

Product Guide  
Frontier West Virginia Inc.

Charleston, West Virginia.

Original Sheet 1

TITLE PAGE

PRODUCT GUIDE

Rates, Charges, Terms and Conditions  
Applicable to Services Provided by  
FRONTIER WEST VIRGINIA INC.

Within The State Of  
West Virginia

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July 1, 2010

Product Guide  
Frontier West Virginia Inc.

Charleston, West Virginia.

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DEFINITIONS OF TERMS

A. GENERAL

The definitions contained herein apply to terms used throughout this Product Guide.

B. REGULATIONS

Advanced Intelligent Network (AIN)

The Advanced Intelligent Network is a telecommunications platform that utilizes the infrastructure of the existing switch-based network and Common Channel Signaling (CCS7) architecture. The AIN architecture introduces centralized computer devices to host service applications that are integrated with Stored Program Control switch-resident software, CCS7 and Integrated Services Digital Network (ISDN) protocol.

Calling Line Identification

Calling Line Identification provides the capability to forward intelligence containing the originating telephone number and/or customer listed name, on a per call basis, to meet feature or switching requirements.

Central Office

A central office is an operating switching unit by means of which telephonic communication is established between stations connected to such an office.

Centrex Line

A Centrex line is a line connecting stations to Centrex Service switching equipment normally located in a Frontier central office which provides Local Exchange Service. It includes all facilities necessary for the provision of Centrex Service and Local Exchange Service up to and including the Network Interface.

Class of Service

Class of Service is the type of calling associated with exchange service, such as flat or measured rate. In addition, class of service is broken down between residence or business.

DEFINITIONS OF TERMS

B. DEFINITIONS (Cont'd)

Exchange

An exchange is a geographical area established for the administration of communication services and consists of a rate center and one or more central offices together with associated facilities used in providing exchange service.

Exchange Line

An exchange line is a line connecting stations to a Frontier central office which provides Local Exchange Service. An exchange line includes all facilities for the provision of Local Exchange Service up to and including the network interface.

Exchange Service

Exchange service includes Centrex Service and other Local Exchange Services.

Extension Channel

An extension channel extends existing service to a different premise.

Grade of Service

Grade of service is a term associated with Local Exchange Service. It includes Individual lines and Private Branch Exchange (PBX) trunks.

Grandfathered Service

A grandfathered service is one in which the customer can retain a discontinued existing service at the same location. Any change in service will cause the grandfathered service to be eliminated.

Interexchange Service

An interexchange service is one with connections in two or more exchanges.

Intraexchange Service

An intraexchange service is one with all service points in the same exchange.

DEFINITIONS OF TERMS

B. DEFINITIONS (Cont'd)

Local Exchange Service

Local Exchange Service is an exchange service which permits calling to stations in the customer's local service area and access to the Telecommunications Network.

Local Message

A local message is a communication between a calling station and any other station within the local service area of the calling station or between two long distance stations in the same rate center area.

Local Service Area

The local service area is the entire area composed of an exchange or exchanges within which are located the stations which a customer may call at the rates and charges specified in the Local Exchange Services Tariff.

Measured Rate Service

Measured rate service is a classification of Local Exchange Service in connection with which all local exchange message use is measured on a per-minute, time of day, and distance-called basis for the purpose of charging for the service.

Network Interface

The network interface is a standard F.C.C. Part 68 registered jack, or equivalent, provided by Frontier as part of Wide Area Telephone Service (WATS), Channel Service or exchange service. The network interface provides for connection of the customer's services and equipment to the facilities of Frontier. The Part 68 registered jacks are: RJ1DC, RJ11C/W, RJ14C/W, RJ14X, RJ15C, RJ16X, RJ17C, RJ18C/W, RJ2DX, RJ2EX, RJ2FX, RJ2GX, RJ2HX, RJ2MB, RJ21X, RJ25C, RJ26X, RJ27X, RJ31M, RJ31X, RJ38X, RJ4MB, RJ41M, RJ41S, RJ45M, RJ45S, RJ48C, RJ48H, RJ48M, RJ48S, RJ48T, RJ48X, RJ61X, RJ71C.

Occasion

The term occasion, as used for the application of specified charges, relates to a type of activity to be performed for a customer and is not necessarily related to work performed on the customer's premises.

DEFINITIONS OF TERMS

B. DEFINITIONS (Cont'd)

Premises

A premise is the continuous property except railroad right-of-way, etc., occupied by a customer either under lease or ownership.

The term, continuous property, applies to the continuous plot of ground, including any buildings thereon, occupied by a customer and which is not separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., such properties are considered continuous property provided additional poles, conduit or right-of-way are not required for the placing of wire facilities between the properties or, if required, are furnished and maintained by or at the expense of the customer.

Private Branch Exchange (PBX) Line Connection

A PBX line connection provides for the connection of stations to the PBX switching equipment located on the customer's premises.

Private Branch Exchange (PBX) Trunk

A PBX trunk connects switching equipment normally located on the customer's premises to Frontier's Central office which provides Local Exchange Service. It includes all facilities necessary to provide Local Exchange Service up to and including the Network Interface.

Rate Center

A rate center is a geographical point upon which are based the airline distances for the determination of long distance message telecommunications rates and interexchange channel rates.

Same Building

The term same building denotes a structure under one roof, and two or more structures connected by an enclosed passageway, suitable for use by persons, and in which the wire or cable of Frontier can be safely run.

For the application of same building, an enclosed passageway may not cross a public thoroughfare. An alley or driveway separating two structures connected by an enclosed passageway shall not be considered a public thoroughfare.

Station

A station is the network control signaling unit or other terminal equipment on the customer's premises/property which enables the customer to establish the communications connections and to effect communications through such connections.

DEFINITIONS OF TERMS

B. DEFINITIONS (Cont'd)

Tie Trunk

A tie trunk is a channel facility connecting two different switching equipment entities.

Tie Trunk Terminal

A tie trunk terminal is equipment associated with branch exchange, Centrex or similar equipment for connection of a tie trunk. The following types of tie trunk terminals may be provided:

Basic Tie Trunk

This provides for connection of a standard feature tie trunk that operates on a cut-through call-originating basis.

Basic Senderized Tie Trunk

This provides for connection of a standard feature tie trunk that operates on a senderized call-originating basis.

Advanced Tie Trunk

This provides for connection of a full feature tie trunk that operates on a cut-through call-originating basis.

Advanced Senderized Tie Trunk

This provides for connection of a full feature tie trunk that operates on a senderized call-originating basis.

Wire Center

A wire center is a Frontier building in which is housed one or more central offices.

Wire Center Serving Area

A wire center serving area is that portion of an exchange served by a wire center.





GENERAL TERMS AND CONDITIONS

A. Application

1. This Product Guide sets forth the rates, charges, terms and conditions (collectively, the "terms") under which customers agree to purchase and use the Services (as described and defined below) and under which Frontier West Virginia Inc. ("Frontier") agrees to provide the Services to customers, unless otherwise noted. A Service described in this Product Guide may also be subject to, and may be superseded by, any rates, charges, terms and conditions provided to the customer specific to that Service.
2. The customer is deemed to have accepted the terms of this Product Guide upon the customer's order of, use of, or payment for a covered Service.
3. The Services in this Product Guide are not subject to the prices, charges, terms or conditions contained in Frontier's tariffs on file with the Public Service Commission of West Virginia (WVPS), except to the extent (i) selected tariff provisions have been expressly incorporated by reference into this Product Guide or (ii) the terms and conditions in Frontier's tariffs are made applicable by law or by WVPS decisions or orders.
4. Unless expressly stated otherwise, this 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 this Product Guide, the terms in the separate contract shall control with respect to Services subject to that contract.

B. General Terms and Conditions

1. **Services.** "Service" or "Services" means all Centrex products or services offered by Frontier in West Virginia for which the terms are specified in this Product Guide.
2. **Prices.** The customer is responsible for all charges associated with the Services and rate plan selected, including all taxes, fees, surcharges, 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 prices 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 customer.
3. **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 to the extent permitted by law.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Cont'd)

4. **Indemnification.** Customer agrees to defend, indemnify and hold Frontier, its 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 customer or any person customer permits to use the Services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, or any modification or combination of the Services with other products or services not provided by Frontier giving rise to a claim that would result in an infringement of intellectual property.
5. **Warranty Disclaimer.** EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THIS 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 FRONTIER KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. CUSTOMER AGREES AND ACCEPTS THAT THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. FRONTIER DOES NOT WARRANT THAT THE SERVICES WILL MEET CUSTOMER'S NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.
6. **Limitation of Liability**
  - a. EXCEPT FOR DAMAGES RESULTING FROM THE UNAUTHORIZED OR ILLEGAL USE OF THE SERVICES BY CUSTOMER OR CUSTOMER'S 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 IN CONNECTION WITH THE SERVICES, EVEN IF THE PARTY KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.
  - b. EITHER PARTY'S MAXIMUM TOTAL LIABILITY TO THE OTHER PARTY IN CONNECTION WITH THE SERVICES, FOR ANY AND ALL CAUSES OF ACTION AND CLAIMS, SHALL BE:
    1. FOR DAMAGES DUE TO FAILURES OR DISRUPTIONS IN THE SERVICES CAUSED BY THE PARTY'S NEGLIGENCE OR BREACH OF OBLIGATIONS UNDER THE PRODUCT GUIDE, THE CHARGES FOR THE AFFECTED SERVICES FOR THE PERIOD OF THE FAILURE;
    2. FOR DAMAGE TO REAL OR PERSONAL PROPERTY OR BODILY INJURY OR DEATH TO ANY PERSON PROXIMATELY CAUSED BY THE PARTY'S NEGLIGENCE, THE AMOUNT OF DIRECT DAMAGES PROVEN;
    3. FOR INDEMNITY, THE REMEDIES SET FORTH IN SECTION B.4;

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Cont'd)

6. **Limitation of Liability (Cont'd)**

b. (Cont'd)

4. FOR ANY DAMAGES ARISING OUT OF THE WILLFUL OR INTENTIONAL MISCONDUCT OF THE PARTY, THE AMOUNT OF DIRECT DAMAGES PROVEN;

5. FOR ALL OTHER DAMAGES NOT SET FORTH ABOVE AND NOT EXCLUDED UNDER THIS PRODUCT GUIDE, EACH PARTY'S MAXIMUM LIABILITY DURING ANY TWELVE-MONTH PERIOD SHALL BE LIMITED TO THE LESSER OF (i) DIRECT DAMAGES PROVEN, OR (ii) THE AMOUNT PAID BY CUSTOMER TO FRONTIER FOR THE ONE-MONTH PERIOD PRIOR TO ACCRUAL OF THE MOST RECENT CAUSE OF ACTION FOR THE SERVICE UNDER THIS PRODUCT GUIDE THAT GAVE RISE TO THE CLAIM.

c. NOTHING IN THIS SECTION SHALL LIMIT CUSTOMER'S LIABILITY TO FRONTIER FOR ANY AND ALL CHARGES INCURRED FOR THE SERVICES.

7. **Termination of Services.** Frontier may discontinue or limit use of the Services by a customer for non-payment, non-compliance with Frontier rules, abuse or fraudulent use of Services, use of the Services for unlawful purposes, use of the Services in such a manner as to interfere with the Services of other users, abandonment of Services and other conditions as described in this Product Guide.

8. **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, acts of customers, or any cause(s) beyond Frontier's reasonable control, including, but not limited to, fire, vandalism, cable cuts, power failures or labor difficulties.

9. **Customer Responsibilities.** Customer agrees to provide Frontier with the access and support required to allow Frontier to implement, maintain and provide the Services. Customer shall ensure that the facilities or equipment provided by customer 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 customer or a third party, and customer shall be liable if such facilities cause damage to Frontier, its customers, and/or its providers. Customer is 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.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Cont'd)

10. **Revising Terms and Conditions.** This 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. Frontier may decrease prices without prior notice. Increases to prices or material changes to this Product Guide shall be effective no sooner than thirty (30) days after notice is provided in a bill insert, as a message printed on customer's bill, in a separate mailing, in an email, or by any other reasonable method at Frontier's discretion. If a customer does not agree to Product Guide revision(s), the customer must terminate the Service(s) immediately, subject to the termination provisions of this Product Guide. Customer shall pay all charges incurred up to the time of Service termination. By continuing to use the Service(s) after revisions are in effect, the customer thereby accepts and agrees to all such revisions. Material changes to this Product Guide do not include (i) the introduction of a new Service, (ii) the addition of a new feature to existing Service, or (iii) the imposition of governmental charges. In addition to the forgoing, Frontier may in any event increase or decrease prices in any manner allowed by applicable law, order or regulation.

11. **Miscellaneous.**

- a. Either party's failure to enforce any of the provisions of this 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 this Product Guide. Any waiver must be written and signed by the Parties. The invalidity or unenforceability of any part of this Product Guide will not affect the other parts hereof, and the remaining terms of this Product Guide shall continue to apply.
- b. 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 its rights under this Product Guide without notice to the customer.

B. General Terms and Conditions (Cont'd)

12. **Establishment and Furnishing of Service**

a. Application of Service

Frontier reserves the right to require applications for Service to be made in writing. Upon the acceptance of an application for Service, all applicable provisions of this Product Guide become the contract between the customer and Frontier. Requests for additional Service and requests for changes in Service shall be from the customer of the Service and, upon acceptance thereof by Frontier, shall become subject to this Product Guide. Any change to this Product Guide required by law shall take effect on the date legally required, whether or not such date permits prior notice to customers.

When an application or request for Service, including additions and changes, is canceled or changed in whole or in part before service is established, the customer may be required to reimburse Frontier for all costs incurred in connection with that part of the application or request, including additions and changes, which is canceled or changed, except as otherwise specified in this Product Guide. The charge to the customer shall not exceed the charges which would apply if the service had been established as originally ordered and then terminated, subject to the terms pertaining to Initial Contract Periods and Termination of Service.

Frontier reserves the right to refuse service to any applicant previously having service terminated until all charges due have been paid and all other Service violations, if any, have been corrected.

b. Availability of Facilities

Frontier's obligation to furnish a Service or continue to furnish a Service is dependent upon its ability to obtain, retain and maintain, without unreasonable expense, suitable rights and facilities, and to provide for the installation of those facilities required for the furnishing and maintenance of that Service.

c. Construction Charges

The rates and charges quoted in this Product Guide provide for the furnishing of Service where suitable plant facilities are available or when the construction of the necessary facilities does not involve excessive costs.

When Frontier, in its sole discretion, determines that excessive costs will be incurred for the construction of facilities, charges for such construction will be determined in accordance with the terms of this Product Guide. Customer will be provided the option of paying the construction costs in order to obtain the Service or cancelling its Service order.

**GENERAL TERMS AND CONDITIONS**

B. General Terms and Conditions (Cont'd)

12. **Establishment and Furnishing of Service (Cont'd)**

d. Provision and Ownership of Equipment and Facilities

Equipment and facilities necessary for the provision of Service are furnished by Frontier, except as otherwise specified in this Product Guide or customer contracts. Such equipment and facilities located on the premises/property of a customer, authorized user, or Frontier agent, are the property of Frontier, whose employees and agents may enter said premises/property at any reasonable hour to install, inspect or repair equipment and facilities, or upon termination or cancellation of Service, to remove such equipment and facilities.

Equipment and facilities furnished by Frontier shall, upon termination of Service for any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof expected. In case of damage, loss, theft, or destruction of any of Frontier's property due to the negligence or willful act of the customer or other persons authorized to use the Service, and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by Frontier for the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

e. Installation, Maintenance and Repairs

Frontier installs, maintains and repairs the equipment and facilities which it furnishes to customers. All ordinary costs of installation, maintenance and repair in connection with Service furnished by Frontier are borne by Frontier except as otherwise specified in this Product Guide or customer contracts.

The customer shall not install, disconnect, rearrange, remove or attempt to repair any equipment or facilities furnished by Frontier or permit others to do so, except upon the written consent of Frontier or as otherwise specified in this Product Guide or customer contracts.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Cont'd)

12. **Establishment and Furnishing of Service (Cont'd)**

f. Overtime and Expediting Charges

The rates and charges specified in this Product Guide contemplate that all work in connection with furnishing or rearranging Service be performed during regular working hours and within normal work intervals. Whenever a customer requests that work necessarily required in the furnishing or rearranging of the customer's service be performed outside regular working hours; or where Frontier expedites the installation or rearrangement of service at customer's request; or where work once begun is interrupted, so that Frontier incurs costs that would not otherwise have been incurred, the customer may be required to pay, in addition to the other rates and charges specified in this Product Guide or customer contracts, the amount of additional costs incurred by Frontier as a result of meeting the customer's special requirements.

g. Provision and Ownership of Telephone Numbers

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

h. Special Equipment and Service Arrangements

The rates and charges quoted in this Product Guide contemplate the use of Service, arrangements, equipment and facilities in quantities and types regularly furnished by Frontier. Where equipment, facilities, or Service arrangements are requested which are not provided for in this Product Guide, rates and charges will apply based on the circumstances in each case, whenever in the judgment of Frontier it is practicable to provide the service requested. In such cases, Frontier reserves the right to require an initial contract period longer than one month at the same location.

i. Alterations on the Customer's Premises

The customer shall notify Frontier, a reasonable period in advance, whenever alterations or new construction on premises occupied by the customer necessitate changes in Frontier's equipment and facilities. When charges for such changes in equipment and facilities are not provided for in this Product Guide, the customer may be required to reimburse Frontier for any costs incurred in connection with the changes of equipment and facilities.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Cont'd)

**13. Payment Arrangements and Credit Allowances**

a. Advance Payments

Applicants for Service may be required to pay any Service, installation or nonrecurring charges in advance of the installation of service in an amount to be determined by Frontier in accordance with applicable law, order or regulation. The amount of such advance payment will be credited to the customer's account after Service has been installed.

b. Deposits

Frontier may require an applicant or a customer to make a suitable cash deposit to be held by Frontier as a guarantee of the payment of charges for Service. Except as otherwise specified in this Product Guide or customer contracts, the amount of such deposit shall not exceed the amount of charges allowed by applicable law, order or regulation; however, after service has been established and experience demonstrates that the amount of the outstanding deposit is not suitable to safeguard the interests of Frontier, Frontier may require an adjustment of the deposit not exceeding the charges which it is estimated will accrue for a period of two months. When service is terminated, any balance of the deposit remaining after deduction of all sums due Frontier will be returned to the customer, or the deposit may be returned at any time previous thereto, at the option of Frontier. Simple interest at the rate determined by the Public Service Commission will be paid for the period during which the deposit is held by Frontier

The fact that a deposit is held by Frontier shall in no way relieve the applicant or customer from compliance with Frontier's provisions regarding advance payments and payment for Service, nor constitute a waiver or modification of the terms pertaining to the discontinuance of Service for nonpayment of any sums due Frontier for the Service rendered.

c. Payment for Service and Equipment

The customer is responsible for payment of all charges for Service and equipment rendered, including charges for local messages and long distance messages sent from the customer's station and for messages charged to such station on which the charges have been reversed, i.e., collected from or billed against the station called, or collected from or billed to a station other than the calling station or called station. The customer is also responsible for the allocation of usage of, or charges for, shared service.



GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Cont'd)

**13. Payment Arrangements and Credit Allowances (Cont'd)**

c. Payment for Service and Equipment (Cont'd)

Charges to the customer are payable as follows:

1. Upon request, all Service, installation and nonrecurring charges.
2. Monthly in advance, all fixed monthly charges for Service and facilities.
3. Upon rendition of bills, all other charges.

