanent Virtual Circuit (PVC)

The PVC defines a virtual connection across a UNI between the customer premises and the 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 the 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.

- d. 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.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS). Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.03. Regulations (Continued)

2.03.02. Service Components (Continued)

e. 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 (MBS), and the class of service parameters selected, i.e., CBR (Constant Bit Rate), 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.

2.03.03. 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.

2.03.04. Provision of Service

ATM CRS includes:

- a. A minimum of one UNI Port With Access Line or UNI Port Only connection has a maximum nominal capacity for either DS1 (1.5 Mbps), DS3 (45 Mbps), OC3c (155 Mbps), or OC12c (622 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.
- b. Unlimited usage on purchased bandwidth.

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(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.03. Regulations (Continued)

2.03.04. Provision of Service (Continued)

ATM CRS includes: (Continued)

- c. 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.
- d. Either one or more PVCs. When PVC bandwidth is purchased, one or more PVCs must be selected for customer traffic to traverse the network.
- e. Two types of PVCs, (i) Virtual Channel Connections (VCCs) and (ii) Virtual Path Connections (VPCs), which support the following Classes of Service:
 - e.1 Constant Bit Rate (CBR)
 - e.2 Variable Bit Rate real time (VBRrt)
 - e.3 Variable Bit Rate non-real time (VBRnrt)
 - e.4 Unspecified Bit Rate (UBR)

2.03.05. 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.

2.03.06. 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.

2.03.07. Class of Service Parameters

- a. Constant Bit Rate (CBR)
 - a.1 Peak/Sustained Cell Rate:
Customer-specified in increments of 64 Kbps up to the maximum speed of the UNI.
 - a.2 Non-conforming cells:
Discarded

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Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.03. Regulations (Continued)

2.03.07. Class of Service Parameters (Continued)

a. Constant Bit Rate (CBR) (Continued)

a.3 Cell Delay Variation Tolerance (CDVT):

DS1 = 600 microseconds
DS3 = 600 microseconds
OC3c = 600 microseconds
OC12c = 600 microseconds

b. Variable Bit Rate (VBR) Real Time/Non-Real Time

b.1 Sustained Cell Rate (SCR):

Customer specified in increments of 64 Kbps up to the maximum speed of the UNI.

b.2 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 Customer Premises Equipment [CPE] for SVCs. Therefore there is no default value.)

b.3 Non-conforming cells:

Discarded

b.4 Cell Delay Variation Tolerance (CDVT):

DS1 = 600 microseconds
DS3 = 600 microseconds
OC3c = 600 microseconds
OC12c = 600 microseconds

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Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.03. Regulations (Continued)

2.03.08. Special Conditions

a. 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.

b. 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.

2.03.09. Responsibility of the Customer

The customer must provide the necessary compatible premises equipment or ATM CRS device capable of interfacing with the Company's ATM CRS.

2.03.10. Responsibility of the Company

The Company is responsible for service up to and including the network interface. The 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.

2.03.11. Application of Rates and Charges

a. Rate Elements

The following rate elements are applicable to ATM CRS:

- UNI Port With Access Line Connection
- UNI Port Only Connection
- Permanent Virtual Circuits (PVCs)
- Effective Bandwidth for Incremental UNIs
- Closed User Groups (CUG)
- Administrative Charge

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS). Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.03. Regulations (Continued)

2.03.11. Application of Rates and Charges (Continued)

a. Rate Elements (Continued)

a.1 UNI Port With Access Line Connection

A monthly rate applies on a per Port With Access Line connection, 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 (1) year, two (2) year, three (3) year or five (5) year Term Commitment Period only. Nonrecurring charges are not applicable.

a.2 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 (1) year, two (2) year, three (3) year or five (5) year Term Commitment Period only. Nonrecurring charges are not applicable.

a.3 Permanent Virtual Circuits (PVCs)

The Administrative Charge does not apply when PVCs are installed at the same time as the respective UNIs.

a.4 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. Nonrecurring charges are not applicable.

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. Nonrecurring charges are not applicable.

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(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.03. Regulations (Continued)

2.03.11. Application of Rates and Charges (Continued)

a. Rate Elements (Continued)

a.5 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.

a.6 Administrative Charge

A nonrecurring charge applies (per order, per UNI) when the 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 the Company without the dispatch of a technician to the 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.

b. Minimum Charge

The minimum charge for ATM CRS will not be less than one Monthly Recurring Charge (MRC) for the applicable service and term selected, plus Termination Liability as described in Paragraph 2.03.11.c.1 below.

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(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.03. Regulations (Continued)

2.03.11. Application of Rates and Charges (Continued)

c. Term Commitment Periods

The ATM CRS UNI Port With Access Line Connection and UNI Port Only Connection rate elements are available under a term commitment period.

Term commitments of one (1), two (2), three (3) and five (5) years are available to ATM CRS UNI Port With Access Line Connection and UNI Port Only customers at the applicable rates set forth in Paragraph 2.04. Rate elements must be ordered under the same term commitment period.

c.1 Termination Liability

If ATM CRS is terminated by the customer prior to the anniversary date of the initial term commitment period, termination liability charges, as set forth in Section 1 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 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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(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.04. Rates

2.04.01. UNI Port with Access Line Connection

	<u>One Year Monthly Rate</u>	<u>Two Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly 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	4,444.00	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

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS). Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.04. Rates (Continued)

2.04.01 UNI Port with Access Line Connection (Continued)

	<u>One Year Monthly Rate</u>	<u>Two Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly 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	12,554.00	11,224.00	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

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS). Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

- 2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)
- 2.04. Rates (Continued)
- 2.04.01. UNI Port with Access Line Connection (Continued)

	<u>One Year Monthly Rate</u>	<u>Two Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
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

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS). Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.04. Rates (Continued)

2.04.02. 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

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(N)
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(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.04 Rates (Continued)

2.04.03. Permanent Virtual Circuits (PVCs), per order

		Nonrecurring <u>Charge</u> 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.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS). Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)* (Continued) (C)

2.04. Rates (Continued)

2.04.04. 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
2.04.05. 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
2.04.06. 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.

* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS). Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N)

Effective: July 1, 2010

ADVANCED INTELLIGENT NETWORK SERVICES

1. CUSTOM REDIRECT SERVICE

1.01. General

- A. Custom Redirect Service 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.
- B. 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.

1.02. Feature Descriptions

A. Standard Features

- (1) Equipped number - is the subscriber's called telephone number with Custom Redirect Service.
- (2) 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.

Effective: July 1, 2010

ADVANCED INTELLIGENT NETWORK SERVICES

1. CUSTOM REDIRECT SERVICE (Continued)

1.02. Feature Descriptions (Continued)

A. Standard Features (Continued)

- (3) 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 option three was provisioned with a Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature.
- (4) Redirecting Telephone Number - A redirecting telephone number will have no office equipment associated with it and will be used solely for the purposes of redirecting call traffic from the telephone number dialed to the Custom Redirect Service customer's intended destination.
- (5) 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.

Effective: July 1, 2010

ADVANCED INTELLIGENT NETWORK SERVICES

1. CUSTOM REDIRECT SERVICE (Continued)

1.02. Feature Descriptions (Continued)

B. Optional Features

- (1) Time-of-Day/Day-of-Week Redirection - An optional feature which allows customers 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 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.
- (2) Percentage Redirection - 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.
- (3) Number Identification Redirection - Number Identification Redirection 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 may be completed as dialed.

Effective: July 1, 2010

ADVANCED INTELLIGENT NETWORK SERVICES

1. CUSTOM REDIRECT SERVICE (Continued)

1.02. Feature Descriptions (Continued)

B. Optional Features (Continued)

- (3) Number Identification Redirecting (Continued) - 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.

- (4) 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.

- (5) 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 interexchange carrier of their choice to carry the redirected traffic. The billing for calls redirected using this feature will be by the carrier specified by the customer.

- (6) 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 AIN custom applications through this tariff 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.

Effective: July 1, 2010

ADVANCED INTELLIGENT NETWORK SERVICES

1. CUSTOM REDIRECT SERVICE (Continued)

1.02. Feature Descriptions (Continued)

B. Optional Features (Continued)

- (7) Alternate Central Office Triggering – The ability to place triggers in central office 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 serving central office. In the event that the serving central office is out of service the customers Custom Redirect Service may be activated and all calls processing in an office with an alternate office trigger will be redirected per the current active option at that time. Triggers are associated with one customer NPA-NXX.

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 call volume.

1.03. Regulations

- A. Custom Redirect Service is available where Company facilities permit.
- B. Custom Redirect Service may be provisioned with group sizes as small as one.
- C. Tariff rates will not apply to numbers requiring excessive translations work. The current environment requiring excessive translations work is Direct Inward Dialing (DID) customers served by 5ESS® switches. Individual Case Basis pricing may be available to customers whose numbers meet this criteria.
- D. 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 charge applies per additional option chosen. Up to six additional options may be provisioned as an enhancement to the basic service.
- E. 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. NOTE: In the event the final destination is out of the LATA, the customer provides the PIC and the Telephone Company hands the call off to the carrier selected. A redirecting telephone number cannot be used to trigger another redirecting telephone number.
- F. 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.
- G. 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.

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Effective: July 1, 2010

ADVANCED INTELLIGENT NETWORK SERVICES

1. CUSTOM REDIRECT SERVICE (Continued)

1.03. Regulations

- H. 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.
- I. 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.
- J. 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.
- K. 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-to-month rate and the twelve-month termination liability will apply.
- L. Initial Average Monthly Query Volumes are estimates only. After installation, Frontier will periodically, and at its discretion, complete audits of number of queries and billing will be corrected, if necessary, to make adjustment to the monthly charges based upon the results of the audit.

Effective: July 1, 2010

ADVANCED INTELLIGENT NETWORK SERVICES

1. CUSTOM REDIRECT SERVICE (Continued)

1.04. Application of Rates

- A. Service Establishment Charge - Charges 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 an existing order, including adding additional numbers, the Rearrangement Charge applies. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge.
- B. 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.
- C. Group Charges (Average Monthly Group Volume) - 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.
- D. Rearrangement Charges - A nonrecurring charge will apply to each rearrangement. This is in addition to any normal service order charge. Each change to a equipped number will result in a nonrecurring charge for each equipped number impacted.
- E. Password Initialization - This charge applies each time, after service establishment, that the customer requests that the Company reinitialize the pass code to the default pass code or is requested to modify existing security profiles. A service order will be generated after the initialization takes place and a Service Charge may also apply.
- F. 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.

- G. Redirecting Telephone Numbers - A monthly rate and a nonrecurring 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 purposes of generating a trigger.