In the event of failure by the customer or those responsible to pay any bill as defined above within one month's billing period, Frontier may discontinue service after ten (10) days written notice at any time during such default, unless longer or shorter notice is required by applicable law, order or regulation.

d. Allowance for Service Interruptions or Service Impairments

When the use of service or facilities furnished by Frontier is interrupted or impaired due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, the following customer credits will apply for the service and facilities rendered useless and inoperative or impaired.

1. For Service Interruptions, or Out of Service (OOS) Conditions;  
Out of Service  $\geq$  72 Hours but  $<$  96 Hours ---- \$10  
Out of Service  $\geq$  96 Hours but  $<$  120 Hours --- \$15  
Out of Service  $\geq$  120 Hours --- \$15 + \$5 for each 24 Hours thereafter
2. For Service Impairments, or Affected Service (AS) Conditions;  
Affected Service  $\geq$  120 Hours but  $<$  144 hours --- \$10 Affected Service  $\geq$  144 Hours ---\$10 + \$5 for each 24 Hours thereafter.

Frontier will administer the above customer credit program consistent with the prior administration of this tariff. That is, Frontier must know that the customer is out of service, has a service affecting condition or other condition that entitles the customer to a credit, which generally requires a trouble report by the customer or a customer call to Frontier's repair center, or an employee reported trouble report referencing the customer's number. Provided that Frontier is provided with such notice, customers need not ask Frontier for the applicable credit in order to receive it.

In addition, under no circumstances may a customer receive a total credit in any month greater than the monthly recurring charges payable by the customer for services regulated by the Public Service Commission of West Virginia.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Cont'd)

**13. Payment Arrangements and Credit Allowances (Cont'd)**

d. Allowance for Service Interruptions or Service Impairments (Cont'd)

The above credits otherwise will remain subject to the terms and conditions of the Retail Service Quality Plan approved by the Commission in Case No. 08-0761-T-GI, which is applicable only to basic local exchange service. For purposes of applying the above credits, Centrex exchange access service will be deemed a basic local exchange service.

e. Adjustments for Certain Local Taxes and Fees

When a municipal corporation or other political subdivision of the state collects from Frontier a license tax, privilege tax, street use tax, franchise fee, permit fee, or any tax, exaction or fee measured by poles, guys, wires, conduits, manholes, telephones, other units of plant, income or activities as a public service corporation, such taxes, exactions and fees shall, insofar as practicable, be billed pro rata to exchange customers receiving service within the territorial limits of the municipal corporation or political subdivision.

**14. Termination of Service by Customer**

a. Service may be terminated prior to the expiration of the initial contract period after Frontier has been notified a reasonable period in advance by the customer. Frontier may require notification to be in writing. Upon such termination, the customer shall be responsible for the payment of all charges due for the period service has been rendered in addition to the payment of charges applicable as determined below:

1. In the case of service provided on a month to month basis, the charges due for the balance of that month.

2. In the case of service with a customer term commitment of more than one month - the charges due are as determined below except as otherwise specified in this Product Guide:

i. Where the service is subject to a minimum revenue guarantee - the charges due for the unexpired portion of the contract period.

ii. Where a termination charge is specifically included in the schedule of rates for service at the same location - such proportion of the termination charge as the unexpired portion of the initial contract period bears to the full initial contract period.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Cont'd)

**14. Termination of Service by Customer (Cont'd)**

2. (Cont'd)

iii. Where a termination charge is not specifically included in the schedule of rates for service at the same location - such proportion of the sum of the cost of installing and removing the service plus the cost of non-salvageable material, as the unexpired portion of the initial contract period bears to the full initial contract period, not to exceed a sum equivalent to the monthly charges for the unexpired portion of the customer term commitment.

The charges due, as specified in (i), (ii) and (iii) preceding, apply to the same customer at the same location. Any equipment rearrangements or additions are subject to the rates and charges as provided for in this Product Guide. In cases where equipment left in place at a customer's location is reconnected with the initial establishment of service without a move or change in that equipment, a new initial contract period will be one month for such equipment.

3. Where a portion of a system is discontinued, termination charges apply for the items of equipment discontinued as though they were the last of their kind installed.

b. Service may be terminated after the expiration of the initial customer service commitment period after Frontier has been notified a reasonable period in advance by the customer. Frontier may require notification to be in writing. Upon such termination the customer shall be responsible for the payment of all charges due up to and including the date of termination of the service.

c. With the written permission of Frontier, existing Service and equipment may be transferred from one customer to another customer without a lapse in the rendition of service. Such transfers are not considered termination of service and associated initial contract periods remain unaffected.

**15. Floor Space, Power and Operations at the Customer's Rate Demarcation Point**

a. The customer is responsible for the provision and maintenance, at the customer's expense, of all space and floor arrangements including such elements as heating and cooling, air conditioning, ventilation, humidity control, dust control, etc., required at the customer's Rate Demarcation Point for facilities provided by Frontier in connection with Services furnished the customer by Frontier. Any power and power outlets required for the operation of such facilities shall be provided by, and at the expense of, the customer.

b.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Cont'd)

**15. Floor Space, Power and Operations at the Customer's Rate Demarcation Point (Cont'd)**

- c. All operations required for the use of facilities provided by Frontier at the customer's Rate Demarcation Point will be performed at the expense of the customer and will conform with the terms that Frontier may adopt to maintain a proper standard of service.

**16. Enhanced Universal Emergency Number 911 Service**

Frontier is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Enhanced Universal Emergency Number 911 Service features and the equipment associated therewith, or by any services furnished by Frontier in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Enhanced Universal Emergency Number 911 Service, and which arise out of the negligence or other wrongful act of Frontier, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.

**17. Third Parties**

Provision of service to a customer shall not create, nor give to, any third party any claim or right of action against the customer or Frontier.

**18. Limitations and Use of Service**

a. Use of Customer's Service

The use of Service shall be restricted to the customer, the customer's employees and representatives in the case of business service, except as the use of Service may be extended for switched data (non-voice) communications relating directly to the business of Composite Data Service Vendor's patrons who act as their customers.

Service furnished by Frontier is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communications for others except as otherwise specified in this Product Guide.

CENTREX SERVICE  
GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Cont'd)

**18. Limitations and Use of Service (Cont'd)**

a. Use of Customer's Service (Cont'd)

This prohibition shall not apply to a customer who is engaged as a communications common carrier in a public telegram message business or to a Composite Data Service Vendor engaged in the business of providing switched data (non-voice) communications service to patrons who act as its customers.

b. Use for Unlawful Purposes

Service is furnished by Frontier subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if Frontier receives other evidence that such service is being or will be so used.

**19. Ordering Process**

Customer may order Services pursuant to this Product Guide by submitting its request for such Services in accordance with Frontier's standard ordering processes. Customer's submission of an order shall constitute its binding commitment to purchase the Services described in its request, at the Customer locations and for the service period ("Service Period") identified therein. Frontier's acceptance of an order shall be deemed to have occurred when Frontier begins provisioning the Service(s) ordered. After customer's submission of an order for a Service, the Service Period for such Service shall commence on the date when such Service has been installed and made available for Customer's use. Frontier reserves the right to reject any order submitted hereunder for any reason, including without limitation due to Frontier's obligations under applicable laws, regulations, directives, governmental authority or orders, third party contracts or customer's failure to meet Frontier's credit approval requirements. In addition, Frontier may reject an order (a) in the case of the inability or impracticality of providing such Service in a particular geographic area in which Frontier does not have sufficient presence, capacity, corporate infrastructure or network technical infrastructure to effectively support the requested Service or (b) if Frontier no longer commercially offers the Service.

A. DESCRIPTION

Centrex I and Centrex II Services include the facilities necessary for intercommunication between centrex lines within a customer's system, in and out exchange lines, direct in-dialing to centrex lines, attendant transfer of incoming calls from one centrex line to another, identification and billing of outgoing long distance messages by centrex line number only where such billing is performed by Frontier\*, night connection arrangements, interception of calls to unassigned numbers, and attendant positions for assistance requirements. Centrex II Service also includes the facilities necessary for trunk answer from any station, and on calls incoming from the exchange, call transfer-individual, consultation hold, and add-on.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Centrex Intercommunicating Line

A Centrex intercommunicating line is a line connecting stations to Centrex Service switching equipment normally located in a Frontier Central Office which provides Local Exchange Service. It includes all facilities necessary for intercommunication with other Centrex lines up to and including the network interface.

Centrex Subsidiary System Arrangement

A Centrex subsidiary system arrangement is a PBX or customer-provided system which is furnished Local Exchange Service PBX trunks from the central office serving the customer's Centrex system and which is connected by tie trunks to that Centrex system.

Centrex System

Centrex lines with the same primary Directory Listing constitute a Centrex system.

\* Billing Services for Interexchange Carriers will be provided on an individual contract basis. Interexchange Carriers requesting inclusion of identified outward dialing data with their billing services must subscribe to Feature Group D from Access Services Tariff No. 217.



CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Extended System Location

An extended system location is a building on the premises of the customer designated by Frontier as the principle service point in a wire center area when a Centrex system is extended outside the serving or adjacent wire center area of the primary location by means of Centrex dial switching equipment located on Frontier premises and is connected to the primary location by tie trunks.

Primary Location

A primary location is the premises designated by Frontier as the primary location.

Secondary Location

A secondary location is a premises of the customer other than that of the primary location where Centrex lines are served by the same Centrex system.

Usage Charges

Usage charges refer to Measured Rate service as provided in Frontier's General Regulations tariff.

2. Basis of Offering

Centrex Service is classified as business service and is furnished subject to the availability of facilities.

Centrex Service furnished by central office type dial switching equipment is offered to new customers only from Frontier's electronic switching system central offices subject to the availability of facilities and where, in the judgment of Frontier, service may be provided by the use of service arrangements, equipment and facilities in quantities and types regularly furnished by Frontier. Whenever, in the judgment of Frontier, it is impracticable to provide Centrex Service, the offerings of Direct Inward Dialing (DID) Service and Identified Outward Dialing (IOD) Service associated with dial switching equipment located on the customers premises may be provided as specified in this Product Guide as a substitute to meet the customer's requirements for service.

When a customer requests a new Centrex system or a new location group within an existing Centrex system that requires the installation of additional outside plant or central office facilities and where, in the judgment of Frontier, it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities, in addition to all other rates and charges applicable to the Centrex system or location group being installed.



CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

2. Basis of Offering (Cont'd)

When additions to the outside plant or central office facilities are required in excess of those contemplated by the rates and charges specified herein, charges apply based on the estimated costs of the specially constructed facilities. Such charges will be determined in accordance with (a) following, unless the customer elects the alternative charges specified in (b) following and notifies Frontier of such election in writing prior to the start of such special construction.

a. Charges equal to the estimated costs of the specially constructed facilities apply as follows:

(1) An initial nonrecurring charge applies at the start of service equal to the cost installed.

If any element of the specially constructed facilities is replaced subsequent to the start of service and the cost of such replacement is chargeable to the capital accounts of Frontier, a nonrecurring replacement charge applies. Frontier shall notify the customer in writing of the need for such replacement and such replacement shall not be undertaken until Frontier has received written authorization from the customer.

(2) Monthly rates apply equal to the recurring monthly costs. For purposes of this paragraph, recurring monthly costs include the estimated costs of maintenance, depreciation, administration, taxes, return on investment and any other items of cost applicable to the specially constructed facilities, but do not include provision for depreciation, return on investment and federal income tax on any portion of the investment as to which a nonrecurring charge applies pursuant to subsection 2.a. (1) preceding.

(3) In the event charges are applicable pursuant to both subsections 2.a. (1) and (2) preceding, an additional monthly rate applies equal to ten percent of the estimated recurring monthly costs of maintenance, administration and taxes, other than federal income tax, associated with any portion of the investment as to which a nonrecurring charge applies pursuant to subsection 2.a.(1) above.

b. As an alternative to the charges specified in subsection 2.a.(1) above, charges equal to the estimated costs of the specially constructed facilities apply as follows:

Any such costs, whether in the costs installed or in the recurring monthly costs, or both, shall be recovered by a monthly rate which shall include the estimated excess cost of maintenance, depreciation, administration, taxes, return on investment, federal income tax and any other items of costs applicable to the specially constructed facilities.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

2. Basis of Offering (Cont'd)

Centrex is offered only as a complete service. The exchange access and intercommunication with Centrex line portions of the service are not offered separately.

Centrex II Service will only be provided where all Centrex lines of the customer's Centrex system are so equipped.

Where quantities of switching equipment or central office lines in excess of those considered adequate by Frontier are requested by the customer, such additional facilities will be furnished at rates and charges based on costs.

3. Minimum Revenue Commitments

a. Minimum revenue commitments apply only to Centrex lines.

b. Centrex Lines

- (1) Centrex lines are subject to a continuing minimum monthly charge which shall be the charge for 100 Centrex lines (Exchange Access and Intercommunication with Centrex Line) at the appropriate Centrex I Service primary location schedule.
- (2) All Centrex lines of a Centrex system shall be subject to a basic minimum revenue commitment for a period of three years.
- (3) When service is initially established, the basic minimum revenue commitment is determined by applying the Centrex I Service primary location schedule to 90 percent of the immediately lower hundred level below the number of Centrex lines initially connected. The commitment amount so determined shall not be less than the continuing minimum monthly charge.
- (4) When subsequent growth occurs, an additional minimum revenue commitment will be established when the cumulative growth exceeds 20 Centrex lines beyond the next higher hundreds level above that previously established. The additional minimum revenue commitment will apply for a period of three years and will be based on 90 percent of the additional hundreds level(s) above that previously established.
- (5) Centrex II Service rates will apply to all Centrex Lines for a minimum of one year following the establishment of such service.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

4. Termination of Service

- a. When a Centrex system is disconnected in its entirety prior to the expiration of the minimum revenue commitment period for any or all parts of such system, a termination charge equal to one-half the charges applicable to the remainder of such periods shall apply; or the customer will be given the option of paying termination charges based on such proportion of the sum of the cost of installing and removing service plus the cost of non-salvageable material as the unexpired portion of the minimum revenue commitment period bears to the full period. When a Centrex II system is disconnected in its entirety prior to the end of the first year following the establishment of such service, an additional termination charge applied, which is equal to the differential between the Centrex line rates on Centrex I Service and Centrex II Service schedules times the number of Centrex II Service Centrex lines initially established, for the balance of such period.
- b. When a portion of Centrex lines is disconnected prior to the expiration of the minimum revenue commitment period and such disconnection reduces the number of such Centrex lines below those contracted for by the customer, the customer will continue to be charged for the number of such Centrex lines under contract for the duration of the minimum revenue commitment periods. The last Centrex lines connected will be considered the first disconnected.

5. Changing of Equipment

- a. Switching Equipment located on Frontier's Premises

When the customer elects to change the location of all primary location Centrex lines associated with Centrex Service dial switching equipment located on Frontier's premises, the Centrex system shall be considered to be disconnected in its entirety and termination charges as specified for Special Equipment and Service Arrangements in Frontier's General Regulations tariff, Section 1, shall apply except where, at the option of Frontier and subject to the availability of facilities, the customer's Centrex system will continue to be served by the same Centrex Service dial switching equipment.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

5. Changing of Equipment (Cont'd)

- b. Service at the new location, if termination charge treatment is applied, will be treated as a new connection requiring the establishment of new minimum revenue commitment periods.
- c. The customer will be given the option of paying all costs of a move on the same premises in lieu of paying the charges specified in b. preceding. When the customer pays such cost of moving, minimum revenue commitment periods will not be affected.
- d. Centrex Service Changed to Centrex-50 Service
  - (1) When the customer elects to change from Centrex Service to Centrex-50 Service no termination charge shall apply to Centrex lines provided that, at the option of Frontier and subject to the availability of facilities, the customer's Centrex-50 system will be served by the same dial switching equipment.
  - (2) Where Centrex Service is changed to Centrex-50 Service and no termination charge is applied to Centrex lines as specified in subsection 5.d. (1) preceding, the Centrex-50 system will be treated as a new connection except that no Service Charges shall apply to existing Centrex lines provided such lines are not moved or changed or the premises wiring to the stations are not changed.

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment

a. Automatic Route Selection - Basic

- (1) Automatic route selection accepts a seven- or ten-digit telecommunications network call attempt through a Centrex Service access code, automatically scans the call attempt and selects a first-choice completion route via Foreign Exchange Service lines, Wide Area Telephone Service (WATS) lines, Common Control Switching Arrangement (CCSA) off-network access lines, tie trunks for basic senderized operation, and/or Long Distance Message Service by use of a Local Exchange Service access line. Sequential completion attempts will be made over a maximum of alternate routes up to the capacity of the serving dial switching equipment.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

a. Automatic Route Selection - Basic (Cont'd)

- (2) Automatic route selection is offered only where the serving dial switching equipment is arranged to furnish this feature.
- (3) Preferred routes and alternate routes within patterns will be specified by the customer.
- (4) The number of patterns required by a customer is determined by the type and variety of access lines to which such customer subscribes.
- (5) Patterns without final route to Long Distance Message Service may be offered only if a customer subscribes to a sufficient number of access lines which, in the judgment of Frontier, provide an adequate level of service so as to avoid interfering with the service of others or to prevent others from making or receiving calls over their telephone service.
- (6) Where a customer has a requirement to use a single route requiring multiple translations, i.e., a three-digit translation (number plan area code only) and a six-digit translation (number plan area code and central office codes) the route must be arranged in separate route selection patterns with separate access codes, subject to the appropriate rates and charges in C. following. Where central office translation is required for more than one number plan area appearing in the same route selection pattern, rates and charges as specified in Section C. below for route selection by number plan area code and central office codes shall apply for each number plan area translated.
- (7) A group of patterns may have either Long Distance Message Service or overflow tone as a final route. A combination of both within the same pattern group, that is a group of patterns accessed by one code, is not permitted. Dial "9" may be used as an access code only if the patterns assessed have Long Distance Message Service as a final route.
- (8) Where long distance message restricted Centrex lines have access to automatic route selection patterns with final route to Long Distance Message Service, rates and charges as specified for patterns with overflow to tone apply in lieu of the rates and charges specified for final route to Long Distance Message Service.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

a. Automatic Route Selection - Basic (Cont'd)

(9) System Activity Charges apply as specified in Section C. below and are in addition to all other applicable Service Charges specified in this Product Guide.

(10) Automatic Route Selection - Basic cannot be used to route local calls.

b. Attendant Camp-on and Indication of Camp-on

(1) Attendant Camp-on and Indication of Camp-on allows a Centrex console attendant to camp on a busy Centrex line when attempting to extend an incoming telecommunications network, CCSA or Tie Trunk call to that Centrex line and provides for the called busy Centrex line to receive an alert tone each time the attendant attempts to complete the call.

(2) Attendant Camp-on and Indication of Camp-on cannot be activated by the attendant if the called Centrex line is in a dialing, outpulsing, ringing or disconnecting mode.

(3) If the called Centrex line is already camped-on or connected to another attendant in the same customer group, camp-on cannot be activated.

(4) If the called Centrex line is equipped for call waiting, that feature takes precedence over camp-on. Consequently, the attendant cannot regenerate the alert tone.