Effective: July 1, 2010

ADVANCED INTELLIGENT NETWORK SERVICES

1. CUSTOM REDIRECT SERVICE (Continued)

1.04. Application of Rates (Continued)

H. Optional Feature Charges

- (1) Time-of-Day/Day-of-Week - 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.
- (2) Percentage Redirecting - 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.
- (3) Number Identification Redirection - A monthly rate and a nonrecurring charge will apply for the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a nonrecurring charge and a monthly recurring charge.
- (4) 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.
- (5) Single Number Destination - A monthly and nonrecurring charge will apply for each group on which this feature is ordered.
- (6) 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.
- (7) 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 NPA-NXX trigger in each central office switch in which the trigger is placed. For changes made by the Company on behalf of the customer, rearrangement charges will apply.
- (8) Special CRS Transactions – Occasionally customers will require a one-time effort related to their CRS 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. A non-recurring charge negotiated based on estimated time/effort/value prior to the transaction will be charged

Effective: July 1, 2010

ADVANCED INTELLIGENT NETWORK SERVICES

1. CUSTOM REDIRECT SERVICE (Continued)

1.05. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Service Establishment Charge, Per Service Order or Per Account	-	\$500.00
Equipped Numbers, Per Line		
1 – 50	\$ 2.50	2.35
1 – 100	2.35	2.35
101 – 500	2.00	2.35
501 – 1000	1.50	2.35
over – 1000	1.10	2.35
5-Year Contract (min. 500 lines)	1.10	2.35
Average Monthly Group Volume (Queries/Mo./Grp.)		
Up to 1,000	25.00	50.00
Up to 10,000	80.00	50.00
Up to 25,000	150.00	50.00
Up to 50,000	280.00	50.00
Up to 75,000	425.00	50.00
Up to 100,000	550.00	50.00
Up to 250,000	1,300.00	50.00
Up to 500,000	2,500.00	50.00
Up to 750,000	3,600.00	50.00
Up to 1,000,000	4,500.00	50.00
Over 1,000,000 (Multiples of the above may be applied. EX: 1,500,000 would be the combined rates for 1,000,000 and 500,000 for a monthly total of \$7,000.)		

Effective: July 1, 2010

ADVANCED INTELLIGENT NETWORK SERVICES

1. CUSTOM REDIRECT SERVICE (Continued)

1.05. Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Password Initialization, Per Occasion	-	\$50.00
Rearrangement/Change, Per Occasion	-	250.00
Rearrangement/Change, Per Number	-	2.35
Time-of-Day, Day-of-Week Redirection	\$25.00	100.00
Percentage Redirecting	25.00	100.00
Number Identification Redirecting (Includes first 100) Per 100 Numbers after Initial 100	50.00 10.00	500.00 100.00
Redirecting Telephone Number, Per Number	1.00	5.00
Additional Option, Per Option Over Three	25.00	200.00
SuperGroups, Per SuperGroup	1.00	50.00
Single Number Destination, Per Group	10.00	50.00
Custom Applicaton	25.00	200.00
Alternate Central Office Trigger, Per Trigger, Per Switch	1.00	500.00
Special CRS Transaction	-	100.00

Effective: July 1, 2010

PROMOTIONS

1. The Company will offer the following promotion starting December 28, 2009 and ending no later than June 19, 2010.

Customers who meet the criteria detailed in the following promotional offers will receive monthly bill credits which will be applied to the total monthly bill, on a per account basis. This promotional offer is subject to the termination liability agreement pursuant to the Product Guide.

Eligible customers are business customers who, during the promotional period, change their local service carrier to Frontier:

Promotion A offers \$10 credit per account for six months (up to \$60.00) to customers who:

- subscribe to either a Frontier exchange line or a minimum one-year term agreement for Internal Communications and Call Management Features service, or a two-year term agreement for CustoPAK service, and subscribe to a minimum one-year term agreement for Frontier Unlimited Local Usage for Business, Frontier Unlimited Local and Toll Usage for Business or Frontier Long Distance.

2. The Company will offer the following promotion starting January 4, 2010 and ending no later than March 31, 2010.

Customers are eligible to receive an American Express gift card redeemable at selected merchants when qualifying transport services are purchased or renewed with a minimum 1-year term agreement for Internal Communications and Call Management Features Service or 2-year term agreement for Internal Communications, System and Call Management features or Point to Point DS1 Service. Gift cards are per line for Internal Communications, System and Call Management features Service orders of at least 7 lines and per channel termination for DS1 Service. The promotion is limited to business customers with an annual billing of \$4,000 - \$250,000. Customers must be within six months of the current contract expiration in order to take advantage of the promotion.

Once service has been installed/renewed, customers will receive an email from Frontier to verify contact information for sending the gift card. Customers must reply and provide verification by 5-31-10 in order to receive the gift card. Gift cards expire one year from issuance.

Gift card amounts are based on the product, term commitment and the speed of the transport as follows:

Internal Communications and Call Management Features	\$10
Internal Communications, System and Call Management features	\$10
DS1	\$250

Effective: July 1, 2010

PROMOTIONS

3. The Company will offer the following promotion starting January 17, 2010 and ending no later than July 15, 2010.

New and existing customers who subscribe to 1) an Unlimited Dial Tone Line (DTL) Basic Package or Unlimited Communications System Basic Package 3-year term plan, or 2) Local Exchange Business Service, or 3) Internal Communications, System and Call Management features under a 2-year term and subscribe to one (1) or more additional lines without unlimited calling and add Call Waiting, 3-Way Calling, Call Forwarding, Caller ID, and deregulated Voice Messaging features to that line, and grow the customer's service lines to three (3) or more lines will be eligible for a promotional bill credit of \$5.00 per month for twelve (12) consecutive months.

New and existing customers who subscribe to 1) an Unlimited Dial Tone Line (DTL) Basic Package or Unlimited Communications System Basic Package 3-year term plan, or 2) Local Exchange Business Service, or 3) Internal Communications, System and Call Management features under a 2-year term and subscribe to one (1) or more additional lines with unlimited calling and add Call Waiting, 3-Way Calling, Call Forwarding, Caller ID, and deregulated Voice Messaging features to that line, and grow the customer's service lines to three (3) or more lines will be eligible for a promotional bill credit of \$20.00 per month for twelve (12) consecutive months.