(5) If the called Centrex line is part of a multiline hunting group or series completion group and all lines in the group are busy, the camp-on function will be applied to the last Centrex line or terminal hunted.

c. Attendant Control of Facilities

Attendant control of facilities allows a console attendant to selectively deny or allow Centrex lines dial access to Tie Trunk for Basic Senderized Operation, WATS Lines, Foreign Exchange Service Lines or CCSA access lines. The feature may be arranged, at the option of the customer, to control access to a single line or, a single group of the same type lines, or multiple groups of different types of lines.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

d. Code Call - Code Call Answer

- (1) Code Call - Code Call Answer allows a console attendant or a Centrex line user, including a Centrex line user calling over a tie trunk, to page a called party via a coded system. The called party can, from any Centrex line, dial a predetermined code and be connected to the calling party.
- (2) The audible or visual signaling apparatus used for paging must be provided by the customer and be located on such customer's premises.

e. Station Message Detail Recording\*

- (1) Station Message Detail Recording is an arrangement which provides a record by Centrex line number of originating calls routing over selected facility groups, which include tie trunks for Basic Senderized Operation, Foreign Exchange Service Lines, WATS Lines, CCSA Access Lines and long-distance message service lines. The station message detail includes the calling Centrex line number, called number, date, time of day, duration of call and type of facility used. Station message detail recording will not be provided on CCSA access lines in the same Centrex system.
- (2) Station Message Detail Recording also provides a record of incoming calls routed over selected facility groups which are attendant controlled and extended by the attendant to Centrex Service station line numbers. These facility groups include tie trunks, Foreign Exchange Service Lines and Toll Free Dedicated Service (Inward WATS) Lines, provided the Toll Free Dedicated Service facility groups and the associated Centrex system are served by the same dial switching equipment. The message detail includes the listed directory number of the associated Centrex system as the calling number, the called number, date, time of day and duration of call. Station Message Detail Recording on incoming calls extended by the Centrex Service attendant will be furnished only in conjunction with customer-dialed account recording.
- (3) Station Message Detail Recording is offered only where facilities permit.

\* As of July 25, 2003, the existing Station Message Detail Recording is no longer available to new customers.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

e. Station Message Detail Recording (Cont'd)\*

- (4) The customer may designate the group or groups of facilities on which message detail is to be provided and such detail will be provided on all facilities within each group selected.
- (5) The data provided by station message detail recording is not the same as that provided on the monthly Telephone Company rendered bill and comparisons will not be accepted as the sole basis for the resolution of billing discrepancies.
- (6) Message detail will be provided on magnetic tape. The tape density and number of tracks will be that used by the program and data processing system in use by Frontier.
- (7) Where Tie Trunk or Foreign Exchange Service facilities are involved, all call attempts originated over such facilities, whether completed or not, will appear in the message detail.

f. Customer Dialed Account Recording

- (1) Customer dialed account recording is an arrangement which permits the addition of a number to the station message detail recording magnetic tape record of any call for use by the customer's services.
- (2) Customer dialed account recording will be furnished only in conjunction with station message detail recording and where facilities permit.
- (3) The customer dialed account recording numbers may consist of up to eight digits. The number of digits will be predesignated by the customer and all customer dialed account recording numbers within an arrangement must contain the same number of digits.

g. Uniform Call Distribution

- (1) Uniform call distribution is a hunting arrangement, available on Centrex lines, which provides even distribution of incoming telecommunication network and intercommunicating calls to the group of lines designated as the uniform call distribution hunting group.
- (2) Centrex lines and Centrex intercommunicating lines are not provided in the same uniform call distribution hunting group.

\* As of July 25, 2003, the existing Station Message Detail Recording is no longer available to new customers.



CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

g. Uniform Call Distribution (Cont'd)

- (3) Queuing is an optional feature that may be added to a Uniform Call Distribution arrangement, to permit incoming calls, in excess of lines in a uniform call distribution hunting group, to be held in the dial switching equipment and distributed in their order of arrival to lines in the uniform call distribution hunting group, as the lines become available.
- (4) When the optional feature of queuing is added to a uniform call distribution arrangement, all lines in the associated uniform call distribution hunting group must be arranged for queuing.

h. Attendant Busy Verification of Tie Trunks and Call Through Test on Tie Trunks

- (1) The attendant busy verification feature allows the Centrex attendant to call a particular tie trunk. If the tie trunk is busy the existing call will be given a busy verification tone then bridged to the attendant. The attendant can then observe the call and be heard by both parties on the original connection. The busy verification tone is repeated every six seconds up to a maximum of 30 seconds, at which time the attendant connection is dropped.
- (2) The attendant call through test feature allows the Centrex attendant to verify the operation of any tie trunk equipped with this feature by selecting the line and making a test call on it.
- (3) The attendant busy verification and call through test features can only be operated from a console attendant position equipped for data-like operation.

i. Tie Trunk Terminal for Advanced Senderized Tie Trunk

A tie trunk terminal for advanced senderized tie trunk is provided in association with the Centrex system electronic tandem switching features of automatic route selection - deluxe and/or uniform numbering/automatic alternate routing.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

j. Selected Customer Control of Facilities

- (1) Selected customer control of facilities is an arrangement which permits the customer to restrict all access to specific facility groups connecting in the customer's Centrex system.
- (2) When the selected customer control of facilities arrangement is activated for a facility group which is a part of an automatic route selection - basic or automatic route selection - deluxe routing pattern, call attempts will automatically be routed to the next facility group in the routing pattern.

k. Centralized Attendant Service

- (1) Centralized attendant service allows a customer with a number of locations that are served by either technically compatible dial switching equipment located on the customer's premises, or a Centrex system, to concentrate all attendants at a single, centralized, main location. Incoming calls from the telecommunications network to an unattended branch location are routed to the main location, via a release link trunk, where a centralized attendant service attendant completes the call by dialing the called party's extension number over the same release link trunk.
- (2) The main location system must be a Centrex system served by compatible electronic type switching equipment equipped with data link console attendant positions.
- (3) The branch locations may consist of one or more of the following:
  - (a) A Centrex system served by a compatible electronic switching system that is arranged for switched loop operation and TOUCH-TONE<sup>®</sup> Calling Service
  - (b) Technically compatible dial switching equipment located on the customer's premises

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CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

k. Centralized Attendant Service (Cont'd)

(4) Centralized Attendant Service Features

(a) Standard Features

I. Incoming Call Identification Lamps

II. Remote Hold

III. Customer Testing of Release Link Trunks

IV. Attendant Call Distribution

V. Attendant Recall on Station Don't-Answer

(b) Optional Feature

Uniform Numbering

1. Outgoing Trunk Queuing - WATS

Outgoing Trunk Queuing - WATS permits outgoing WATS call attempts from Centrex lines or compatible tie trunks to be placed in queue for a predetermined amount of time until a WATS facility becomes available or the call is advanced to the telecommunications network or to an overflow tone.

m. Station Dial Code Screening

This feature permits designated Centrex Service lines to be used for the origination of calls to specified telecommunications network lines in distant number plan areas and central office codes and restricts these stations from originating calls to other unspecified telecommunications network lines. Three-digit or six-digit screening is provided. This feature is not available on International Direct Distance Dialed calls.

- (1) Arrangement I permits Centrex line originated calls to be completed to telephone numbers with selected central office codes in the home number plan area or other number plan areas using the telecommunications network.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

m. Station Dial Code Screening (Cont'd)

- (2) Arrangement II permits Centrex line-originated calls to be completed via CCSA Access Lines in specified number plan areas and central office codes.
- (3) A Centrex line or group of Centrex lines can be associated with arrangement I, arrangement II or both.
- (4) Station calling arrangement restrictions are not assured. This feature is intended to limit Centrex line direct-dialed outgoing calls, but such calls may, in certain circumstances, be completed and will be charged for in the normal manner.
- (5) Except where all lines have the same arrangement, each line or group of lines requires an additional customer group subject to rates and charges specified in Section C. below.
- (6) Centrex lines are assigned to a specific code screening arrangement by Centrex line number. Removal of the code screening arrangement from a Centrex line number or changing the Centrex line number from one code screening arrangement to a different code screening, requires a line number rearrangement as specified in Section C. below.

n. Abbreviated Dialing

Abbreviated dialing permits a Centrex line to call another Centrex line or other selected lines with the Centrex system by dialing a one or two digit code.

o. Flexible Incoming Call Restriction

This feature permits the routing of incoming calls to preselected Centrex lines to either the Centrex attendant, to a recorded announcement, or to a Centrex line through the activation of a control key.

p. Station DID Restriction

This feature permits selected Centrex lines to be restricted from receiving DID calls from the telecommunications network and routes such calls to the Centrex attendant.

q. Station Number Correlation

This feature permits Centrex line numbers to correspond to room numbers or other customer numbering plans. If less than four digits, a prefix is used for the line number.

r. Attendant Camp-On Options

This feature permits a choice of silence, recorded announcement, or customer-provided music source to the calling party on waiting camp-on calls.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

s. Customer Traffic Record Feature

- (1) The Customer Traffic Record Feature provides for the collection of traffic data which is associated with the Centrex Service customer's attendant positions, private facility groups, simulated facility groups, queues and other miscellaneous counts in Frontier's central office. This information is transmitted to the customer's premises over a dedicated channel where it may be printed on compatible customer-provided terminal equipment.
- (2) Explanation of Terms

Automatic Circuit Assurance

Automatic Circuit Assurance is an optional feature of the Customer Traffic Record Feature. Automatic Circuit Assurance provides an informational report called Nonusage Trunk Scan and Locked-up Trunk Scan on private facilities, except WATS, Toll Free Dedicated Service or those provided through simulated facilities, which have not been found to be traffic busy during the preceding two hours and those found continuously busy for the preceding two hours. When requested, this report is transmitted to the customer's premises every two hours at 15 minutes after the hour. The report printing can be stopped or started at the customer's discretion by means of a control key and the appropriate control channel, as specified in Frontier's Channel Services Tariff.

Line of Traffic Measurement

Line of Traffic Measurement information is a preprogrammed configuration of informational characters in the format agreed upon between the customer and Frontier.

- (3) Within the limitations of the Customer Traffic Record Feature offering, the customer may specify the time interval and format of the Customer Traffic Record Feature informational reports. The time interval schedule includes both the days of the week and the hours during the day when the informational report printout is to occur. The printouts may occur only on the hour, quarter-hour or half-hour, with a minimum report interval of one-half hour.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

t. Centrex System Control

- (1) The Centrex System Control feature permits a Centrex Service customer to prepare and implement selected line and feature activations/deactivations, changes, displays and verifications. A customer-provided terminal and printer, located on the customer's premises, must be used to access the Centrex System Control feature on a dial-up bases.
- (2) The Centrex System Control feature provides customized, preformatted user masks (screens) associated with each line/feature change or verification function under control of the customer.
  - (a) The customer's Centrex system must be served from a Frontier central office which is compatible with the Centrex System Control feature.
  - (b) Frontier will exclude from the Centrex System Control feature Centrex lines with certain hardware and software configurations. The excluded lines include, but are not limited to, the following.
    - Ground-start lines
    - Lines associated with Centrex Dormitory Service
    - Lines associated with Make-busy Arrangements and Break
    - Rotary Hunt Arrangements
    - Lines associated with Night Service
    - Lines in multiline hunt groups
    - Lines on the attendant position
  - (c) Customer-specific user identification number(s) will be assigned to the customer for access to the Centrex System Control feature. Customer-requested user identification number(s) change(s) can be made on a charged for basis.
  - (d) The Centrex System Control data base is a time share system which provides for all customers sharing the available access time.
- (3) The customers will have the option of choosing one of four different payment plans. These options are as follows.
  - (a) Payment Plan 1 consists of a Service Establishment Charge plus a per-line monthly rate.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

t. Centrex System Control (Cont'd)

- (3) The customers will have the option of choosing one of four different payment plans (Cont'd)
  - (b) Payment Plan 2 consists of a three-year termination liability plus a per-line monthly rate.
  - (c) Payment Plan 3 consists of a five-year termination liability plus a per-line monthly rate.
  - (d) Payment Plan 4 consists of a Service Establishment Charge, a per-line installation charge and a per-line monthly rate.
- (4) The system activity charges specified for Centrex System Control apply to each appropriate activity regardless of which payment plan the customer subscribes to.

u. Message Link Feature

- (1) The Message Link Feature is an arrangement which enables customer-provided voice store and forward, and message desk systems to automatically interact and connect with Centrex Service via a data link.
- (2) Within the Centrex Service system, the Message Link Feature is identified as special multiline hunting groups with a dedicated data link(s). Multiline hunting groups may share a data link. The data link connects in a customer-provided modem at the customer's premises. This modem must conform to the Electrical Industries Association standard RS232C interface requirements, operate in a half or full duplex, asynchronous mode, and use even parity error detection and standard ASCII code.
- (3) When a Centrex Service system is equipped for the Message Link Feature and a call is placed to a Centrex line equipped with Call Forwarding - Don't Answer, Call Forwarding - Busy Line, and/or Call Forwarding - Variable and is subsequently transferred to a customer-provided message system or a call is directly placed to a customer-provided message system, the data link simultaneously transmits the following information.

The called number,  
The type of Call Forwarding or a direct call indication,  
The calling number, if within the Centrex system, and  
The customer-provided message system and message desk terminal numbers.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

u. Message Link Feature (Cont'd)

- (4) The Message Link Feature provides a message waiting indicator which can be activated by the customer-provided message system.
- (5) The customer has the responsibility for advising Frontier of the quantity of Centrex lines in the multiline hunting group(s) based on anticipated traffic and call-handling capabilities of the customer-provided message system. The customer must contract for an adequate number of multiline hunting group lines and related customer-provided premises equipment to permit the use of service without injurious effect on Local Exchange Service.
- (6) All Centrex lines to be equipped with the Message Link Feature must be equipped with Centrex Call Forwarding - Busy Line, Call Forwarding - Don't Answer and/or the Call Forwarding - Variable feature.
- (7) The Message Link Feature requires at least one Series 3000, type 3002, Channel for each data link to the customer-provided modem from Frontier's central office. The number of Series 3000 Channels required is dependent upon the customer's configuration.
- (8) Premier Messaging Services Interface (PMSI) is available to customers at rates and regulations as specified in the General Services Tariff.

v. Automatic Route Selection - Deluxe

- (1) Automatic route selection - deluxe accepts only a ten-digit telecommunications network call attempt after a Centrex Service automatic route selection - deluxe facilities code is dialed, automatically scans the digits and selects the first choice completing route when available, or subsequent route if the first choice route is not available. Routes may include foreign exchange trunk facilities, WATS access line facilities, Local Exchange Service access line facilities to the long distance telecommunications network and CCSA access lines or other facility arrangements where compatible.



CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

v. Automatic Route Selection - Deluxe (Cont'd)

(1) (Cont'd)

The final completion route may be to the long distance telecommunications network or, at the option of the customer, the call attempt is routed to overflow tone if a facilities restriction level is insufficient to complete the call. The automatic route selection - deluxe feature provides all number translation and supervision necessary to route the call, and a more expensive route tone is supplied, at the option of the customer, as a function of the route selected for a particular call.

(2) Time-of-day Routing

Time-of-day routing is an automatic route selection - deluxe option which permits pre-programmed selection of up to three sets of alternate routing pattern groups for off-network calls on a time-of-day and day-of-week basis. Manual override of time-of-day routing is available with the facility administration and control feature.

(3) Automatic route selection - deluxe is furnished only in association with facility restriction levels.

(4) Preferred and alternate routes in automatic route selection - deluxe routing patterns will be specified by the customer.

(5) A maximum of three automatic route selection - deluxe pattern groups with a maximum of 64 patterns in each pattern group will be provided. The three pattern groups referred to will consist of one primary and two additional pattern groups for time-of-day routing.

(6) A maximum of ten routes are provided in a routing pattern.

(7) Each WATS band is treated as a separate route.

(8) A maximum of 64 number plan areas, including the home number plan area, may be designated by the customer for routing of calls by number plan area and central office codes.

(9) The time-of-day routing feature permits up to 16 programmed changes in pattern groups per week. When additional automatic route selection - deluxe patterns are required due to time-of-day changes, rates and charges as specified in Section C. below apply to each additional pattern.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

v. Automatic Route Selection - Deluxe (Cont'd)

- (10) The Centrex Service optional feature of Long Distance Message Restriction Service does not function on calls routed via automatic route selection - deluxe.
- (11) Automatic route selection - deluxe cannot be used to route local calls.
- (12) Where offered, the customer has the option of choosing one of three different payment plans. These options are as follows.
  - (a) Payment Plan 1 consists of a Service Establishment Charge, an Installation Charge and a monthly rate.
  - (b) Payment Plan 2 consists of an Installation Charge, a monthly rate and a 36-month termination liability.
  - (c) Payment Plan 3 consists of an Installation Charge, a monthly rate and a 60-month termination liability.

w. Facilities Restriction Level

- (1) A facilities restriction level is required in connection with automatic route selection - deluxe. Each station line and incoming tie trunk is provided a facilities restriction level to determine both the types of calls and types of facilities within the privileges of the associated user. When the facilities restriction level is transmitted over a tie trunk to a distant PBX or Centrex system equipped with automatic route selection - deluxe like capability, it is identified as a traveling class mark.
- (2) Authorization codes are a facilities restriction level option which provides for a line user to dial a code which overrides the facilities restriction level associated with that line or incoming tie trunk.

The Centrex system requires dialing of the authorization code when the default facilities restriction level, i.e., the facilities restriction level associated with the line or incoming tie trunk, has insufficient privileges to complete the call. The authorization code is also verified and recorded in the station message detail recording to premises record when the station message detail recording to premises feature is provided.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

w. Facilities Restriction Level (Cont'd)

- (3) Facility restriction levels are only furnished in association with automatic route selection - deluxe.
- (4) A maximum of eight facilities restriction levels are available for each Centrex system.
- (5) A maximum of 20,000 authorization codes are available for each Centrex system.
- (6) Authorization codes must consist of a uniform number of digits, with a minimum of three and a maximum of six digits.
- (7) Where offered, the customer has the option of choosing one of three different payment plans. These options are as follows.
  - (a) Payment Plan 1 consists of a Service Establishment Charge, an Installation Charge and a monthly rate.
  - (b) Payment Plan 2 consists of an Installation Charge, a monthly rate and a 36-month termination liability.
  - (c) Payment Plan 3 consists of an Installation Charge, a monthly rate and a 60-month termination liability.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

x. Deluxe Queuing

- (1) Deluxe queuing permits a call from a line user to be placed in queue on the first-choice route in the automatic route selection - deluxe pattern if all routes allowed by the user's facilities restriction level in that routing pattern are already in use. Two queuing arrangements are available.

(a) Ring-back Queue

A ring-back queue, in which case the handset of the calling station is placed on the switchhook and the calling line is called back when a facility in the first-choice route becomes available.

(b) Off-hook Queue

An off-hook queue, in which case the calling line remains off-hook and is held in queue until a facility in the first-choice route becomes available.

Calls held in queue beyond a predetermined time limit will be removed from the queue and be routed, at the option of the customer, via subsequent route choices or to an overflow tone.

- (2) The text and announcement provided with the recorded announcement option of deluxe queuing will be provided by Frontier.
- (3) The music-on-queue option is available only with off-hook queue and the music source must be provided by the customer.
- (4) The customer must specify the length of time a call is held in queue before overflowing to subsequent routes or to overflow tone.
- (5) Off-hook queue must be equipped for either recorded announcement or music-on-queue options.
- (6) Incoming tie trunks can only be arranged for off-hook queue.
- (7) Lines at a Centrex location may have either ring-back queue or off-hook queue. All such lines must be equipped with the same type queuing.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

y. Station Message Detail Recording to Premises\*

(1) Station message detail recording to premises provides a record of calls placed on magnetic tape equipment located on the customer's premises. Both originating and completion message detail can be recorded.

(2) Account codes permit a line user to dial a series of digits which will appear in the station message detail recording to premises record for that particular call.