The credit may be applied to a maximum of a total of eight (8) additional lines without unlimited calling and eight (8) additional lines with unlimited calling as long as the total number of lines with unlimited calling does not exceed ten (10) and there is a minimum of (3) lines on the customer's account.

The customer must subscribe to Local Exchange Business Service, a 2-year term for Internal Communications, System and Call Management features or 3-year term plan for the primary line of Unlimited DTL or Unlimited Communications System Basic Packages. If the customer does not maintain the minimum line requirement of three (3), the applied credit will be reduced accordingly.

These promotional offerings will be made under the terms and conditions of the Product Guide. The rates, terms and conditions set forth in the Product Guide for the services in the promotional offers apply except to the extent provided in this promotion.

4. The Company will offer the following promotion starting February 1, 2010 and ending no later than March 31, 2010.

Business customers who purchase ISDN-PRI Access System – Flat Rate with DS1 Facility, Package 1 PRIs on a 2 Year or 3 Year Term and Volume Plan will receive a \$140.00 credit off the monthly recurring charge each month for the duration of the term commitment. Existing customers whose current commitments are within 6 months of expiration and who renew or upgrade to a 2 Year or 3 Year term commitment are also eligible for this offer. All applicable PRI nonrecurring charges are waived for services ordered under this promotion.

This promotional offer will be made under the terms and conditions of the Product Guide. The rates, terms and conditions set forth in the Product Guide for the services in the promotional offer apply except to the extent provided in this promotion. This promotional offering cannot be combined with any other discount or promotion except as authorized by Frontier.

Effective: July 1, 2010

PROMOTIONS

5. The Company will offer the following promotion starting April 5, 2010 and ending no later than June 30, 2010.

Customers are eligible to receive an American Express gift card redeemable at selected merchants when qualifying transport services are purchased or renewed with a minimum 1-year term agreement for Internal Communications and Call Management System Service or 2-year term agreement for Internal Communications, System and Call Management features or Point to Point DS1 Services, or month-to-month Frontier Local Exchange Business Service. Gift cards are per line for Internal Communications and Call Management Features and Internal Communications, System and Call Management Features Service orders of at least two (2) lines, per line for Local Exchange Service, and per channel termination for DS1 Service. The promotion is limited to business customers with an annual billing of \$4,000 - \$250,000. Customers must be within six months of the current contract expiration in order to take advantage of the promotion.

Once service has been installed/renewed, customers will receive an email from Frontier to verify contact information for sending the gift card. Customers must reply and provide verification by 7-31-10 in order to receive the gift card. Gift cards expire one year from issuance.

Gift card amounts are based on the product, term commitment and the speed of the transport as follows:

Internal Communications and Call Management Features	\$20
Internal Communications, System and Call Management features	\$20
DS1	\$350
Local Exchange Service	\$20

6. The Company will offer the following promotion starting April 12, 2010 and ending no later than June 29, 2010.

Business customers who purchase ISDN-PRI Access System – Flat Rate with DS1 Facility, Package 1 PRIs on a 2 Year or 3 Year Term and Volume Plan will receive a 20% discount off the monthly recurring charge each month for the duration of the term commitment. Existing customers whose current commitments are within 6 months of expiration and who renew or upgrade to a 2 Year or 3 Year term commitment are also eligible for this offer. All applicable PRI nonrecurring charges are waived for services ordered under this promotion.

This promotional offer will be made under the terms and conditions of the Product Guide. The rates, terms and conditions set forth in the Product Guide for the services in the promotional offer apply except to the extent provided in this promotion. This promotional offering cannot be combined with any other discount or promotion except as authorized by Frontier.

Effective: January 31, 2011

PROMOTIONS

7. The Company will offer the following promotion starting April 18, 2010 and ending no later than March 31, 2011. (C)

Qualifying business customers will receive a promotional bill credit of \$16.00 for High Speed Internet 7M or higher on their Frontier bill for each of twelve (12) consecutive months if they meet the following criteria:

New or existing qualifying business customers who as a direct result of Frontier outbound telemarketing, direct mail campaigns or other targeted marketing activities agree to subscribe to one of the combinations of services specified below:

- an Unlimited Dial Tone Line (DTL) Basic Package 3-year term plan or an Unlimited CustoPAK Basic Package 3-year term plan and Frontier nonregulated services determined by Frontier; or
- a Single Line Business Pack 3-year term plan and Frontier nonregulated services determined by Frontier.

If the customer discontinues any of the services as listed above and/or leaves Frontier prior to the defined term periods, the customer will be subject to the termination liability associated with each individual term plan. In addition, all eligible monthly credits will cease upon the effective termination date(s).

These promotional offerings will be made under the terms and conditions of the Product Guide. The rates, terms and conditions set forth in the Product Guide for the services in these promotional offers apply except to the extent provided in this promotion.

These promotional offerings cannot be combined with any other discount or promotion except as authorized by Frontier.

8. The Company will offer the following promotion starting November 21, 2010 and ending no later than March 31, 2011. (C)

Customers who meet the criteria detailed in the following promotional offers will receive a monthly bill credit which will be applied to the total monthly bill, on a per account basis. This promotional offer is subject to the termination liability agreement pursuant to the Product Guide.

Eligible customers are existing business customers who:

- seek to disconnect Frontier local exchange service, Internal Communications and Call Management Features service, Internal Communications, System and Call Management features service or Frontier Unlimited Toll Usage for Business; and
- agree to retain their service(s) with Frontier; and
- maintain the minimum spend level (MSL).

Customers agree to maintain:

- Frontier local exchange lines, a minimum one-year term agreement for Internal Communications and Call Management Features or a minimum two-year term agreement for Internal Communications, System and Call Management features service; and
- a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business and a minimum one-year term agreement for Frontier Long Distance or Frontier broadband services.

Effective: November 21, 2010

PROMOTIONS

8. (Continued)

Promotion A offers a \$10 credit per account for ten (10) months (up to \$100.00) to customers who seek to disconnect at least one (1) line and spend no less than \$35.00 per month total billed revenue services. (C)

Promotion B offers a \$15 credit per account for ten (10) months (up to \$150.00) to customers who seek to disconnect at least one (1) line and spend no less than \$60.00 per month total billed revenue services. (C)

Promotion C offers a \$15 credit per account for twelve (12) months (up to \$180.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$60.00 per month total billed revenue services. (C)

Promotion D offers a \$20 credit per account for twelve (12) (up to \$240.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$80.00 per month total billed revenue services. (C)

Promotion E offers a \$30 credit per account for twelve (12) months (up to \$360.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$140.00 per month total billed revenue services. (C)

Promotion F offers a \$50 credit per account for six (6) (up to \$300.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$275.00 per month total billed revenue services. (C)

Promotion G offers a \$70 credit per account for nine (9) (up to \$630.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$550.00 per month total billed revenue services. (C)

Promotion H offers a \$70 credit per account for nine (9) months (up to \$630.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$275.00 per month total billed revenue services. (C)

Promotion I offers a \$100 credit per account for nine (9) months (up to \$900.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$550.00 per month total billed revenue services. (C)

These promotional offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Frontier or any Frontier affiliate.

Eligible customers are limited to a maximum of one (1) direct bill credit offer per rolling twelve (12) months.

These offers are limited to one promotional benefit per customer and may not be combined with any other promotional offer except as authorized by Frontier.

Effective: January 31, 2011

PROMOTIONS

9. The Company will offer the following promotion starting June 21, 2010 and ending no later than March 31, 2011. (C)

Customers who meet the criteria detailed in the following promotional offers will receive monthly bill credits which will be applied to the total monthly bill, on a per account basis. This promotional offer is subject to the termination liability agreement pursuant to the Product Guide.

Eligible customers are business customers who, during the promotional period, change their local service carrier to Frontier:

Promotion A offers \$5 credit per account for six months (up to \$30.00) to customers who:

- subscribe to at least one (1) Frontier exchange line and subscribe to a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Long Distance.

Promotion B offers \$10 credit per account for twelve months (up to \$120.00) to customers who:

- subscribe to two to four lines of either Frontier exchange service or a minimum one-year term agreement for Internal Communications and Call Management Features service, or a three-year term agreement for Communications System service, with at least one (1) line also subscribed to a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Long Distance.

Promotion C offers \$20 credit per account for twelve months (up to \$240.00) to customers who:

- subscribe to five or more lines of either Frontier exchange service or a minimum one-year term agreement for Internal Communications and Call Management Features service, or a three-year term agreement for Communications Service service, with at least one (1) line also subscribed to a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Long Distance.

These promotional offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Frontier or any Frontier affiliate.

Eligible customers are limited to a maximum of one (1) direct bill credit offer per rolling twelve (12) months.

These offers are limited to one promotional benefit per customer and may not be combined with any other promotional offer except as authorized by Frontier.

Effective: January 19, 2014

PROMOTIONS

10. The Company will offer the following promotion starting June 21, 2010 and ending no later than September 20, 2010.

Business customers who purchase ISDN-PRI Access System – Flat Rate with DS1 Facility, Package 1 PRIs on a 2 Year or 3 Year Term and Volume Plan will receive a \$140.00 credit off the monthly recurring charge each month for the duration of the term commitment. Existing customers whose current commitments are within 6 months of expiration and who renew or upgrade to a 2 Year or 3 Year term commitment are also eligible for this offer. All applicable PRI nonrecurring charges are waived for services ordered under this promotion.

This promotional offer will be made under the terms and conditions of the Product Guide. The rates, terms and conditions set forth in the Product Guide for the services in the promotional offer apply except to the extent provided in this promotion. This promotional offering cannot be combined with any other discount or promotion except as authorized by Frontier.

11. The Company will offer the following promotion starting May 3, 2013 and ending no later than July 30, 2013.

Beginning May 3, 2013 and extending until July 30, 2013, new business broadband customers who purchase the Simply Unlimited Service bundle; are eligible for the Multiline Promotion which provides the second and third Simply Unlimited bundle for \$23.99/line/month. This rate will apply for the duration of the one, two or three-year contracted term and the second and third lines must be maintained for the contract period. If the lines are disconnected, a termination liability may apply. All other terms and conditions of the second and third line remain in effect.

12. The Company will offer the following promotion starting July 7, 2013 and ending no later than October 4, 2013.

Beginning July 7, 2013 and extending until October 4, 2013, new business broadband commercial customers who purchase the Simply Unlimited Service bundle are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the twelve lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

13. The Company will offer the following promotion starting October 7, 2013 and ending no later than January 3, 2014.

Beginning October 7, 2013 and extending until January 3, 2014, new business broadband commercial customers who purchase the Simply Unlimited Service bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the twelve lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

14. The Company will offer the following promotion starting January 4, 2014 and ending no later than April 3, 2014.

Beginning January 4, 2014 and extending until April 3, 2014, new business broadband commercial customers who purchase the Simply Unlimited Service bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the twelve lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

15. The Company will offer the following promotion starting January 19, 2014 and ending no later than April 17, 2014.

Beginning January 19, 2014 and extending until April 17, 2014, new business customers who purchase the Simply Unlimited Service bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the twelve lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

Effective: July 1, 2016

PROMOTIONS

16. The Company will offer the following promotion starting April 18, 2014 and ending no later than June 30, 2014.

Beginning April 18, 2014 and extending until June 30, 2014, new business customers who purchase the Simply Unlimited Service bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the twelve lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