The account codes can be used by the customer for account or project identification. Adding an account code to a call, where arrangements have been made to provide this feature, is at the discretion of the line user. Each customer's account code must contain the same number of digits, not to exceed eight, and must not conflict with on-network code assignments.

(3) The data provided by station message detail recording to premises is not the same as that provided on the monthly Frontier rendered bill and comparisons will not be accepted as the sole basis for the resolution of billing discrepancies.

(4) Station message detail records will be provided on terminal equipment located on the customer's premises at the rates and charges specified in Section C. below.

(5) Processing of message detail information by Frontier is not provided with the station message detail recording to premises feature.

(6) The customer must designate all lines in a compatible electronic type switching system Centrex customer group and/or selected facility groups on which station message detail recording to premises originating and completion records are to be provided.

(7) Additions and deletions of station message detail recording to premises recording are provided by Frontier service orders.

(8) Where station message detail recording to premises is provided, a detailed record may be made for each completed call. At the option of the customer, arrangements can be made to provide records of calls attempted as well as calls completed. Under certain exceptional conditions, with station message detail recording to premises, calls may be processed without recording the call detail.

\* As of July 25, 2003, the existing Station Message Detail Recording is no longer available to new customers.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

y. Station Message Detail Recording to Premises (Cont'd)\*

(9) Account codes are available with the initial installation of station message detail recording to premises at no additional charge.

(10) Where offered, the customer has the option of choosing one of three different payment plans. These options are as follows.

(a) Payment Plan 1 consists of a Service Establishment Charge, an Installation Charge and a monthly rate.

(b) Payment Plan 2 consists of an Installation Charge, a monthly rate and a 36-month termination liability.

(c) Payment Plan 3 consists of an Installation Charge, a monthly rate and a 60-month termination liability.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

z. Advanced Dialing Plan

- (1) The advanced dialing plan provides customer access to automatic route selection - deluxe and station message detail recording to premises call routing and call control capabilities with a single-digit access code.
- (2) There are two unique dialing arrangements available, public and private. The public dialing plan may be used by Centrex customers and offers such features as operator assistance, International DDD and three-digit service code capability. Private dialing plans are dedicated to individual Centrex customers. Both public and private dial plan capabilities may be accessed with a predetermined access dial code.
- (3) Any private network access code must be expanded to the equivalent 7- or 10-digit dialing plan.
- (4) Advanced dialing plan capabilities apply only to Centrex line originations, not incoming trunks.
- (5) Facilities restriction levels for public calls are static and cannot use authorization code screening for modification on a per-call basis.
- (6) Touch-Tone Calling Service equipped telephones are required to use the account code capability.
- (7) The advanced dialing plan is not offered for use with those Centrex Service systems which utilize the assume dial 9 feature for local exchange access.
- (8) The customer has the option of choosing one of three different payment plans. These options are as follows.
  - (a) Payment Plan 1 consists of a Service Establishment Charge, an Installation Charge and a monthly rate.
  - (b) Payment Plan 2 consists of an Installation Charge, a monthly rate and a 36-month termination liability.
  - (c) Payment Plan 3 consists of an Installation Charge, a monthly rate and a 60-month termination liability.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

aa. Call Management

- (1) Centrex Call Management (CCM) is an optional feature which can provide a detailed record of originating and terminating calls, placed by, and terminated to, Centrex stations, attendants and compatible Special Services users, over Foreign Exchange (FX) dial tone lines, WATS, compatible Special Service and/or the Message Telecommunications Service (MTS) toll network Summary records are provided on local calls and directory assistance calls placed over Centrex main station lines.
- (2) CCM offers three types of call detail, as follows:
  - (a) Unrated Detail - provided by originating station number and includes date, time of day, calling number, called number, call duration, and type of facility with interexchange carrier identification.
  - (b) Rated Detail - provides an estimated charge, based on the standard industry rating tables, in addition to the detail specified for Unrated Detail, preceding.
  - (c) Managerial Reports Package\* - provides rated detail in a report format on paper. The reports package includes but is not necessarily limited to the following: call summary reports; call ranking reports; and call detail reports.

The record of call detail will be provided in magnetic tape form only in the tape density and format normally used by Frontier.

- (3) The data provided by call management is not the same as that provided on the monthly Frontier rendered bill, and comparisons will not be accepted as the sole basis for the resolution of billing discrepancies.
- (4) In order to identify the originating location of calls originated by compatible Private Line users, a station number must be assigned for the compatible Private Line Facility group. A maximum of 24 digits can be recorded on the compatible Private Line facility detail record. The magnetic tape is in the tape density and format used by Frontier.

\* No longer available as of November 1, 1999



CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

aa. Call Management (Cont'd)

- (5) The customer must designate the group or groups of facilities on which call management detail is to be provided, and such detail will be provided on all facilities within each group selected. Frontier will not be responsible for, or liable to the customer for, errors in detail which result from improper service or facility designations by the customer.
- (6) The monthly rate for each call applies to the total number of messages processed, not printed, except in the case of detail provided on summary records which are charged for messages printed, not processed.
- (7) Any change of service configuration will occur on the first day of the month.
- (8) There are two choices of media for delivery of CCM data, as follows:
  - (a) Magnetic tape - CCM data delivered on magnetic tape is available for outbound rated or unrated records, Local Usage Detail (where available), and Call Detail Account Recordings only. The magnetic tape records are delivered in the traditional Bellcore Exchange Message Record (EMR) format. Inbound data is not available on magnetic tape.
  - (b) CD-ROM - CCM outbound, inbound, Local Usage Detail (where available), and Call Detail Account Recording records delivered on CD-ROM will be provided in format compatible with a Foxpro® database management system. All outbound records will be rated according to industry standard tariffs. Inbound data will not be rated. In addition to standard fields provided in the EMR format, records delivered on CD-ROM will include originating and terminating city identification, as well as zip codes, where available.
- (9) This feature is not provided on residence-rated student or patient lines.
- (10) CCM Call Detail Records provided via magnetic tape or CD-ROM are available on a calendar month-basis only and are not available on a customer billing month-basis.
- (11) CCM outbound, inbound, and Local Usage Detail is available only where facilities permit.
- (12) Call Detail Records are provided where carrier record information is compatible with CCM formatting.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

aa. Call Management (Cont'd)

(13) Customers must subscribe to this service for a minimum contract period of three months. When a CCM system is disconnected within the contract period, termination charges apply. Termination charges will not apply for CCM systems moved to a location in the same or a different central office. Termination charges will be determined based on the monthly rate in effect at the time the service is disconnected and will be due for the remainder of the contract period. These termination charges will be based on the monthly rate and not on the per-message rates.

(14) If, subsequent to the initial CCM installation, CCM is added to one or more of the customer's facility groups and/or there is a change in options (i.e. unrated to rated detail), a nonrecurring charge will apply.

bb. Routing Control

Routing Control directs off-network calls based on the call destination to alternative private or public facilities to provide efficiencies in traffic handling. Up to three alternative routes (Primary Route, Alternate Route and Second Alternate Route) may be specified by the customer.

Routing Control is available on outgoing calls only. The traffic routing choices are provided by and the responsibility of the customer.

cc. Time-of-Day Routing

Time-of-Day Routing permits the preprogrammed selection of Primary Route, Alternate Route and Second Alternate Route to vary based on the time-of-day or day-of-week.

Time-of-day and day-of-week variances in the Routing Control are provided by and the responsibility of the customer.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

6. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

dd. Ground Start Provisioned Centrex Service

Ground Start Provisioned Centrex Service is a method of signaling on customer lines in which one side of the two wire line is momentarily grounded to get dialtone.

Centrex Service terminating in a switch or pooled behind a switch will continue to be subject to Centrex Dial Tie Trunk Terminal charges as specified in this Product Guide.

All other applicable regulations for Centrex Service specified in Frontier's General Services Tariff apply.

Frontier assumes no liability for the installation for CPE features signaling due to the operating and transmission factors for ground start provisioning.

ee. PRI Centrex Intercom Capability

PRI Centrex Intercom Capability provides intercom capability on B Channels of an Dedicated PRI Arrangement and other digital Centrex systems within the same subscriber network. This feature provides the capability to communicate, on a private facility basis, as a tie-line, between Centrex systems served from different central offices. When Centrex Intercom connects a Centrex system to customer premises equipment, it may provide private facilities or it may permit the two systems to share local exchange access. Intercom calls between an Dedicated PRI Arrangement and a Centrex system do not incur usage charges. Calls to telephone numbers outside of a Centrex system without intercom capability will incur usage charges. If eleven or more channels are purchased on PRI, the package rate for the entire PRI applies.

The availability of this feature and the number of "B" Channels is dependent on the capability of the serving central office.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

7. Additional Customer Group

An additional customer group is a group of facilities requiring an additional memory block in the electronic switching system dial switching equipment and is established by Frontier at the request of the customer to provide an additional group of common service features on the same Centrex system.

8. Signaling Arrangements

Signaling arrangements in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations for grandfathered and registered Centrex systems are not required for Centrex Service.

9. Hospitals

Centrex Service subscribed to by hospitals may be provided for patients use. All charges for the service, including charges for any messages, shall be billed to the hospital that shall be responsible for any prorating and billing of the charges to the patients.

10. Tie Trunk Terminals for Advanced Tie Trunk

The tie trunk terminal for advanced tie trunk will only be provided when the customer's unique Centrex Service requirements cannot be provided by any other type of tie trunk terminal.

11. Centrex Subsidiary System Arrangement

- a. A Centrex subsidiary system arrangement (SSA) is offered for use only with a Centrex system which is served by a compatible electronic switching equipment central office.
- b. Centrex subsidiary system arrangement station numbers are provided by the same central office equipment and facilities which furnish Direct Inward Dialing (DID) Service and will only be furnished where adequate DID facilities are available in the central office serving the customer's Centrex system and where the subsidiary system is properly equipped for DID Service. The Centrex SSA station numbers may be provided in sequence, depending upon number availability, with the line numbers of the customer's Centrex system.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

11. Centrex Subsidiary System Arrangement

- c. The PBX trunks of the subsidiary system must be provided from the same central office serving the customer's Centrex system, subject to the rates and charges specified for PBX trunks in Frontier's Local Exchange Services Tariff, and where the subsidiary system is located outside the serving area of the central office providing the PBX trunks, charges for Foreign Central Office Service, Foreign Zone Service or Foreign Exchange Service, as appropriate, apply.
- d. The same rates and charges as specified for DID Service apply for Centrex SSA station numbers. Where more than one subsidiary system is involved, each subsidiary system is considered a separate service and the count of station numbers furnished will commence anew at each such system for the purpose of determining the applicable rates and charges.
- e. Tie trunks connecting the Centrex and subsidiary systems are provided at the same rates and charges as specified for Centrex tie trunk terminals, tie trunks, and tie trunk terminals in a customer premises PBX.
- f. Centrex SSA station numbers are furnished subject to the condition that all inward and outward local and long distance message network calling by subsidiary system stations be via the central office serving the customer's Centrex system.
  - (1) Where a subsidiary system station's outward local and long distance message network calls are placed via tie trunks to the Centrex system, the charges for such calls are identified and billed as primary directory listing calls of the Centrex system.
  - (2) Where a subsidiary system station's outward local and long distance message network calls are placed via the subsidiary system's PBX trunks, the charges for such calls are identified and billed as primary directory listing calls of the subsidiary system except as specified in subsection g. following.
- g. At the option of the customer, identification and billing of outgoing long distance message network calls by Centrex SSA station number will be provided at the same rates and charges as specified for Identified Outward Dialing (IOD) Service subject to the following conditions:

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

11. Centrex Subsidiary System Arrangement (Cont'd)

- (1) The identification and billing of outgoing long distance calls by Centrex SSA station number will only be provided on calls routed via the subsidiary system's PBX trunks.
  - (2) Where more than one subsidiary system is arranged for the identification and billing of outgoing long distance calls by Centrex SSA station number, each subsidiary system shall be considered a separate service and the count of connecting channels which serve as IOD trunks will commence anew at each system for the purpose of determining the applicable rates and charges.
- h. The Centrex subsidiary system arrangement is provided solely for the furnishing of Centrex SSA station numbers to subsidiary systems for local and long distance message network and intercommunication calling and does not provide any of the basic or optional service features of Centrex Service to stations of the subsidiary systems.

12. Automatic Route Selection Design Recommendations

- a. At the request of the customer, Frontier will provide an automatic route selection design recommendation, for Centrex Services, based upon the traffic data available and configured utilizing Frontier traffic engineering principles. The accuracy of the recommendation provided to the customer is dependent upon the data available and the assumptions used and should not be construed as a guarantee of future performance. The customer is responsible to advise Frontier of the automatic route selection design to be used.
- b. The charge specified in Section C. below, apply per occasion and include provision of the data to the customer in Frontier printed copy format.

13. Long Distance Message Restriction

This arrangement denies direct out-dialing of long distance messages by Centrex lines arranged for direct out-dialing of local messages.

CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

14. Dial Conference Arrangement

This arrangement allows the user to establish a conference connection through the Centrex dial switching equipment. The connection can be established via the attendant or a Centrex station.

a. Attendant Controlled

An attendant controlled dial conference arrangement permits the simultaneous connection of up to five Centrex lines in addition to the attendant or a combination of those lines and either two tie trunks or one Central office line, foreign exchange line, WATS or CCSA access line and one tie trunk.

b. Station Controlled

A station controlled dial conference arrangement permits the simultaneous connection of up to six Centrex lines including the initiating station user or a combination of those stations and either two tie trunks or one central office line, foreign exchange line, WATS or CCSA access line or one tie trunk.

Connection of lines other than as specified for Centrex service dial conference arrangement is permitted, but such connections are subject to transmission and equipment limitations.

This arrangement is offered under a five-year payment plan that consists of an installation charge, monthly rate and termination liability.

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CENTREX SERVICE

C. RATES

	<u>Installation Charge</u>	<u>Per Month</u>
1. Centrex I Service		
a. Common Equipment, each	-	\$167.59
b. Centrex Lines		
(1) Exchange Access .....		#
(2) Intercommunication with Centrex Lines		
(a) Primary Location .....		\$14.14
(b) Secondary Location .....		14.14
c. Centrex Intercommunicating Lines#, each .....		14.14

# Monthly rate is an amount equal to 1/8th of the Monthly Rate specified for the Base Rate Area Business Flat Rate PBX Trunk in Frontier's Local Exchange Services Tariff, Section 2 and Section 8.



CENTREX SERVICE

C. RATES (Cont'd)

- |   | <u>Per<br/>Month</u>  |
|---|---|
| 2. Centrex II Service                       |   |
| a. Common equipment, each .....             | Rates and charges are as specified for Centrex I Service in this section. |
| b. Centrex Lines                            |   |
| (1) Exchange Access .....                   | Rates and charges are as specified for Centrex I Service in this section. |
| (2) Intercommunication with Centrex Line    |   |
| (a) Primary Location.....                   | \$14.98   |
| (b) Secondary Location .....                | 14.98   |
| c. Centrex Intercommunicating Lines, each . | Rates and charges are a specified for Centrex I Service in this section.  |
| d. Centrex User Training .....              | Rates and charges are ICB priced based on the customer's requirements.    |

3. TOUCH-TONE Calling Service

The following rates and charges apply in addition to those applicable for the associated Centrex system.

	<u>Installation Charge</u>	
Common Equipment, per system .....	-	-
Centrex Line, each .....	-	-

CENTREX SERVICE

C. RATES (Cont'd)

4. Charges for Channels Connecting Different Premises

a. Intraexchange, or Zone of an Area Exchange

- (1) Except as specified in (2) following for Centrex Business Pak, where a main or intercommunicating Centrex line is located outside of the serving or adjacent wire center area of the customer's primary location, channel charges apply for the extension of a Centrex line between the wire center serving the customer's primary location and the wire center serving the Centrex line. Local channels are not required.
- (2) Channels for the extension of a Centrex Business Pak line are required between the wire center serving the customer's primary location and the wire center serving the Centrex Business Pak line. Local channels are not required.
- (3) If a Centrex number is extended to a second location, channel charges apply. Local channels are required, except at the switch end.

b. Interexchange

Where a Centrex line is located in another exchange, Channel Charges apply for the connecting facilities.

5. Dial Tie Trunk Terminals	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>
a. Basic Tie Trunk, each* .....	-	-	\$ 75.50
b. Basic Senderized Tie Trunk, each			-
c. Advanced Tie Trunk, each .....	\$978.16†	\$83.84	131.91

When a Centrex line is arranged to be connected as a dial tie trunk terminal, the appropriate Centrex line rate applies in addition to the rate specified for the dial tie trunk terminal.

\* Not applicable to Tie Trunks connecting a primary location and a satellite location.

† Not applicable where the dial switching equipment of the customer's Centrex Service systems has been previously equipped for that customer with the first Tie Trunk for Advanced Tie Trunk.

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Charleston, West Virginia.

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CENTREX SERVICE

C. RATES (Cont'd)

6. Long Distance Message Restriction

	<u>Per Month</u>
Common Equipment, per group of Centrex lines controlled	\$39.41
Per Centrex Line Arranged .....	78

7. Dial Conference Arrangement

	<u>Installation Charge</u>	<u>Per Month</u>	<u>Termination Charge</u>	
Attendant Controlled Dial Confer- ence Arrangement, each .....	\$43.60	\$93.90	\$952.45 (60)	RKT
Station Controlled Dial Confer- ence Arrangement, each .....	\$43.60	\$93.90	\$952.45 (60)	

8. Optional Features for Use with Centrex Systems Served by  
Compatible  
Electronic Type Switching Equipment

	<u>Installation Charge</u>	<u>Per Month</u>
a. Automatic Route Selection - Basic		
(1) Common Equipment, per customer group, per number 1 type electronic switching system switching equipment .....	\$ 50.00	\$14.98
(2) Route Selection Patterns		
(a) Per access line connected in a pattern or patterns* .....	-	4.42

\* In addition, rates and charges apply as specified in Frontier's applicable tariffs for the type of access line connected.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

a. Automatic Route Selection - Basic (Cont'd)

(2) Route Selection Patterns (Cont'd)	<u>Installation Charge</u>	<u>Per Month</u>
---------------------------------------	--------------------------------	----------------------

(b) By number plan area code only,  
with final route:

I. To Long Distance Service, per pattern, each*.....	\$122.97	\$ 2.12
II. To overflow tone, per pattern, each.....	122.97	34.38

(c) By number plan area code and  
central  
office codes with final route:

I. To Long Distance Service, per pattern, each*.....	184.45	11.96
II. To overflow tone, per pattern, each.....	184.45	44.44

(3) Additions, Deletions and Changes	<u>System Activity Charge</u>	
--------------------------------------	-----------------------------------	--

(a) Additions, deletions, excluding deletion of all routes in a pattern routes in existing patterns, per pattern† .....	\$111.79	-
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(b) Deletion of Patterns, excluding d: service, per pattern		
I. By number plan area code only		-
II. By number plan area code and office codes.....		-

(c) Additions or changes in number plan area or central office code screening, per route† .....		-
--	--	---

\* Where Centrex lines equipped for long distance message restriction access pattern, the rates and charges specified in II following apply.

† Each WATS band is treated as a separate route.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
b. Attendant Camp-on and Indication of Camp-on		
Per attendant console .....	\$ 12.30	\$ 34.65
c. Attendant Control of Facilities		
Per line or tie trunk, or group of such lines of trunks controlled* .....	12.30	31.58
d. Code Call - Code Call Answer		
Transmitting Equipment, per 125-code capacity system, each .....	614.85	188.93
e. Station Message Detail Recording		
(1) Common Equipment, per arrangement		
Per primary location or per secondary location served by separate compatible electronic type switching equipment .....	1475.63	43.04
(2) Per facility group .....	233.00	None
(3) Station Message Detail Recording, per message .....	-	01
(4) Per Foreign Exchange Trunk, Tie Trunk or Toll Free Dedicated Service (Inward WATS) Access Line connected to an arrangement .....	-	4.30
Service Establishment Charge .....	354.00†	

\* In addition, rates and charges apply for a Series 1000, type 1001, Channel as specified in Frontier's Channel Services Tariff, Section 2, and an appropriate control agreement is required.