17. The Company will offer the following promotion starting August 15, 2014 and ending no later than December 31, 2014.

Beginning August 15, 2014 and extending until December 31, 2014, new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Frontier Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

18. The Company will offer the following promotion starting January 1, 2015 and ending no later than March 31, 2015.

Beginning January 1, 2015 and extending until March 31, 2015, new and existing customers who subscribe to Frontier Simply Unlimited Service and commit to a one, two or three-year term will receive the first line \$29.99/month and lines 2 - 12 at \$24.99/line per month. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

19. The Company will offer the following promotion starting April 1, 2015 and ending no later than June 29, 2015.

Beginning April 1, 2015 and extending until June 29, 2015, new and existing customers who subscribe to Frontier Simply Unlimited Service and commit to a one, two or three-year term will receive the first line \$29.99/month and lines 2 - 12 at \$24.99/line per month. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

20. The Company will offer the following promotion starting July 1, 2015 and ending no later than December 31, 2015.

Beginning July 1, 2015 and extending until December 31, 2015, new and existing customers who subscribe to Frontier Simply Unlimited Service and commit to a one, two or three-year term will receive the first line \$29.99/month and lines 2 - 12 at \$24.99/line per month. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

21. The Company will offer the following promotion starting July 1, 2016 and ending no later than August 31, 2016. (C)

Beginning July 1, 2016 and extending until August 31, 2016, new or upgraded business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after August 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect. (C)

Effective: September 18, 2017

PROMOTIONS

22. The Company will offer the following promotion starting September 18, 2017 and ending no later than December 31, 2017.

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between September 18, 2017 and December 31, 2017 with a term commitment of one year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

(N)
|
(N)

Effective: July 1, 2010

GRANDFATHERED SERVICES

1. DISCOUNT SERVICE PLAN

Discount Service Plan as set forth in this Product Guide is a discontinued service offering. Rates and regulations apply only to those Discount Calling Plans in service on November 6, 1996. Existing customers may continue the service at the same location unless otherwise Ordered by the Public Utilities Commission of Ohio.

1.01. REGULATIONS

- a. Discount Service Plan is an optional intrastate intraLATA Message Toll Telephone Service offered to certain business and residence exchange service customers in Frontier North Inc. exchanges.
- b. The service provides an alternate rate treatment for Message Toll Telephone Service calls to exchanges within the customer's LATA. It is offered in four individually priced packages: Discount Calling Plan I, Discount Calling Plan II, Discount Calling Plan III and Discount Calling Plan IV. The service is applicable to customer dialed station-to-station and operator assisted calls as described below:

- (1) Station-to-station service 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 station-to-station service are offered as follows:

- (a) Dial station-to-station is that station-to-station service where the person originating the call from other than a public or semipublic coin 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 dial completion or where, for other service reasons, operator assistance in completion of the call is necessary.
 - (b) Operator assisted station-to-station is that station-to-station service other than dial paid station-to-station service. The Discount Service Plan rates only apply to the message toll portion of the call, not to the operator surcharge portion.
- c. The service is provided with discounted call detail.
 - d. The minimum service period for each Discount Calling Plan is one month. A customer may only subscribe to one Discount Calling Plan, per account, at any given time.
 - e. No customer may simultaneously subscribe on the same telephone line to more than one optional calling plan which includes Discount Service Plan and Optional Off-Peak Toll Service.
 - f. The service is not offered in connection with Coin Telephone Services or Foreign Exchange Telephone Service.
 - g. The method of applying rates for Discount Service Plan is as set forth elsewhere in this Product Guide.
 - h. The application of usage rates and timing of messages is as set forth elsewhere in this Product Guide.

1.02. RATES AND CHARGES

- a. Servicing Charges as set forth in Section 2 are applicable for establishment of, or changes in, Discount Service Plan.

Effective: July 1, 2010

GRANDFATHERED SERVICES

1. DISCOUNT SERVICE PLAN

1.02. RATES AND CHARGES (Continued)

b. Discount Calling Plan I - Rate Schedule

- (1) Monthly Recurring Charge \$5.00
- (2) Initial Period and Additional Minute Rates

Rate Mileage	Day		Evening		Night and Weekend	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.111	\$.111	\$.082	\$.082	\$.054	\$.054
11-22	.111	.111	.082	.082	.054	.054
23-55	.111	.111	.082	.082	.054	.054
56-124	.111	.111	.082	.082	.054	.054
125-End	.111	.111	.082	.082	.054	.054

(3) Rate Application Periods

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM to *5:00 PM	Day Rate Period					XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX
5:00 PM to *11:00 PMEvening Rate Period.....					XXXXXXXXXXEvening.....
11:00 PM to *8:00 AM	XXXXXXXXXXXXXXXXXXXX Night and Weekend Rate Period XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX X						

*To but not including.

Effective: July 1, 2010

GRANDFATHERED SERVICES

1. DISCOUNT SERVICE PLAN

1.02. RATES AND CHARGES (Continued)

b. Discount Calling Plan II - Rate Schedule

- (1) Monthly Recurring Charge \$15.00
- (2) Initial Period and Additional Minute Rates

Rate Mileage	Day		Evening		Night and Weekend	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.091	\$.091	\$.067	\$.067	\$.045	\$.045
11-22	.091	.091	.067	.067	.045	.045
23-55	.091	.091	.067	.067	.045	.045
56-124	.091	.091	.067	.067	.045	.045
125-End	.091	.091	.067	.067	.045	.045

(3) Rate Application Periods

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM to *5:00 PM	Day Rate Period					XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX
5:00 PM to *11:00 PMEvening Rate Period.....					XXXXXXXXXXEvening.....
11:00 PM to *8:00 AM	XXXXXXXXXXXXXXXXXXXX Night and Weekend Rate Period						XXXXXXXXXXXX

*To but not including.