† This charge is applicable only when the switching equipment is arranged to provide station message detail recording on the initial foreign exchange trunk for originating calls, tie trunk, Toll Free Dedicated Service access line or foreign exchange trunk for incoming calls.

\*\* As of July 25, 2003, the existing Station Message Detail Recording is no longer available to new customers.

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CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
f. Customer-Dialed Account Recording		
(1) Per Arrangement .....	\$167.69*	None
(2) Per Message .....	-	\$ .01
g. Uniform Call Distribution		
(1) Hunting Group, each .....	111.79	7.49
(2) Per Line in the Hunting Group .....	16.77	.73
(3) Queuing		
(a) Common equipment .....	782.53	5.03
(b) Line arranged for queuing, each ..	16.77	2.85
(c) Queue slot, each .....	39.13	1.73
(d) Centrex line usage for incoming call queuing		
I. Per Centrex intercommunicating line .....	-	51.98
II. Per Centrex line		
Exchange access .....	-	62.60
Intercommunication .....	-	10.40

\* In addition, this charge is applicable when the quantity of digits in the customer-dialed account recording numbers is either increased or decreased.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

g. Uniform Call Distribution (Cont'd)

(3) Queuing (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
(e) Music-On-Queue		
I. Common equipment, each - Rates and charges are as specified for Attendant Camp-on Options, Music, Per Group of 22 Music Ports, following.		
II. Per music equipped trunk - Rates and charges are as specified for Attendant Camp-on Options, Music, Port Connecting Unit following.		
(4) Make-busy Arrangements Rates and charges are as Arrangements in PSC-W.VA. Tariff Number 203 Section 6.		
(5) Calls Waiting Indication, per unique timing state, maximum of three* .....	\$ 55.90	\$ 7.66
(6) Delay Announcement		
(a) Per announcement, limit of one.....		
(b) Per announcement trunk.....	33.54	15.43
(c) Per line.....	-	2.29
(7) Night Transfer Arrangement, limit of one†.....	16.77	.84

\* In addition, for each unique timing state, apply the rates and charges for a Series 1000, type 1001, Channel between the serving central office and the customer's premises as specified in Frontier's Channel Services Tariff, Section 2, and appropriate Signal Equipment is required.

† Furnished only in conjunction with group make-busy arrangement.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

g. Uniform Call Distribution (Cont'd)

(8) Deletions, excluding deletion of the entire system

(a) Each line in the hunting group; delay System Activity announcement, per announcement; delay <u>Charge</u> announcement, per announcement, trunk; night transfer arrangement .....	\$11.18
(b) Per queue slot, or slots deleted at the same time, or calls waiting indication, per unique timing state .....	27.95

(9) Changes

(a) Night transfer arrangement .....	11.18
(b) Calls waiting indication per unique timing state; delay announcement, per announcement .....	55.90

h. Attendant Busy Verification of the Tie Trunks and Call Through Test on Tie Trunks

	Installation Charge	Per Month
(1) Per Tie Trunk Group Equipped		
(a) First group .....	\$167.69	None
(b) Each additional group .....	27.95	None
(2) Per Tie Trunk Equipped .....	-	\$ 1.45

i. Tie Trunk Terminal

	Service Establishment Charge		
Advanced Senderized Tie Trunk, each .....	-	55.90	55.50



CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

j. Selected Customer Control of Facilities	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>
(1) Common Equipment, per system .....	\$ 204.58	\$101.73	\$23.48
(2) Per Facility Group to Which Access is Denied* .....	-	17.61	7.94
 k. Centralized Attendant Service			
(1) Release link trunk terminal equipment			
(a) Main Centrex location, each .....	1489.04†	193.40	222.46
(b) Branch Centrex location			
I. First two connections.....	475.11†	386.79	69.87
II. Each additional connection.....	-	193.40	34.93
(2) Centralized attendant service attendant console equipment ....	Rates and charges apply as specified above for Attendant Position.		
(3) Uniform numbering, per 100 Centrex line numbers, per Number 1 Type Electronic Switching System Centrex location .....	-	38.01	None -
(4) Release link trunk, each .....	Rates and charges apply as specified for Series 2000 Channels for tie trunk use in Frontier's Channel Services Tariff, Section 3.		

\* In addition, apply the rates and charges for a Series 1000, type 1000, Channel between the serving central office and the customer's premises as specified in Frontier's Channel Services Tariff, Section 2, and a control arrangement is required.

† Applies once per system.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>
1. Outgoing Trunk Queuing			
(1) Common equipment, each ...	\$447.16	\$877.55	\$143.09 (2)
Queue, each .....	-	419.21	4.30
(3) Queue slot, each .....	-	-	34.65
(4) Options			
(a) Attendant key control*			
I. Inhibit inflow, each.....		134.15	4.02
II. Inhibit outflow, each.....		134.15	4.02
(b) Recorded announcement, each .....		269.41	46.95
(c) Music on queue, common equipment, each† .....		279.47	145.33
(5) Change and rearrangements, change in any of the following			
(a) Common equipment, each .....		52.54	None
(b) Queue slots, each .....		80.49	None
(c) Queue threshold time limit .....		70.43	None
(d) Inhibit inflow, each .....		80.49	None
(e) Inhibit outflow, each .....		80.49	None
(f) Change in overflow arrangement .....		73.78	None
(g) Priority, per Centrex line .....		8.10	None

\* In addition, rates and charges apply for a Series 1000, type 1001, Channel between the serving wire center and the customer's premises, as specified in Frontier's Channel Services Tariff, Section 2, and appropriate control arrangement is required.

† In addition, rates and charges apply for a Series 2000, type 2000, Channel between the serving wire center and the customer-provided music source, as specified in Frontier's Channel Services Tariff, Section 3.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

m. Station Dial Code Screening	<u>Installation Charge</u>	<u>Per Month</u>
(1) Per Centrex line equipped .....	\$9.50	.28
(2) Arrangement I, per group of Centrex lines with same screening arrangement .....	1022.88	130.79
(a) Per number plan area code, excluding home number plan area code with cen- tral office code screening .....	447.16	14.53
(b) Additions or deletions to number plan area or central office code group, each .....	59.25	None
(3) Arrangement II, per group of Centrex lines, with same screening arrangement and same access code .....	614.85	130.79
(a) Per number plan area code with central office code screening .....	447.16	14.53
(b) Additions or deletions to number plan area or central office code group, each .....	59.25	None
(4) Centrex line number rearrangement from one screening arrangement to a different screening arrangement, per line or group of lines changed at the same time without line number change .....	4.75	None
n. Abbreviated Dialing		
(1) Common equipment, per 100 lines equipped	234.76	3.69
(2) Dialing code, each .....	139.74	1.12

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
o. Flexible Incoming Call Restriction		
(1) Common equipment, per group of lines*	\$156.51	\$4.02
(2) Per Centrex line, equipped.....	-	.11
(3) Recorded announcements		
(4) Common equipment per announcement, each.....	128.56	80.77
(a) Announcement trunks each.....	117.38	67.63
p. Centrex line DID restriction, per group of lines arranged, each occasion .....	262.71	None
q. Station number correlation, per Centrex system	1799.82	None
r. Attendant Camp-on Options		
(1) Silence		
(a) Per group of 22 silence ports ...	368.91	34.65
(b) Port connecting unit, each.....	48.07	8.72
(2) Recorded Announcement		
(a) Per group of 20 recorded announcement ports .....	343.20	83.84
(b) Port connecting unit, each.....	41.36	8.72
(3) Music†		
(a) Per group of 22 music ports .....	397.97	193.96
(b) Port connecting unit, each.....	41.36	8.72

\* In addition, rates and charges apply for the appropriate private line channels as specified in Frontier's Channel Services Tariff and an appropriate control arrangement is required.

† In addition, rates and charges apply as specified for a Series 2000, type 2120, Channel between the serving wire center and the customer-provided music source, as specified in Frontier's Channel Services Tariff, Section 3.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

s. Customer Traffic Record Feature	<u>Installation Charge</u>	<u>Per Month</u>
(1) Common Equipment, each* .....	\$3420.00	\$ 330.00
(2) Per Line of Traffic Measurement Transmitted, at a maximum of one-hour intervals, each.....	-	3.00
(3) Per Line of Traffic Measurement Transmitted, at a maximum of one-half hour intervals, each.....	-	5.85
(4) Automatic Circuit Assurance Report, each 100 trunk circuits, or fraction thereof, equipped.....	-	8.00
(5) System Activity Charges, per occasion		
(a) Add, change or rearrange printout format .....	\$220	
(b) Change or rearrangement printout time schedule .....	\$42	
(c) Addition of a trunk circuit to the Automatic Circuit Assurance Report Feature .....	\$42	

t. Centrex System Control

(1) Service Establishment Charge†		
Payment Plan 1 or 4, per system.....		8500.00

\* In addition, an appropriate Data Set in the serving central office and the appropriate channel between the customer's premises and serving central office are required.

† In the case of the Federal government, each government agency with access to the Centrex System Control feature is defined as a separate Centrex System Control customer.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

		<u>Per Month</u>
u. Centrex System Control (Cont'd)		
(2) System Activity Charges		
(a) User training, each occasion .....	\$345.00	
(b) Change of customer mask, after service establishment, per mask .....	13.75	
(c) Change of customer identification number, each occasion .....	9.25	
(d) Line change, from accessible to inaccessible and vice versa, per line changed .....	2.00	-
(3) Centrex System Control Feature, per line	<u>Installation Charge</u>	
(a) Payment Plan 1 .....	-	.11
(b) Payment Plan 2* .....	-	.30
(c) Payment Plan 3* .....	-	.25
(d) Payment Plan 4 .....	\$3.50	.03
(4) Termination Charges†		
(a) Payment Plan 2 .....	\$8850.00	(36
(b) Payment Plan 3 .....	8850.00	(60
v. Message Link Feature		<u>Service Establishment Charge</u>
Common Equipment, per data link# .....	\$2400.00	- 200.00

† For features installed on or following the Effective Date, this plan will be subject to a minimum monthly charge for 1500 lines.

\* In the case of the Federal government, each government agency with access to the Centrex System Control feature is defined as a separate Centrex System Control customer.

# In addition, rates and charges apply for a Central Office Data set, and at least one Series 3000, type 3002, Channel for each Message Link Feature data link to the customer's modem from Frontier's central office. Also rates and charges apply for the Centrex lines in the multiline hunting group(s) accessing the customer-provided message system.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

w. Automatic Route Selection - Deluxe

- (1) Common Equipment, per access code, per Centrex customer group equipped in a compatible electronic type switching system

	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>	<u>Termination Charge</u>
(a) Payment Plan 1	\$3532.00	\$1387.00	\$33.25	-
(b) Payment Plan 2	-	1387.00	162.00	\$3669.00 (36)
(c) Payment Plan 3	-	1387.00	121.00	3669.00 (60)

(2) Route Selection Patterns

(a) Per Facility Connected in a Pattern or Patterns*		-	3.90	-
(b) By Numbering Plan Area Code Only, per pattern		130.00	4.75	-
(c) By Numbering Plan Area and Central Office Codes, per pattern		182.00	5.60	-
(3) Arrangements for Additional Pattern Groups for Time-of-day each		322.00	3.00	-
(4) Additions and Changes				
(a) Additions, Deletions or Changes of Routes, Associated Facilities Restriction Levels, or More Expensive Route Tone Application in Existing Patterns, per pattern†		33.25	None	-

\* In addition, rates and charges apply as specified in Frontier's applicable tariff for the associated facility and facility connection.

† This charge is applicable whether the code addition or change is customer or Frontier initiated.





CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

x. Facilities Restriction Level (Cont'd)

(2) Authorization Codes (Cont'd)

(b) Authorization Codes, per 100 codes or fraction thereof .....	\$22.50		\$1.20
-			

(c) Per Facility Connected in an Automatic Route Selection - Deluxe Pattern or Patterns, each.....	-	5.10	-
--	---	------	---

(3) Changes

(a) Changes in Facilities Re- striction Level, per line or tie trunk connection, each.....	3.00	None	-	-
--	------	------	---	---

(b) Change in a Single Authorization Code and/or Associated Facilities Restriction Level Where Frontier Service Order Activity is Required, each.....	2.90	None	-	
---	------	------	---	--

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

y. Deluxe Queuing	<u>Installation Charge</u>	<u>Per Month</u>
(1) Common Equipment, per Centrex customer group equipped in a compatible electronic type switching system.....	\$458.00	None
(2) Queue, per facility group equipped ....	133.00	\$.30
(3) Queue Slots		
(a) Off-hook Queue Slot With:		
I. Recorded Announcement, each* .	-	39.75
II. Music, each† .....	-	37.00
(b) Ring-back Queue Slot, each.....	-	23.50
(4) Recorded Announcement Common Equipment, each	68.50	137.00
(5) Music-on-queue		
(a) Common Equipment, each.....	68.50	222.00
(b) Connecting Channel Between Serving Central Office Common Equipment and the Music Source on the Customer Premises.....		
	Apply rate and charges for Series 2000, type 2120, Channel as specified in Frontier's Channel Services Tariff, Section 3.	
(6) Changes		
(a) Change From Ring-back Queue to Off-hook Queue or Vice Versa, per queue .....	56.00	None
(b) Change in the Quantity of Queue Slots, per queue .....	56.00	None
(c) Change in Queue Threshold Time Limit, perqueue.		
(d) Change in Recorded Announcement, each.	56.00	None
(e) Change		
(f) in Post-queue Routing from Subsequent Routes to Tone or Vice Versa, per queue .....	56.00	None

\* In addition, recorded announcement common equipment is required as specified in the following.  
† In addition, music-on-queue is required as specified in (5) following.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching equipment (Cont'd)

z. Station Message Detail Recording to Premises\*\*

(1) Central Office Equipment	Service		Per	Termination
	Establishment	Installation		
(a) Common Equipment, each*				
I. Payment Plan 1..	\$5120.00	\$554.00	\$341.00	-
II. Payment Plan 2..	-	554.00	526.00	\$5320.00(36)
III. Payment Plan 3..	-	554.00	407.00	5320.00(60)
(b) Per Facility Connected, when the system is equipped for originating records, each† .....		8.85	8.35	-
(c) Per Tie Trunk Facility Equipped for Completion Records, each .....		8.85	.80	-
(d) Data Sending and Transmitting Equipment .....	Rates and charges apply as - specified for Central Office Data Sets in Section 6 of this Product Guide.			

\* In addition, a Central Office Data Set is required as specified in (d) following.

† Applies to all originating facilities connecting in automatic route selection - deluxe patterns when any such facility is arranged to provide an originating record to the customer.

\*\* Effective July 25, 2003, the existing Station Message Detail Recording will no longer be available to new customers.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching equipment (Cont'd)

z. Station Message Detail Recording to Premises (Cont'd)\*\*

	<u>Installation Charge</u>	<u>Per Month</u>
(2) Additions and Changes		
(a) Account Codes, change in number of account code digits, per system*.....	\$33.75	None
(b) Station Message Detail Recording to Premises Records, change from recording completed calls only to all calls attempted, or vice versa, per system	33.75	None
(c) Change in Status of all Centrex Lines in the Compatible Electronic Type Switching System Centrex Customer Group and/or Individual Facilities from Records not Required to Records Required, or vice versa.....	4.40	None

\* In addition, a Central Office Data Set is required as specified in subsection (d) following.

\*\* As of July 25, 2003, the existing Station Message Detail Recording is no longer available to new customers.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

aa. Advanced Dialing Plan Service

	<u>Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>	<u>Termination Charge</u>
Common Equipment, each				
(1) Payment Plan 1 ..	\$8311.00	\$1568.00	\$6.30	-
(2) Payment Plan 2 ..	-	1568.00	308.00	\$8634.00 (36)
(3) Payment Plan 3 ..	-	1568.00	211.00	8634.00 (60)

bb. Call Management

	<u>System Activity Charge</u>
(1) Initial Establishment of Call Management, per Centrex system	
Up to 200 lines .....	\$300.00
Over 200 lines .....	500.00

(2) Call Detail Options, per Centrex System

Monthly\*

	<u>Per Month</u>
Magnetic Tape	
Unrated detail.....	\$ 52.00†
Rated detail.....	52.00†
Paper	
Managerial reports package** .....	45.00†
CD-ROM .....	52.00
Weekly#	
Magnetic tape, unrated detail††.....	130.00†

\* Calendar month basis only.

† Minimum revenue commitment of three months applies.

# Provided on a Monday through Sunday basis only.

\*\* No longer available as of November 1, 1999

†† Not available to new customers.

CENTREX SERVICE

C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

bb. Call Management (Cont'd)

(3) Outbound Detail, per message

Unrated	Per Month
Up to 100,000 messages.....	\$.01
Over 100,000 messages.....	.005

Rated

Up to 100,000 messages.....	.01
Over 100,000 messages.....	.005

Managerial reports package\*\*

Up to 100,000 messages.....	.02
Over 100,000 messages.....	.008

(4) Inbound Detail, per message Unrated.....01

(5) Subsequent Additions and Changes, per Centrex system

	Nonrecurring Charge
Up to 200 lines .....	\$ 75.00
Over 200 lines .....	125.00

\*\* No longer available as of November 1, 1999.

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C. RATES (Cont'd)

8. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

cc. Routing Control	<u>Installation Charge</u>	<u>Per Month</u>
1 to 49 Centrex lines		
month to month .....	\$500.00	\$ 29.00
12 - 36 months .....	500.00	28.00
37 - 60 months .....	500.00	27.00
61 - 96 months .....	500.00	26.00
97 - 120 months .....	500.00	25.00
50 to 199 Centrex lines		
month to month	500.00	95.00
12 - 36 months .....	500.00	90.00
37 - 60 months .....	500.00	85.00
61 - 96 months .....	500.00	80.00
97 - 120 months .....	500.00	75.00
200 to 399 Centrex lines		
month to month	500.00	190.00
12 - 36 months .....	500.00	180.00
37 - 60 months .....	500.00	170.00
61 - 96 months .....	500.00	160.00
97 - 120 months .....	500.00	150.00
400 or more Centrex lines		
month to month .....	\$500.00	\$400.00
12 - 36 months .....	500.00	375.00
37 - 60 months .....	500.00	350.00
61 - 96 months .....	500.00	325.00
97 - 120 months .....	500.00	300.00
dd. Time-of-Day Routing .....	30.00	-
ee. Additions, changes and deletions to Routing Control .....	30.00	-
ff. Ground Start Provisioning, each Centrex Line arranged .....	-	5.00
gg. PRI Centrex Intercom Capability, per B Channel equipped* .....	-	20.00
Package rate for eleven or more channels of Centrex Intercom on one PRI .....	-	200.00
or Tie-	-	
9. Additional Customer Group, each .....	799.30	None

CENTREX SERVICE

C. RATES (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
10. Optional Feature, Station Dial Code Screening with the 797 Central Office Code, for use with Centrex systems served by number 2 type electronic switching system dial switching equipment located on Frontier's premises in the Weirton Exchange.		
Station Dial Code Screening		
Per Centrex line equipped	-	\$ 1.23
Screening features, per group of Centrex lines with same screening arrangement	\$2151.96	220.23
Per NPA code, excluding HNPA code, with selected central office code Screening.		
Additions or deletions of central office code groups, per NPA or deletion of		
11. Automatic Route Selection Design Recommendation		
a. Tape summarization procedure, applicable when the tape summary module of the traffic engineering for automatic route selection system program is used to provide tape summarization of the customer's activity traffic, per occasion		<u>System Activity Charge</u>
First 10,000 calls processed or fraction therefore		\$1800.00
Each additional 1,000 calls processed or fraction thereof		55.00
b. Manual input procedure, applicable when summarized data is available and input manually into an automatic route selection engineering module of the traffic engineering for automatic route selection program, per occasion		
First 10,000 calls processed or fraction thereof		1600.00
Each additional 1,000 calls processed or fraction thereof		33.00



CENTREX I AND II DORMITORY SERVICE - SCHOOLS, COLLEGES OR UNIVERSITIES

A. DESCRIPTION

Centrex I and II Service is furnished to schools, colleges and universities for management use in the administration of the school and for residential use by students, faculty members or employees who reside in dormitories or other residential quarters owned or leased, or under control of the school.

B. TERMS AND CONDITIONS

1. Management Centrex lines are furnished subject to the rates, terms and charges specified for Centrex Service in Section 3 of this Product Guide.
2. Dormitory Centrex lines for residential use are furnished on a flat rate and charges set forth in Section C. below.
3. Centrex Dormitory Service is furnished to a school, college or university only in association with a Centrex system and upon the condition that use of the service shall not be made subject to any charge by the school, college or university in excess of the charges set forth in Frontier's tariffs and this Product Guide.
4. Centrex II Service will only be provided where all Centrex lines of the customer's Centrex system are so equipped.
5. Schools, colleges and universities may subscribe to Centrex Dormitory Service under either Option A or Option B as follows.

a. Option A\*

The school, college or university is responsible for payment of all charges. The school, college or university is also responsible for billing and collecting charges for telephone messages, charges for Directory Assistance Service, telegrams, cablegrams and radiograms sent paid from or received collect at dormitory Centrex lines. Frontier will assist the school, college or university by furnishing individual identification of long distance messages.

- \* No longer offered. Rates and charges are applicable only to existing installations of this service for the same customer at the same location.

NOTE: Additional information concerning the application of regulations and rates for Centrex I and II Dormitory service can be found in West Virginia Tariff No. 202, Section 8

CENTREX I AND II DORMITORY SERVICE - SCHOOLS, COLLEGES OR UNIVERSITIES

B. TERMS AND CONDITIONS (Cont'd)

5. (Cont'd)

b. Option B

Frontier is responsible for the billing and collecting of long distance charges, charges for Directory Assistance Service, telegrams, cablegrams and radiograms sent paid from or received collect at dormitory Centrex lines. The school, college or university is responsible for the payment of all other rates and charges applicable to the dormitory Centrex lines.

The school, college, or university shall agree to either:

- (1) Assume responsibility for the payment of long distance charges billed to dormitory Centrex lines deemed by Frontier to be uncollectible or
- (2) Render assistance to Frontier in the prompt collection of such charges, in which event no responsibility for the uncollectible portion will be incurred by the school, college or university.

Frontier reserves the right to change a dormitory Centrex line to a Centrex intercommunicating line at the rate specified in Section 3 preceding, in the event of non-payment of charges billed to the dormitory Centrex line.

6. All stations associated with a dormitory Centrex line will be located within the same dormitory room or residential quarters.
7. Centrex Dormitory Service will be provided only within the base rate area of the zone or exchange which includes the customer's primary location.
8. TOUCH-TONE® Calling Service is provided to dormitory Centrex lines only when the associated Centrex Service is equipped with TOUCH-TONE Calling Service.
9. Minimum Revenue Commitments
  - a. Minimum revenue commitments apply only to Centrex lines, dormitory Centrex lines and attendant positions.

CENTREX I AND II DORMITORY SERVICE - SCHOOLS, COLLEGES OR UNIVERSITIES

B. TERMS AND CONDITIONS (Cont'd)

9. Minimum Revenue Commitments (Cont'd)

b. Centrex and Dormitory Centrex Lines

- (1) On at least one premises of the customer, Centrex and dormitory Centrex lines are subject to a continuing minimum monthly charge which shall be the charge for 100 Centrex I Service primary location schedule.
- (2) All Centrex and Dormitory Centrex lines of a Centrex system shall be subject to a minimum revenue commitment for a period of three years. The minimum revenue commitments for Centrex and dormitory Centrex lines will be computed separately and totaled for the customer's minimum revenue commitment as follows:

- (a) When the number of Centrex lines and dormitory Centrex lines are below 100 at the time service is initially established, the minimum revenue commitment is determined as follows:

Apply the Centrex I Service primary location schedule to the actual number of Centrex lines and the appropriate dormitory Centrex line schedule to the actual number of dormitory Centrex lines.

- (b) When the number of Centrex lines is below 100 and the number of dormitory Centrex lines is 100 or more at the time service is initially established, the minimum revenue commitment is determined as follows:

Apply the Centrex I Service primary location schedule to the actual number of Centrex lines and the appropriate dormitory Centrex line schedule to the first 100 dormitory Centrex lines and that same schedule to 90 percent of the immediate lower hundreds' level below the number of dormitory Centrex lines in excess of the first 100 dormitory Centrex lines initially connected.

- (c) When the number of Centrex lines is 100 or more when service is initially established, the minimum revenue commitment is determined as follows:

I. Apply the Centrex I Service primary location schedule to the first 100 Centrex lines and that same schedule to 90 percent of the immediate lower hundreds level below the number of Centrex lines initially connected and

CENTREX I AND II DORMITORY SERVICE - SCHOOLS, COLLEGES OR UNIVERSITIES

B. TERMS AND CONDITIONS (Cont'd)

9. Minimum Revenue Commitments (Cont'd)

b. Centrex and Dormitory Centrex Lines (Cont'd)

(2) (Cont'd)

(c) (Cont'd)

II. Apply the appropriate dormitory Centrex line schedule as specified in subsection (a) or (b) preceding.

(d) The commitment, as determined in subsection (a), (b) or (c) preceding, shall not be less than the continuing minimum monthly charge.

(e) Additional Minimum Revenue Guarantee

I. When subsequent growth occurs to a Centrex system where the number of Centrex or dormitory Centrex lines was below 100 when service was initially established, an additional minimum revenue commitment will be established when the total Centrex lines in service equals 100 or more Centrex or dormitory Centrex lines. The additional minimum revenue commitment will apply for a period of three years and will be based on the actual growth of Centrex or dormitory Centrex lines up to the 100 level and 90 percent of the additional hundreds' level(s) in excess of the first 100 Centrex or dormitory Centrex lines.

II. When subsequent growth occurs to a Centrex system with 100 or more Centrex or dormitory Centrex lines, an additional minimum revenue commitment will be established when the total Centrex lines in service exceeds 20 lines beyond the next higher hundreds level above that previously established. The additional minimum revenue commitment will apply for a period of three years and will be based on 90 percent of the additional hundreds level(s) above that previously established.

(f) Centrex II Service rates will apply to all Centrex and dormitory Centrex lines for a minimum of one year following the establishment of such service.

CENTREX I AND II DORMITORY SERVICE - SCHOOLS, COLLEGES OR UNIVERSITIES

B. TERMS AND CONDITIONS (Cont'd)

9. Minimum Revenue Commitment (Cont'd)

b. Centrex and Dormitory Centrex Lines (Cont'd)

(2) (Cont'd)

(g) A customer with Centrex Dormitory Service may designate one four-month period in any one 12-month period during which the minimum revenue commitment will be that applicable to management lines but at no time less than that for 100 centrex lines. The four-month period need not be continuous but the minimum period will be one month. The minimum revenue commitment applicable just prior to the designated period will apply following the period regardless of the number of Centrex lines in service at the time, and will also apply should the Centrex system be disconnected during such period.

C. RATES

Rates and charges for Centrex I and II Service dormitory Centrex lines are specified in Frontier's Local Exchange Tariff, Section 8.



CENTREX-50 SERVICE  
**(This service is no longer available to new customers.)**

A. DESCRIPTION

Centrex-50 Service is Centrex Service which includes the facilities necessary for intercommunication between Centrex-50 lines within the customer's system, Local Exchange Service, direct in-dialing to Centrex-50 lines, identification and billing of outgoing long distance messages by line number only where such billing is performed by Frontier\*, interception of calls to unassigned numbers, series completion line hunting, TOUCH-TONE® Calling Service, and on calls incoming from the telecommunications network, call transfer-individual, consultation hold and add-on.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Attendant Controlled Call Forwarding of Primary Directory Listing Line Calls

Attendant controlled call forwarding of primary directory listing line calls is an attendant console night service arrangement which forwards primary directory listing line calls to the line in the system previously selected by the attendant at the time the night service connection is established.

Centrex-50 Service System

Centrex-50 service lines with the same primary directory listing constitute a Centrex-50 service system.

\* Billing Services for Interexchange Carriers will be provided on an individual contract basis. Interexchange Carriers requesting inclusion of identified outward dialing data with their billing services must subscribe to Feature Group D from Access Services Tariff No. 217.

Note: Additional information concerning the application of regulations and rates for Centrex-50 service can be found in West Virginia Tariff No. 202, Section 8.

CENTREX-50 SERVICE  
**(This service is no longer available to new customers.)**

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Primary Location

The primary location of each Centrex-50 service system is the area served by the wire center in which the Centrex-50 service system's dial switching equipment is located.

Secondary Location

A secondary location is any location other than the primary location.

Line Controlled Transfer of Primary Directory Listing Line Calls

The line controlled transfer of primary directory listing line calls is a night service arrangement whereby primary directory listing line calls activate a common alerting signal on the customer's premises. These calls may then be answered by any line in the system upon dialing a special code.

2. Basis of Offering

Centrex-50 Service is classified as message rate or measured rate business service, as appropriate based on the class of service to which the customer subscribes, and is furnished from Frontier's number 1 type electronic switching system dial switching equipment located on Frontier premises that is connected by a maximum of 99 Centrex-50 lines on the customer's premises. Centrex-50 Service is offered subject to the availability of facilities and where, in the judgment of Frontier, service may be provided by the use of service arrangements, equipment and facilities in quantities and types regularly furnished by Frontier. Centrex-50 may also be provided to new customers from the previously equipped Frontier number 2 type electronic switching system central office in Weirton, West Virginia, provided there is sufficient spare capacity.

Centrex-50 Service is offered only as a complete service. The telecommunications network and intercommunication with Centrex-50 line portions of the service are not offered separately.

When the customer elects to change from Centrex-50 Service to Centrex Service and, at the option of Frontier and subject to the availability of facilities, the customer's Centrex system will be served by the same dial switching equipment, the Centrex Service will be treated as a new connection requiring the establishment of Centrex Service minimum revenue guarantees except that no nonrecurring charge shall apply for Touch-Tone Calling Service, and no Service Charges shall apply to existing Centrex-50 lines provided such lines are not moved or changed or the line connections at the station are not changed.



CENTREX-50 SERVICE  
**(This service is no longer available to new customers.)**

B. TERMS AND CONDITIONS (Cont'd)

2. Basis of Offering (Cont'd)

The Centrex-50 line or lines associated with the primary directory listing will be connected in the station designated by the customer of an unattended Centrex-50 system or in the attendant console of an attended Centrex-50 system. The Centrex-50 line or lines associated with the primary directory listing will be furnished at the rates specified for Centrex-50 lines in Section C. below.

A Centrex-50 line or lines may be arranged for dial "zero" operation and connected on the attendant console in order to provide Centrex-50 lines of a Centrex-50 system direct access to the attendant. The Centrex-50 line or lines arranged for dial "zero" operation will be furnished at the rates specified for Centrex-50 lines in Section C. below.

Attendant access lines connect an attendant console to the dial switching equipment serving the associated Centrex-50 system and are provided for the attendant to complete calls directed to the console.

C. RATES

1. Common Equipment, each.....	\$139.74
2. Centrex-50 Lines*, each	
a. Exchange Access.....	†
b. Intercommunication with Centrex-50 Line	
(1) Primary Location .....	18.11
(2) Secondary Location# .....	18.11

\* In addition, appropriate terminal equipment is required.

† Monthly rate is an amount equal to 1/6th of the monthly rate specified for a Base Rate Area Message or Measured Rate PBX Trunk in Frontier's Local Exchange Services Tariff, Section 2.

# In addition, rates and charges apply for the appropriate channel between the Centrex-50 Service system's serving wire center and the wire center serving the customer's secondary location.

CENTREX-50 SERVICE  
**(This service is no longer available to new customers.)**

C. RATES (Cont'd)

3. Charges for Local Messages

No message unit allowance or usage charge allowance, as appropriate, is included in the Centrex-50 Service rate schedules. The charges for all local messages are the same as specified for Message Rate or Measured Rate business service as appropriate as specified in Frontier's Local Exchange Services Tariff, Section 2.

4. Night Service Arrangement

a. Attendant Controlled Call, Forwarding per primary Directory Listing line arranged .....	\$12.30	\$1.73	-
b. Line Controlled Automatic Transfer of Primary Directory Listing Line Calls to any Linet per system# ..	25.00	3.90	-

† In addition, rates and charges apply for a Series 1000, type 1001, Channel between the serving wire center and the customer's premises as specified in the Frontier's Channel Services Tariff, Section 2.

# In addition, appropriate signal equipment is required.

CENTREX-50 SERVICE  
**(This service is no longer available to new customers.)**

C. RATES (Cont'd)

5. The provisions of long distance message restriction, charges for channels connecting different premises, dial tie trunk terminals, dial conference arrangements, and optional features for use with Centrex systems served by Frontier's dial switching equipment, are as specified for Centrex Service in Section 3 of this Guideline.

6. Service Charges

Service Charges apply as specified for Centrex Service in Section 3 of this Product Guide.



CENTREX CUSTOM CALLING SERVICES

A. DESCRIPTION

Centrex Custom Calling Services consist of service features for use with Centrex Service furnished by compatible electronic type switching equipment.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Anonymous Call Rejection

Anonymous Call Rejection is an arrangement that allows a called party to reject calls from parties that have activated the \*67 per call blocking feature to prevent the display of the calling telephone numbers to Caller ID - Number Only subscribers or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again, without activating the \*67 per call blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID - Number Only and Caller ID Services.

Automatic Callback

Automatic Callback permits a line user who attempts an intercommunication call to a busy line to be automatically connected to that line when both called and calling lines are subsequently idle. Automatic Callback is operational only for intercommunication calls between lines served by the same Frontier customer group.

Call Block

Call Block is an arrangement which prevents future calls from up to six prespecified telephone numbers, one of which may be the most recent incoming call from an unknown telephone number immediately after the unwanted call has been received. Callers from the prespecified telephone numbers will receive an announcement that the called party is not accepting calls. For calls from a line within a multiline hunting group, the call will be blocked only when the main telephone number is included as one of the six prespecified telephone numbers.

Call Forwarding - Busy Line

Automatically routes incoming calls, or both incoming and intercommunicating calls, to the attendant or a designated answering point when the called line is busy.

CENTREX CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Call Forwarding - Variable

When activated by the customer, calls intended for the line automatically route to any other line in or outside the same Centrex system or to the attendant. When activated by the attendant, calls intended for the line automatically route to any other line in the same Centrex system or to the attendant.

Call Forwarding Over Private Facilities

Call Forwarding Over Private Facilities permits a line user to establish the automatic routing of incoming calls to a specific private facility which is connected in that line user's system. As used herein, the term private facility applies to connection of Common Control Switching Arrangements (CCSA), Electronic Tandem Switching Features, Wide Area Telephone Service (WATS), Foreign Exchange, Foreign Zone and Foreign Central Office Services, Tie Trunks arranged for senderized operation and basic Local Exchange Service.

Caller ID - Number Only

Caller ID - Number Only is an arrangement which permits a customer to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating from a line within a multiline hunting group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded.

Caller ID

Caller ID is an arrangement which permits a customer to receive the calling telephone name and number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating for a line within a multiline hunting group, only the name associated with the main telephone number and the main telephone number will be delivered. If the calling name and telephone number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded.

CENTREX CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Call Pick-up and Call Hold

Call Pick-up allows the customer to answer any calls directed to another line within such users own preset pickup group by dialing a special code. Call Hold allows the customer to hold any call in progress by flashing the switchhook 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. Only one call per line may be held at a time. The held call cannot be added to the other call.

Call Trace

Call Trace is an arrangement which permits the customer to trace the last call received. The result of the call trace is automatically sent to Frontier for subsequent furnishing to legally constituted law enforcement agencies or authorities upon proper request by them. The call trace result is not available to the customer. Frontier is not liable for damages if, for any reason, the call trace attempt is not successful.

Call Transfer-individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls

Call Transfer-individual - All Calls

The customer can transfer any established incoming call to another line in or outside the Centrex system provided only one party remains outside the Centrex system once the transfer is effected except when such a connection is established between the telecommunications network and a tie trunk type facility or when the customer's dial switching equipment is equipped to permit the connection of two telecommunications network or two tie trunk type facilities. This is accomplished by hanging up after utilizing the Consultation Hold - All Calls and/or the Three-way Calling - All Calls feature. The customer can also transfer any originated call in or outside the Centrex system to another line served by the same dial switching equipment.

Consultation Hold - All Calls

The customer can hold any existing call by flashing the switchhook and, on the same line, originate a call to the attendant or to another line in or outside the Centrex system for private consultation. After consultation or answer, the customer can, by flashing a second time; return to the original call after the second line hangs up or add this line to the original call (Three-way Calling - All Calls). The customer can also transfer this line to the original call by hanging up after consulting with or adding on the second line (Call Transfer-individual - All Calls).

CENTREX CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Three-way Calling - All Calls

The customer can add a third line to any established call for a three-line conference by flashing the station switchhook after utilizing the Consultation Hold - All Calls feature. Only one line may be outside the customer's dial switching equipment except when the dial switching equipment has been arranged to permit two outside lines to be connected to a three-line conference.

Call Waiting

Originating

A calling line provides an audible tone to a called line in the same customer group to indicate that an intercommunication call is waiting when the called line is busy.

Terminating

Allows incoming calls, or both incoming and intercommunicating calls, to a busy line to be held waiting while an audible burst of tone is provided to the busy line connection to indicate that a call is waiting. The called line may be connected to this waiting call by the customer hanging up, whereby the line will be rung and will be connected to the call upon answer, or by the customer flashing the switchhook to hold the original call. If the customer does not hang up, repeating the flash will reconnect the line to the held party and will place the connected party back on hold.

Customer Group

A Customer Group is a group of facilities established by Frontier to provide common service features. A Centrex system arranged for Centrex Custom Calling Services will be comprised of the number of customer groups determined by Frontier to be adequate to meet the customer's service requirements.

Dependent Number

A dependent number is an additional telephone number, serving off a Distinctive Ring master number, which allows for incoming calls only. The origination of calls from this number is not permitted. The dependent number will be the same class of service as the associated master number.

Master Number

A master number is the Local Exchange Service telephone number equipped with Distinctive Ring.



CENTREX CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Directed Call Pick-up - With Barge In and Call Hold

Directed Call Pick-up - With Barge In and Call Hold enables the user to answer calls directed to any other line in the Centrex group by dialing an access code and the station line number of the line to be answered. Should the incoming call already be answered by the called line, the line user who dialed the access code is bridged onto the connection and a burst of tone is applied to alert the called party of the presence of the third party. Call Hold allows the line user to hold any call in progress by flashing the switchhook and then dialing a code, thus freeing the same line for the purpose of originating another call or returning to a previously held call. Only one call per line may be held at a time. The held call cannot be added to the other call.