Effective: July 1, 2010

GRANDFATHERED SERVICES

1. DISCOUNT SERVICE PLAN

1.02. RATES AND CHARGES (Continued)

b. Discount Calling Plan IV - Rate Schedule

- (1) Monthly Recurring Charge \$60.00
- (2) Initial Period and Additional Minute Rates

<u>Rate Mileage</u>	<u>Initial 1 Minute</u>	<u>Each Additional Minute</u>
All	\$.09	\$.09

(3) Rate Application Periods

No rate period discount will apply to Discount Calling Plan IV rates.

Effective: July 1, 2010

GRANDFATHERED SERVICES

2. FREQUENT CALLING SERVICE

Frequent Calling Service as set forth in this Product Guide is a discontinued service offering. Rates and regulations apply only to those Frequent Calling Service Plans in service on May 8, 2000. Existing customers may continue the service at the same location unless otherwise ordered by the Public Utilities Commission of Ohio.

2.01. REGULATIONS

- a. The service is applicable to customer dialed station-to-station calls as described below:
 - (1) Dial station-to-station service is that service where the person originating the call from other than a public (coin or coinless) or semipublic telephone dials the telephone number desired and the call is completed without the assistance of a telephone operator and the call is not billed to a number other than the originating telephone number.
 - (2) Frequent Calling Service rates apply to messages or parts of messages included in the Evening, Night/Weekend, and Holiday rate periods as specified in Section 11 of this Product Guide. Each message is timed by minutes of use with a fraction of a minute being charged as a full minute. The initial calling period is a cumulative total of 60 minutes per month. Any additional time accumulated is charged for in one minute increments.
- b. Frequent Calling Service is not provided with individual message detail. The billing information provided the customer is limited to the flat rate billing for the initial period and additional increments, if any. The Company is not required to provide information to the customer concerning the amount of unused initial period calling time remaining in the billing period. Additional billing detail will not be provided.
- c. The minimum contract period for Frequent Calling Service is one month. A customer may only subscribe to one (1) Company toll optional calling plan, per account, at any given time.
- d. This service is furnished subject to the regulations found in this Product Guide.
- e. The timing of messages is as set forth in Section 11 of this Product Guide.

2.02. RATES AND CHARGES

- a. Servicing Charges as set forth in Section 2 are applicable for establishment of, or changes in, Frequent Calling Service Service.
- b. Usage Rates - Residence Service Only

	<u>Monthly Rate</u>	<u>Rate</u>
(1) First Hour *	\$4.80	
(2) Additional Rate, per minute		\$.08

* Includes first 60 minutes or fraction of 60 minutes.

Effective: July 1, 2010

GRANDFATHERED SERVICES

3. OPTIONAL OFF-PEAK TOLL SERVICE

Optional Off-Peak Toll Service as set forth in this Product Guide is a discontinued service offering. Rates and regulations apply only to those Optional Off-Peak Toll Plans in service on May 8, 2000. Existing customers may continue the service at the same location unless Ordered by the Public Utilities Commission of Ohio.

3.01. REGULATIONS

- a. Off-peak toll service is an optional offering involving one-way customer- dialed only calling to exchange areas within the State of Ohio that are not over 22 airline miles from the exchange area in which the customer is located.
- b. Off-peak toll service is provided subject to the availability of message toll telephone service facilities. In case a shortage of facilities exists, the provision of message toll telephone service shall take precedence over this service.
- c. Off-peak toll service is provided for all residence customers and on all lines and trunks for non-residence customers.
- d. Off-peak toll service will be offered in an exchange area at the option of the serving telephone company, or upon application to such company of 5% or 100 customers in that exchange area, in any of the following mileage bands to be designated by the serving telephone company: 10, 16, or 22 airline miles.
- e. Off-peak toll service is available from 3:00 PM on any week day to 9:00 AM the following week day, from 3:00 PM on Friday to 9:00 AM the following Monday and on Holidays as defined in Section 11 of this Product Guide.
- f. Off-peak toll service will not be furnished with foreign central office or foreign exchange services.

Effective: July 1, 2010

GRANDFATHERED SERVICES

3. OPTIONAL OFF-PEAK TOLL SERVICE

3.02. RATES

- a. Monthly rates for off-peak toll service are based on distance and are determined on a per line basis for the first hour and each additional fifteen minutes of use. Unless otherwise requested by the customer, where this service is furnished on two or more lines of the same class, grade and type on a given premises, the initial time period will be the product of one hour multiplied by the number of lines; the additional period will be the sum of the accumulated measured times of such lines in excess of that product.
- b. Each message will be counted as at least one minute in duration.
- c. Rates for off-peak toll service are as follows:

<u>Option</u>	<u>Miles</u>	<u>First Hour or Fraction Thereof</u>	<u>Each Additional 15 Minutes or Fraction Thereof</u>
1	0 – 10	\$3.15	\$.75
2	0 - 16	3.75	.90
3	0 - 22	4.15	1.05

- d. When this service is ordered on an existing line, the change charge set forth in Section 2 will apply.
- e. A minimum service period of one month is applicable and applies only to toll messages after the service is instituted. In no case will it apply to toll messages made before ordering the service.
 - (1) The minimum service period of one month begins the day following completion of establishment of the service.
 - (2) The minimum charge applicable in event a customer terminates off-peak toll service prior to one month is the charge for the first hour.

Effective: July 1, 2010

GRANDFATHERED SERVICES

3. OPTIONAL OFF-PEAK TOLL SERVICE

3.03. EXCHANGE AREAS WHERE PROVIDED

- a. The following is a list of Frontier North Incorporated exchanges where Optional Off-Peak Toll Service (Options 1, 2 and 3) is available:

Antwerp	Gibsonburg	Pomeroy
Ashville	Greenwich	Port Clinton
Attica	Guysville	Prospect
Baltimore	Harpster	Radnor
Bellevue	Haskins-Tontogany	Republic
Bergholz	Laura	Resaca
Berlin Heights	Leesburg	Sardinia
Blanchester	Lewisburg	Seville
Bolivar	Mechanicsburg	Spencer
Bowling Green	Medina	Troy
Carey	Montrose	Valley City
Chesapeake	New London	Wadsworth
Clyde	North Eaton	Wakeman
Crestline	Norwalk	Waldo
Decatur	Oak Harbor	Wellington
Delaware	Oberlin	West Alexandria
Farmersville	Paris	West Milton
Forest	Phillipsburg	Wilkesville
Galion	Plymouth	Willard
		Woodstock

- b. Frontier's offering of this service is further restricted to calls to other exchanges within the same associated LATA (Local Access Transport Area) or Market Area. The service does not extend to exchanges outside the associated LATA or Market Area even if they are within the mileage radius of the three options.
- c. When this service is ordered on an existing line, the subsequent service order charge in Section 2 will apply. No servicing charge will apply to a customer who discontinues the service within ninety (90) days of the notification required by Case No. 83-734-TP-COI Opinion and Order of November 9, 1983.

Effective: July 1, 2010

GRANDFATHERED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - LOCAL PACKET SWITCHING NETWORK SERVICE¹

4.01. 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 usage-sensitive 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 Consultative Committee on International Telegraph and Telephony (CCITT) X.25 protocol and the X.75 internetworking protocol. Local Packet Switching Network Service and features are available where facilities and conditions permit.

4.02. ACCESS METHOD

- A. Customers may access the Local Packet Switching Network through an ISDN Access and Private Line Access.
- B. Access Options
 - (1) ISDN Access - End users may obtain X.25 access to the Local Packet Switching Network through ISDN BRI or ISDN Single Line service available in this Product Guide. Local Packet Switching Network Service will allow ISDN services to transmit packet traffic outside the serving central office business customer group.
 - (2) Private Line Access - Allows an end user to subscribe to a private line and directly access the X.25 packet switch. Maximum transmission speed is 64,000 bps. Tariffed X.25 usage charges and a monthly recurring port charge will be billed to the termination point.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

Effective: July 1, 2010

GRANDFATHERED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - LOCAL PACKET SWITCHING NETWORK SERVICE¹ (Continued)

4.02. ACCESS METHOD (Continued)

C. Explanation of Terms

Authorized User - is a person, firm, corporation or other entity authorized to use this service.

Bit - is a binary digit, the smallest unit of information in the binary system of notation.

Customer - is an end user subscriber to the Local Packet Switching Network Service.

Data Circuit Terminating Equipment - is equipment that connects the customer's access channel to the packet network.

Data Terminal Equipment - is 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 - is 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 an an entity.

Packet - provides a 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 - is the central office where the packet switching functions are performed and access to the packet network is accomplished.

Permanent Virtual Circuit - allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing. Will only provide the intranetwork Permanent Virtual Circuit.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

Effective: July 1, 2010

GRANDFATHERED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - LOCAL PACKET SWITCHING NETWORK SERVICE¹ (Continued)

4.02. ACCESS METHOD

C. Explanation of Terms (Continued)

Port - is an X.25 communications interface at a Packet Switching Office through which the customer or authorized user obtains access to the network.

Protocol - is 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 provide the foundation for Public Packet Switched Networks.

Segment - is a unit of user information consisting of 64 octets or less. Billing for Local Packet Switching Network Service is based on the number of segments transmitted within the user data field of a packet. The number of segments transmitted within a packet is limited only by the subscribed or negotiated maximum size of the user data field for the customer interface.

Virtual Connection - is a logical channel resulting from call establishment to a network address that exists until the call is terminated by either party.

X.25 Protocol - is the interface between Data Terminal Equipment and Data Circuit Terminating Equipment for terminals operating in the packet mode on public data networks.

X.75 Protocol - is the terminal and transit call control procedures and data transfer system of circuits between packet switched data networks.

4.03. RATE REGULATIONS

- A. Rates applicable for ISDN Access are available from this Product Guide.
- B. Rates for usage of the packet network will apply in addition to the monthly recurring charges for dedicated access.

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.

Effective: July 1, 2010

GRANDFATHERED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - LOCAL PACKET SWITCHING NETWORK SERVICE¹ (Continued)

4.04. RATES AND CHARGES

A. Access Options

(1) ISDN Access - See rates in Section 7, Paragraph 2.10.B.(1)(b) (B-Packet or D-Packet)

(2) Private Line Access -		<u>IOSC</u>	<u>Nonrecurring Charge</u>	<u>Monthly Charge</u>
		07598	\$85.00	
56K Dedicated Access Port		13051	--	\$35.00
9.6K Dedicated Access Port		13055	--	35.00

B. Network Usage

(1) 9.6Kbps Port, with 12 Logical Channels		55053	--	48.00
with 22 Logical Channels		55054	--	88.00
with 32 Logical Channels		55055	--	128.00
(2) 56Kbps Port, with 32 Logical Channels		55056	--	128.00
with 60 Logical Channels		55057	--	240.00
with 90 Logical Channels		55058	--	360.00

¹ Effective February 18, 2006, this service is no longer available to new customers and current customers may not make changes or additions to existing service. Further, this service will be withdrawn effective December 31, 2006.