Directed Call Pick-up - Without Barge In and Call Hold

Directed Call Pick-up - Without Barge In and Call Hold is variant of Directed Call Pick-up - With Barge In and Call Hold which enables a line user to answer calls directed to any other line in the Centrex group by dialing the access code for this feature and the station line number of the line to be answered. Should the called party have already answered the line, the Directed call Pick-up line is not bridged onto the conversation, but receives a reorder tone.

Inside/Outside Ringing Service and Call Waiting Tone

Inside/Outside Ringing Service and Call Waiting Tone are furnished in different classes which permit line users to identify the source of calls. These three classes identify:

Class	Call Source
A	Intercommunication
B	Attendant Completed CCSA Access Line Direct Inward Dialed from the Telecommunications Network Tie Trunks
C	Call Waiting - Originating Data Link Console Night Service Arrangement Preemptible Switched Circuit Automatic Network (SCAN) Access Line

Charleston, West Virginia.

CENTREX CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Priority Call

Priority Call is an arrangement which provides for one distinctive audible signal to the customer when a call is received from one of up to six prespecified telephone numbers. If the customer also subscribes to call waiting, and the incoming call arrives while the line is busy, the usual call waiting tone is altered with a distinctive pattern. For calls originating from a line within a multiline hunting group, the distinctive signal is only produced when the caller's main telephone number is one of those prespecified.

Reminder Ring

Reminder Ring provides for a distinctive ringing signal to be furnished to a Call Forwarding - Variable or Call Forwarding Over Private Facilities equipped line at the time a call is forwarded.

Busy Redial

Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires.

Select Call Forwarding

Select Call Forwarding is an arrangement which permits a customer to specify, up to a maximum of six, telephone numbers from which calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from one of the prespecified numbers will be forwarded. For calls from a line within a multiline hunting group, the call will be forwarded only when the main telephone number has been prespecified.

Series Completion Hunting Group

A Series Completion Hunting Group is a group of facilities established by Frontier to provide hunting arrangements for a maximum of eight Centrex lines.

CENTREX CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Speed Dialing

Speed Dialing permits the customer to place calls to a list of frequently called numbers by dialing fewer digits than normally required. Two types of Speed Dialing are available, a six-number capacity, one-digit, or 30-number capacity, two-digit, arranged for either individual or shared usage.

\*69

\*69 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.

**Main Telephone Number Redirect**

Main Telephone Number Redirect is a service which allow Centrex and Communication System customers to activate, deactivate or change their call forwarding service from a remote location. This service will be provided by means of Frontier's compatible electronic type switching equipment where adequate facilities are available.

Charleston, West Virginia.

CENTREX CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

2. Centrex Custom Calling Services require special facilities and will be provided only where such facilities are available and the operational capability of such services will be limited to the standard operating characteristics of the serving dial switching equipment.
3. Call Transfer-individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls will only be provided where all lines in a customer group are so equipped. In addition, the provision of this feature is limited to lines served by the same dial switching equipment, or to lines served by different dial switching equipment that are connected by tie trunk type facilities or that are equipped to provide this feature over the telecommunications network.
4. Calls forwarded and transferred to lines outside the Centrex system and call originated to lines for private consultation or a three-line conference outside the Centrex system are subject to local and long distance message charges which are chargeable to the activating line.
5. The rates in Section C. below for Speed Dialing include numbers furnished by the customer to be established on 6- or 30-number lists at the time the Speed Dialing feature is initially provided. Subsequent additions, deletions or revisions to the number lists are provided by Frontier upon request of the customer except when the dial switching equipment has been arranged to permit the customer to change the number list by dialing a special code. Frontier-changed Speed Dialing number lists are not provided when the dial switching equipment has been arranged for customer-changeable Speed Dialing number lists.
6. There are a maximum of 100 individual or shared Speed Dialing 30-number lists available per customer group.
7. The service features of Call Waiting - Terminating and Call Forwarding - Busy Line are not provided on the same line.
8. The service feature Call Waiting - Terminating is not provided on lines arranged for line hunting.
9. The Call Waiting - Terminating service feature will only be provided on lines of a Centrex system where the calls held waiting are either incoming only, or incoming and intercommunication calls.
10. When the dial switching equipment is arranged for customer changeable Speed Dialing number lists, the first line equipped with shared Speed Dialing will be the only line permitted to change the Speed Dialing number list.

CENTREX CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

11. Not more than one Speed Dialing feature with six-number capacity and one Speed Dialing feature with 30-number capacity may be provided on the same line.
12. Call Pick-up and Call Hold, Call Forwarding - Don't Answer, Call Forwarding - Busy Line, Call Forwarding - Variable and Speed Dialing may be provided on lines of a series completion hunting group.
13. The service feature of Call Pick-up and Call Hold will only be provided on lines which are arranged for Call Transfer-individual - All Calls or for Call Transfer-individual on incoming calls from the telecommunications network. In addition, Call Pick-up and Call Hold will only be provided where all lines in the preset group are so equipped.
14. When the service features of Call Forwarding - Busy Line and Call Forwarding - Don't Answer are provided on the same line, the features will only be provided where the calls forwarded are either incoming-only, or incoming and intercommunication calls. In addition, where the serving central office equipment is not fully compatible, the calls will only be forwarded to either the attendant or the same designated answering point.
15. Call Forwarding - Don't Answer

At the time a line is initially equipped for Call Forwarding - Don't Answer, it will be arranged for a predetermined number of ringing cycles to be completed prior to the incoming call being forwarded. When a change in the number of ringing cycles is requested by the customer, the Installation Charge as specified in Section C. below applies per line affected.

16. Automatic Callback

A calling line is permitted only one Automatic Callback request at a time. The called line is limited to only one request at a time for Automatic Callback. Once requested, Automatic Call-back will remain active for a period not to exceed 30 minutes unless deactivated by the calling line.

17. Call Forwarding Over Private Facilities

- a. The Call Forwarding Over Private Facilities routing of calls to foreign exchange and CCSA off-network access lines requires central office modification. Initially, this optional service feature will not be available for the routing of calls via any facility, automatic route selection pattern or switching service network involving foreign exchange. When Frontier's central office equipment is subsequently modified, such routing will be made available to the customer at no additional charge.

CENTREX CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

17. Call Forwarding Over Private Facilities (Cont'd)

- b. The Call Forwarding Over Private Facilities routing of calls to Electronic Tandem Switching requires special central office modifications separate from the modification specified in a. preceding. Initially, this optional service feature will not be available for the routing of calls via Electronic Tandem Switching. When Frontier's central office equipment is subsequently modified, such routing will be made available to the customer at no additional charge.
- c. Incoming telecommunications network calls to lines arranged for Call Forwarding Over Private Facilities routing are subject to the appropriate charges for such calls and a common recorded announcement is furnished to inform the caller that the call is being forwarded.
- d. Calls forwarded to the telecommunications network are subject to the appropriate charges for such calls.
- e. Where the Call Forwarding Over Private Facilities optional service feature routes calls to a specific private facility which is denied access by activation by the Attendant Control of Facilities optional service arrangement, those calls will instead be routed to a common recorded announcement which refers the caller to the system's attendant.

18. Reminder Ring

When Reminder Ring is requested for a line which is not so arranged, the Installation Charge as specified in D. RATES following applies per line affected.

19. Inside/Outside Ringing Service and Call Waiting Tone

- a. Inside/Outside Ringing Service is furnished to indicate the source of calls to idle lines. Call Waiting Tone is furnished to indicate the source of calls to busy lines equipped for Call Waiting optional service features.
- b. A distinctive ringing and tone is furnished to each class and is used to identify all call sources within each class.
- c. Class A ringing and tone is not furnished separately and is included at no additional charge to lines arranged for Class B ringing and tone. Class C ringing and tone may be furnished separately or in association with Class B ringing and tone.

CENTREX CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

19. Inside/Outside Ringing Service and Calling Waiting Tone (Cont'd)

- d. Class C tone associated with Call Waiting - Originating will be provided only where all such lines in the same number 1 type electronic switching system customer group are commonly arranged for Class C tone.
- e. Where a customer's system is equipped with a data link console and is arranged for Class B ringing and tone, Class C ringing will be provided to identify night service arrangement extended calls to lines at no additional charge.

20. Call Waiting - Originating Options

This feature provides a choice of recorded announcement or customer-provided music to the calling party on call-waiting originating calls.

21. Calls transferred to stations not served by the same dial switching equipment and calls originated to stations not served by the same dial switching equipment for private consultation, or a three-station conference are subject to transmission limitations.

22. The Centrex Custom Calling Service feature of Call Transfer-individual - All Calls, Consultation Hold, - All Calls, Three-way Calling - All Calls, provides service as specified preceding except when an incoming call to such equipped lines is extended by the attendant via release link trunk facilities.

23. Service features activated via access codes provide service as specified herein except when an incoming call to such feature equipped lines is received via release link trunk facilities.

24. Call Block, Call Trace, Caller ID - Number Only, Priority Call, Busy Redial, Select Call Forwarding and \*69 are Centrex Custom Calling Services which allow customers to manage call flow effectively. This management is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. The services are provided only on calls that originate from and terminate to appropriately equipped central offices. These services provide a variety of user-programmable features that manage calls based on customer input directions to the Network.

CENTREX CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

25. Customers subscribing to Call Block, Call Trace, Caller ID - Number Only, Priority Call, Busy Redial, Select Call Forwarding and \*69 features may use these features when the other party involved in the call is served from the same central office or from different central offices which are linked by facilities that can transport the calling number, even if the other party does not subscribe to the features. Customers may subscribe to these features individually or as a feature package on a per line basis.
26. Distinctive Ring
- a. Distinctive Ring is a feature which allows a customer to have up to three separate telephone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone for each telephone number will be provided and, where facilities permit, to customers also subscribing to call waiting.
  - b. Distinctive Ring is only offered to customers served from compatible electronic type switching equipment specifically equipped to provide this service.
  - c. Distinctive Ring can be provided with other Centrex custom calling features. Custom calling features are provided in association with the master number only; however, any custom calling feature associated with a master number is automatically available to the associated dependent numbers, except as specified following.
  - d. The call forwarding feature is available in one of two arrangements. When the call forwarding feature is activated:
    - (1) Calls to the master and dependent numbers are forwarded to the same location in or outside the centrex system; or,
    - (2) Only calls to the master number will be forwarded. Calls to the dependent numbers will not be forwarded.
  - e. Distinctive Ring can only be utilized through the use of compatible customer-provided terminal equipment.
  - f. Distinctive Ring is not provided in association with lines equipped with hunting arrangements.



CENTREX CUSTOM CALLING SERVICES

B. TERMS AND CONDITIONS (Cont'd)

27. Main Telephone Number Redirect

- a. Provides Centrex customers with a remote access call forwarding-variable service. Centrex Main Telephone Number Redirect is available to customers who are served by compatible central office facilities and can be accessed from any tone type signaling capable telephone.
- b. The customer dials a remote access directory number and is then guided by voice messages to enter their Centrex number equipped with the Centrex Main Telephone Number Redirect feature, a Personal Identification Number (PIN), and the number to which calls will be forwarded.
- c. Calls forwarded by this feature are subject to local and long distance message charges and are the responsibility of the customer.
- d. This service contemplates that normal transmission performance quality cannot be guaranteed on forwarded calls.
- e. A PIN will be used as a security measure to ensure an authorized user is accessing the feature.
- f. When Centrex Main Telephone Number Redirect is active, it will override all other Frontier central office-based call forwarding services.
- g. The remote access capability may experience occasional interruptions in service. Frontier is not liable for damages if, for any reason, the service is inoperable.

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CENTREX CUSTOM CALLING SERVICES

C. RATES

	Charge	Installation Month	Per (T)
1. Anonymous Call Rejection To Caller ID - Number Only and Caller ID Customers .....	-	-	
2. Call Forwarding - Busy Line, per line			
a. Incoming calls only .....	-	\$ .61	
b. Incoming and intercommunicating calls .....	-	.61	
3. Call Forwarding - Don't Answer*, per line			
a. Incoming calls only .....	-	.61	
b. Incoming and intercommunicating calls .....	-	.61	
4. Call Forwarding - Variable, per line .....	-	2.46	
5. Directed Call Pick-up, either with or without barge in and call hold, or Call Pick-up and Call Hold, per line .....	-	3.07	
6. Call Transfer-individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls, per line			
a. Centrex I Service system .....	-	1.57	
b. Centrex II Service system .....	-	.61	
c. Centrex-50 Service system	-	.95	
d. Per change in call transfer capabilities per Centrex system .....	\$128.56	None	
7. Call Waiting, per line			
a. Originating .....	-	2.46	
(1) Recorded announcement ... Rates and charges are as specified in Section 3 of this Product Guide for Recorded Announcement for Atten- dant Camp-on.			
(2) Music .....			
Rates and charges are as specified in Section 3 of this Product Guide for Music for Attendant Camp-on.			
b. Terminating .....	-	4.30	

\* When a change in the number of ringing cycles is requested by the customer subsequent to the initial installation, an Installation Charge as specified following for Call Forwarding - Don't Answer ringing cycle change applies per line affected.

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CENTREX CUSTOM CALLING SERVICES

C. RATES (Cont'd)	Installation	Per	
8. Individual Speed Dialing, per line	<u>Charge</u>	<u>Month</u>	
a. 6-Number capacity .....	-	\$2.46	
b. 30-Number capacity .....	-	3.69	
9. Shared Speed Dialing			
a. Six-number Capacity		<u>Line Connection</u>	
(1) First line .....		\$2.46	
(2) Each additional line sharing the same number list .....		61	
b. 30-number Capacity			
(1) First line .....		3.69	
(2) Each additional line sharing the same number list .....		61	
	Service		
	Establishment	Installation	Per
	<u>Charge</u>	<u>Charge</u>	<u>Month</u>
10. Call Forwarding - Don't Answer Ringing Cycle Change, per line changed .....	-	\$ 2.24	None
11. Automatic Callback			
a. Common Equipment, per system .....	\$453.87	82.72	\$ 52.82
b. Per Line Equipped .....	-	2.24	1.23
12. Call Forwarding Over Private Facilities			
a. Common Equipment, per system .....	547.77	82.72	167.69
b. Per Line Equipped .....	-	1.73	6.99

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CENTREX CUSTOM CALLING SERVICES

C. RATES (Cont'd)

	Service Establishment Charge	Installation Charge	Per Month	
13. Reminder Ring				
a. Furnished with the Initial Installation of Call Forwarding - Variable or Call Forwarding Over Private Facilities Optional Service Features .....	-	-	None	-
b. Furnished Subsequent to the Initial Installation of such Optional Service Features, per line .....	-	\$ 2.24	None	-
14. Inside/Outside Ringing Service and Call Waiting Tone				
a. Common Equipment for either or both Class B and C Ringing and Tone, per system .....	\$154.27	111.79	\$63.16	
b. Class B Ringing and Tone, per line equipped .....	-	1.73	2.01	
c. Class C Tone, per line equipped with Call Waiting - Originating .....	-	1.73	1.12	
d. Class C Ringing and Tone, per preemptible Switched Circuit Automatic Network access line terminal .....	-	1.73	1.12	
15. Distinctive Ring, per dependent number .....	-	-	4.50	
			<u>Per Month Per Line</u>	
16. Busy Redial .....			\$1.50	(T)
17. *69 .....			1.50	
18. Priority Call .....			1.50	

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CENTREX CUSTOM CALLING SERVICES

C. RATES (Cont'd)	<u>Per Month</u> <u>Per Line</u>	
19. Select Call Forwarding .....	\$1.50	(T)
20. Call Block .....	1.50	
21. Caller ID - Number Only - Per Line Equipped		(T)
1-10 Lines .....	6.50	
11-50 Lines .....	5.00	
Over 50 Lines .....	2.00	
22. Caller ID, per line		(T)
1-10 Lines .....	7.50	
11-50 Lines .....	5.75	
Over 50 Lines .....	2.50	
23. Feature Package (Priority Call, Busy Redial, Select Call Forwarding, and *69 - Per Line Equipped)		(T) (T)
1-10 Lines .....	4.50	
11-50 Lines .....	4.00	
Over 50 Lines .....	3.60	
	Service	
	Establishment	Installation
	<u>Charge</u>	<u>Charge</u>
		Per
		Month
24. Call Trace, Each Activation .....	Rates and charges apply as specified in Frontier's Custom Calling Services Tariff.	
25. Main Telephone Number Redirect .....	-	\$6.00

CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

A. GENERAL

Centrex electronic tandem switching features are provided only in association with Centrex service furnished from compatible electronic type switching equipment located on the premises of Frontier, and may be provided only to Centrex systems which are served by the same such compatible electronic type switching equipment.

B. TERMS AND CONDITIONS

1. Explanation of Terms

a. Centrex Electronic Tandem Switching features

Centrex electronic tandem switching features are optional service features which are, except as specified for customer administration and control following, comprised of both automatic route selection-deluxe, and facilities restriction levels and at the option of the customer, the following service features and arrangements are available:

- Account Codes
- Authorization Codes
- Automatic Overflow to Direct Distance Dialing
- Deluxe Queuing
- Facility Administration and Control
- Facility Assurance Reports
- Station Message Detail Recording to Premises
- Time-of-day Routing
- Traffic Data to Customer-Pollable
- Uniform Numbering/Automatic Alternate Routing

b. Automatic Route Selection-Deluxe

- (1) Automatic route selection-deluxe accepts only a ten-digit telecommunications network call attempt after a Centrex service automatic route selection-deluxe facilities code is dialed, automatically scans the digits and selects the first choice completing route when available, or subsequent route if the first choice route is not available. Routes may include foreign exchange trunk facilities, Wide Area Telephone Service (WATS) access line facilities, Local Exchange Service access line facilities to the long distance telecommunications network and Common Control Switching Arrangement (CCSA) access lines or other facility arrangements where compatible.

CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

b. Automatic Route Selection-Deluxe (Cont'd)

(1) (Cont'd)

The final completion route may be to the long distance telecommunications network or, at the option of the customer, the call attempt is routed to overflow tone if a facilities restriction level is insufficient to complete the call. When automatic route selection-deluxe is provided in conjunction with uniform numbering/automatic alternate routing, incoming tie trunks from other Centrex or PBX systems connected directly to the automatic route selection-deluxe-equipped Centrex system may be arranged to have automatic access to the automatic route selection-deluxe and uniform numbering/automatic alternate routing features. When such arrangements are provided, the tie trunks to the Centrex automatic route selection-deluxe become dedicated tie trunks and separate tie trunks are required from the distant Centrex or PBX system if access is to be provided to other Centrex functions at the automatic route selection-deluxe-equipped Centrex system. In addition, when automatic route selection-deluxe is provided in conjunction with uniform numbering/automatic alternate routing, routes may include tie trunks to a distant Centrex system or PBX equipped with an automatic route selection-deluxe-like capability for subsequent access to the long distance telecommunications network. The automatic route selection-deluxe feature provides all number translation and supervision necessary to route the call, and a more expensive route tone is supplied, at the option of the customer, as a function of the route selected for a particular call.

(2) Time-of-day Routing

Time-of-day routing is an automatic route selection-deluxe option which permits preprogrammed selection of up to three sets of alternate routing pattern groups for off-net-work calls on a time-of-day and day-of-week basis. Manual override of time-of-day routing is available with the facility administration and control feature.





CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

c. Facilities Restriction Level

- (1) A facilities restriction level is required in connection with automatic route selection-deluxe. Each line and incoming tie trunk is provided a facilities restriction level to determine both the types of calls and types of facilities within the privileges of the associated user. When the facilities restriction level is transmitted over a tie trunk to a distant PBX or Centrex system equipped with automatic route selection-deluxe-like capability, it is identified as a traveling class mark.
- (2) Authorization codes are a facilities restriction level option which provides for a line user to dial a code which overrides the facilities restriction level associated with that line or incoming tie trunk.

The Centrex system requires dialing of the authorization code when the default facilities restriction level (i.e. the facilities restriction level associated with the line or incoming tie trunk) has insufficient privileges to complete the call. The authorization code is also verified and recorded in the station message detail recording to premises record when the station message detail recording to premises feature is provided.

d. Deluxe Queuing

Deluxe queuing permits a call from a line user to be placed in queue on the first choice route in the automatic route selection-deluxe or uniform numbering/automatic alternate routing pattern if all routes allowed by the user's facilities restriction level in that routing pattern are already in use. Two queuing arrangements are available.

(1) Ring-back Queue

A ring-back queue, in which case the handset of the calling station is placed on the switchhook and the calling line is called back when a facility in the first choice route becomes available.

(2) Off-hook Queue

An off-hook queue, in which case the calling line remains off-hook and is held in queue until a facility in the first choice route becomes available.

Calls held in queue beyond a predetermined time limit will be removed from the queue and be routed, at the option of the customer, via subsequent route choices or to an overflow tone.

CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

e. Station Message Detail Recording to Premises

- (1) Station message detail recording to premises provides a record, on magnetic tape equipment located on the customer's premises, of calls placed using the automatic route selection-deluxe and uniform numbering/automatic alternate routing features of the electronic tandem switching equipped Centrex system. Both originating and terminating message detail can be recorded for electronic tandem switching calls.
- (2) Account codes permit a line user to dial a series of digits which will appear in the station message detail recording to premises record for that particular call.

The account codes can be used by the customer for account or project identification. Adding an account code to a call, where arrangements have been made to provide this feature, is at the discretion of the line user. Each customer's account code must contain the same number of digits, not to exceed eight, and must not conflict with electronic tandem switching on-network code assignments.

f. Customer Administration and Control

Customer administration and control is comprised of either or both of the following Centrex electronic tandem switching features.

- (1) Facilities administration and control permits customer control of parameters which determine user calling privileges, i.e., authorization codes and associated facilities restriction levels. In addition, facilities restriction levels associated with lines, tie trunks and authorization codes may be collectively upgraded or downgraded by invoking a predetermined set of facilities restrictions levels identified as controlled alternate facilities restrictions levels. Manual override control of time-of-day pattern groups and activation or deactivation of queuing on a facility group basis is also provided.
- (2) Traffic data to customer-pollable/facility assurance reports permits the customer to poll the switching equipment on a daily or hourly basis to obtain certain traffic measurements on facility groups and queues, and provides the customer the ability to obtain automatic circuit assurance data, such as the identity of facilities not accessed and facilities constantly off-hook in the previous two hours.

Control equipment must be provided on the customer's premises to record the traffic data and obtain automatic circuit assurance data.

CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

g. Uniform Numbering/Automatic Alternate Routing

- (1) Uniform numbering permits users to place calls via tie trunks using a uniform dialing plan. The user dials an access code, and an account code, where this option is provided, followed by a seven-digit number which uniquely identifies a special on-network line.

The number consists of a three-digit location code and a four-digit line number. When the same access code is followed by a ten-digit telecommunications network number, the call is routed via the automatic route selection-deluxe feature. The uniform numbering feature provides the number translation and supervision necessary to route the call.

- (2) Automatic alternate routing provides automatic routing of on-network calls to alternate trunk routes when primary tie trunk routes are busy.
- (3) Automatic overflow to direct distance dialing is an option of uniform numbering/automatic alternate routing which provides completion of on-network call attempts over the long distance telecommunications network when all primary and alternate tie trunk routes are busy.

2. Automatic Route Selection-Deluxe

- a. Automatic route selection-deluxe is furnished only in association with facility restriction levels.
- b. Preferred and alternate routes in automatic route selection-deluxe routing patterns will be specified by the customer.
- c. A maximum of three automatic route selection-deluxe pattern groups with a maximum of 64 patterns in each pattern group will be provided. The three pattern groups referred to will consist of one primary and two additional pattern groups for time-of-day routing.
- d. A maximum of ten routes are provided in a routing pattern.
- e. Each WATS band is treated as a separate route.

CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

B. TERMS AND CONDITIONS (Cont'd)

2. Automatic Route Selection-Deluxe (Cont'd)

- f. A maximum of 64 number plan areas, including the home number plan area, may be designated by the customer for routing of calls by number plan area and central office codes.
- g. The time-of-day routing feature permits up to 16 programmed changes in pattern groups per week. When additional automatic route selection-deluxe patterns are required due to time-of-day changes, rates and charges as specified in Section C. below apply to each additional pattern.
- h. The Centrex Service optional feature of Long Distance Message Restriction Service does not function on calls routed via automatic route selection-deluxe.
- i. Automatic route selection-deluxe cannot be used to route local calls.

3. Facility Restriction Levels

- a. Facility restriction levels are only furnished in association with automatic route selection-deluxe.
- b. A maximum of eight facilities restriction levels are available for each Centrex system.
- c. A maximum of 20,000 authorization codes are available for each Centrex system.
- d. Authorization codes must consist of a uniform number of digits, with a minimum of three and a maximum of six digits.
- e. Customer implementation of change of authorization codes or associated facilities restriction levels requires the facilities administration and control feature.

4. Deluxe Queuing

- a. The text and announcement provided with the recorded announcement option of deluxe queuing will be provided by the Telephone Company.
- b. The music-on-queue option is available only with off-hook queue and the music source must be provided by the customer.
- c. The customer must specify the length of time a call is held in queue before overflowing to subsequent routes or to overflow tone.

CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

B. TERMS AND CONDITIONS (Cont'd)

4. Deluxe Queuing (Cont'd)

- d. Off-hook queue must be equipped for either recorded announcement or music-on-queue options.
- e. Incoming Tie Trunks can only be arranged for off-hook queue.
- f. Lines at a Centrex electronic tandem switching location may have either ring-back queue or off-hook queue. All such lines must be equipped with the same type queuing.

5. Station Message Detail Recording to Premises

- a. The data provided by station message detail recording to premises is not the same as that provided on the monthly Frontier rendered bill and comparisons will not be accepted as the sole basis for the resolution of billing discrepancies.
- b. Station message detail records will be provided on terminal equipment located on the customer's premises at the rates and charges specified in Section C. below.
- c. Processing of message detail information by Frontier accounting center is not provided with the station message detail recording to premises feature.
- d. The customer must designate all lines in a Frontier electronic switching system Centrex customer group and/or selected facility groups on which station message detail recording to premises originating and terminating records are to be provided.
- e. Additions and deletions of station message detail recording to premises recording are provided by Frontier service orders.
- f. Where station message detail recording to premises is provided, a detailed record may be made for each completed call. At the option of the customer, arrangements can be made to provide records of calls attempted as well as calls completed. Under certain exceptional conditions, with station message detail recording to premises, calls may be processed without recording the call detail.
- g. Account codes are available with the initial installation of station message detail recording to premises at no additional charge.

CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

B. TERMS AND CONDITIONS (Cont'd)

6. Customer Administration and Control

- a. The customer administration and control feature of traffic data to customer-pollable/facility assurance reports may be provided to No. 1 ESS served Centrex systems which are not equipped with the electronic tandem switching features of automatic route selection-deluxe and facilities restriction levels.

7. Uniform Numbering/Automatic Alternate Routing

- a. When uniform numbering/automatic alternate routing is provided, the customer must specify the first choice route and each subsequent route to each Centrex or PBX system involved.
- b. The maximum number of routes in a routing pattern is four and the maximum number of routing patterns is 180.
- c. Calls routed via the long distance telecommunications network are subject to the appropriate long distance message charges.

C. RATES

1. Automatic Route Selection-Deluxe	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>
a. Common equipment per access code (Per Centrex customer group) .....	\$2980.00	\$1332.00	\$300.00
b. Route selection patterns			
(1) Per facility terminated in a pattern or patterns*	-	-	3.40
(2) By numbering plan area code only, per pattern ...	-	33.25	4.20
(3) By numbering plan area central office codes, per pattern .....	-	147.00	12.20
c. Arrangements for additional pattern groups for time-of-day routing, each .....	-	274.00	22.35

\* In addition, rates and charges apply as specified in Frontier's applicable tariff for the associated facility and facility termination.

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CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

C. RATES (Cont'd)

1. Automatic Route Selection-Deluxe  
(Cont'd)

	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>
d. Additions and Changes			
(1) Additions, deletions or changes of routes, associated facilities restriction levels, or more expensive route tone application in existing patterns, per pattern* ...	-	\$ 33.25	None
(2) Addition of patterns, per pattern .....	Apply same rates and charges as specified in b.(2) and b.(3) preceding.		
(3) Addition of a facility to, or deletion of a facility from, an existing route ..	-	-	None
(4) Additions or changes in numbering plan area or central office code routing, per code, per pattern group affected* .....	-	28.00	None
(5) Additions, deletions and/or changes in time-of-day routing intervals .....	-	45.25	None

2. Facilities Restriction Level

a. Centrex line or incoming or two-way Tie Trunk connection, each .....	-	5.50	\$ .16
b. Authorization Codes			
(1) Common Equipment .....	\$4705.00	812.00	335.00

\* This charge is applicable whether the code addition or change is customer or Frontier initiated.

CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

C. RATES (Cont'd)

2. Facilities Restriction Level  
(Cont'd)

	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>
b. Authorization Codes (Cont'd)			
(2) Authorization codes, per 100 codes, or fraction thereof .....	-	\$ 25.25	\$ 5.20
(3) Per facility connected in an automatic route selec- tion-deluxe or uniform numbering/automatic alter- nate routing pattern or patterns, each .....	-	-	2.60
c. Changes			
(1) Changes in facilities re- striction level per line or Tie Trunk connection, each .....	-	1.75	None
(2) Change in a single author- ization code and/or asso- ciated facilities restric- tion level where Telephone Company service order ac- tivity is required, each.	-	1.75	None

3. Deluxe Queuing

a. Common equipment per Centrex customer group equipped in a Telephone Company electronic switching system ..	\$1570.00	328.00	130.00
b. Queue, per facility group equipped .....	None	93.00	2.00



CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

C. RATES (Cont'd)

2. Facilities Restriction Level (Cont'd)

	Charge	Month
c. Queue slots		
(1) Off-hook queue slot with:		
(a) Recorded announcement, each* .....	-	\$ 18.90
(b) Music, each† .....	-	18.00
(2) Ring-back queue slot, each .....	-	12.45
d. Recorded announcement common equipment, each.	\$ 44.25	59.00
e. Music-on-queue		
(1) Common equipment, each .....	250.00	130.00
(2) Connecting channel between serving central office com- equipment and the music source on the customer premises		
	Apply rates and charges for Series 2000, type 2001, Channel as specified in Frontier's Company's Channel Services Channel Services Tariff, Section 3. Telephone Company's Channel	
f. Changes		
(1) Change form ring-back queue to off-hook queue or vice versa, per queue .....	38.00	None
(2) Change in the quantity of queue slots, per queue .....	38.00	None
(3) Change in queue threshold time limit, per queue .....	38.00	None
(4) Change in recorded announcement .....	38.00	None
(5) Change in post-queue routing from subse- quent routes to tone or vice versa, per queue .....	38.00	None

\* In addition, recorded announcement common equipment is required as specified in subsection 2.d. of this Section C.

† In addition, music-on-queue is required as specified in e. following

CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

C. RATES (Cont'd)

4. Station Message Detail Recording to Premises

a. Central Office Equipment	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>
(1) Common equipment, each*	\$3180.00	\$350.00	\$850.00
(2) Per facility connected in automatic route selection-deluxe or uniform numbering/automatic alternate routing patterns when the system is equipped for originating records, each†	-	6.70	6.45
(3) Per tie trunk facility equipped for connecting records, each .....	-	6.70	.60
(4) Data set, each .....	Rates and charges apply as specified for central office data sets in Section 6 of Frontier's General Services tariff.		

b. Additions and changes

(1) Account codes-change in number of account code digits, per system# .....	23.50	None	-
(2) Station message detail recording to premises records-change from recording completed calls only to all calls attempted, or vice versa, per system .....	23.50	None	-
(3) Change in status of all station lines in No. 1 ESS Centrex customer group and /or individual facility from "records not required" to "records required," or vice versa .....	4.00	None	-

\* In addition, a data set is required as specified in subsection 4.a.(4) of this Section C.

† Applies to all originating facilities connecting in automatic route selection-deluxe or uniform numbering/automatic alternate routing patterns when any such facility is arranged to provide an originating record to the customer.

# Also applies to the initial provision of account codes in a system when such provision is subsequent to the installation of station message detail recording to premises.

CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

C. RATES (Cont'd)

5. Uniform Numbering/Automatic Alternate Routing	<u>Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>
a. Common equipment, each .....	\$5500.00	\$1690.00	\$710.00
b. Route selection patterns			
(1) Per uniform numbering/automatic alternate routing pattern .....	-	33.25	4.20
(2) Per tie trunk connected in uniform numbering/automatic alternate routing and/or automatic route selection-deluxe pattern or patterns* .....	-	-	3.35
(3) Per facility for automatic overflow to direct distance dialing† .....	-	8.80	35.00
c. Additions and Changes			
(1) Additions, deletions or changes of routes or associated facilities restriction levels in existing patterns, per pattern .....	-	33.25	None
(2) Additions of patterns, per pattern .....	Apply same rate and charge as specified in b.(1) preceding.		
(3) Additions or deletion of a facility to an existing route .....	-	-	None
(4) Additions or changes in on-network location code routing, per code .....	-	45.25	None

\* In addition, a Tie Trunk Terminal for Advanced Senderized Tie Trunk is required as specified in this Product Guide for Centrex Service.

† In addition, a PBX trunk is required at rates and charges as specified in the Frontier's Local Exchange Service Tariff.

CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

C. RATES (Cont'd)

6. Customer Administration and Control	<u>Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>
Central Office Equipment			
a. Common equipment, each* .....	\$ 690.00	\$1040.00	\$640.00
b. Data set, each† .....	Rates and charges apply as specified for Central Office Data Sets in Section 6 of Frontier's General Services Tariff		
c. Facilities administration and control common equipment, each .....	2,465.00	174.00	250.00
d. Traffic data to customer-pollable/facility assurance reports			
(1) Common equipment, each ...	10,115.00	196.00	395.00
(2) Per queue equipped .....	-	51.50	2.75
(3) Per facility group equipped .....	-	51.50	6.60
7. Centralized Station Message Detail Recording			
Central Office Equipment for Centrex Systems Served by Frontier's Electronic Switching System .....			
	Rates and charges apply as specified for Station Message Detail Recording to Premises, Central Office Equipment, preceding.		

\* One central office common equipment is required in connection with the furnishing of either or both items specified in subsections 6.c. and 6.d. of this Section C. In addition, a data set is required as specified in subsection 6.b. of this Section C.

† In addition, a business individual line is required at rates and charges as specified in Frontier's Local Exchange Service Tariff, Section 2.

CENTREX RATE STABILITY PLAN  
**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN B, (LA-2)

A. DESCRIPTION

The Centrex Rate Stability Plan B is an optional payment plan for specified portions of Centrex Service, Centrex-99 Service and Centrex Custom Calling Services and may only be associated with such services, furnished by means of the Telephone Company's central office type dial switching equipment.

B. TERMS AND CONDITIONS

1. The Centrex Rate Stability Plan B is no longer offered. The existing rates and regulations apply to existing customers only. Customers are allowed to make additions, rearrangements, moves and changes to their existing service.

The Centrex Rate Stability Plan B is applicable to the monthly rates specified in Section C. Below.

Customers, with Centrex Service and Centrex-99 Service systems, who subscribe to the Centrex Rate Stability Plan B must subscribe to the plan for a minimum period of 36 months.

2. The Centrex Rate Stability Plan B monthly rates, specified in Section C. below for Centrex Lines and Centrex Intercommunicating Lines, include the provision of such lines to wire closets or the equivalent, on the customers' premises.
3. A credit equal to the interstate Subscriber Line charge will be applied to all Centrex Lines and Centrex Intercommunicating Lines provided under the Centrex Rate Stability Plan B which are subject to an interstate Subscriber Line charge.
4. Centrex Service customers may subscribe to the Centrex Rate Stability Plan B for their total Centrex system or individual location groups within their Centrex system, except that, any location group included under the Centrex Rate Stability Plan B must have all Centrex lines at that location group included under the plan.

A location group is defined herein as a physical premise of the customer where Centrex lines are located.

CENTREX RATE STABILITY PLAN  
**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN B, (LA-2)

B. TERMS AND CONDITIONS (Cont'd)

5. Centrex lines may be added to a customer's system or location group during the rate stability period at the rates specified for Centrex lines in this tariff.
6. All Centrex systems or location groups provided under the Centrex Rate Stability Plan B are subject to a monthly revenue commitment, for a period of 36 months, which is based on an amount equal to the intercommunication monthly rate for 90% of the Centrex lines in service at the time Centrex Rate Stability Plan B rates are established for each system or location group. In addition, the common equipment monthly rate applicable to Centrex-99 Service systems is included in the Centrex Rate Stability Plan B monthly revenue commitment, for the duration of the revenue commitment period, of such systems.
7. Any deficit between the monthly billing for the intercommunication portion of Centrex lines in service and the monthly revenue commitment of a customer's Centrex system or location group, provided under the Centrex Rate Stability Plan B, will be billed to the customer for the duration such deficit exists.
8. When a Centrex system or location group, which is provided under the Centrex Rate Stability Plan B, is disconnected prior to the expiration of the revenue commitment period, the monthly revenue commitment obligation is an amount equal to the monthly revenue commitment multiplied by the number of unexpired months in the revenue commitment period.
9. Customers subscribing to Centrex I or Centrex-99 Service under the Centrex Rate Stability Plan B may regrade their service to Centrex II Service and remain under the plan provided the following conditions are met.
  - a. All Centrex lines of the customer's system must be regraded to Centrex II Service.
  - b. The monthly revenue commitment established under the Centrex I or Centrex-99 Service rate schedule will be superseded with the Centrex II Service rate schedule for the remaining portion of the Centrex Rate Stability Plan B revenue commitment period.
10. When a Centrex Service system provided under Section 3 of this Product Guide is changed to the Centrex Rate Stability Plan B, and there is no change required in the serving central office dial switching equipment, the three year basic minimum revenue commitment will be waived and a new monthly revenue commitment of 36 months will be established under the Rate Stability Plan B.

CENTREX RATE STABILITY PLAN  
**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN B, (LA-2)

B. TERMS AND CONDITIONS (Cont'd)

11. There are no common equipment charges applicable to Centrex Service I and II systems and Touch-Tone Calling Service provided under the Centrex Rate Stability Plan B.
12. With the written permission of Frontier, the obligation to pay the Centrex Rate Stability Plan B charges for the remainder of the plan period may be assigned to another customer provided there is no change of location, for a Transfer Charge of \$75.00. The transfer charge is payable to Frontier by the new customer.
13. Except as specified herein, the rates, terms and charges for Centrex Service, Centrex-99 Service and Centrex Custom Calling Services, as specified in this Product Guide, apply.

C. RATES

1. Centrex Service

a. Centrex I Service

(1) Centrex Lines, each

Primary and secondary locations	<u>Per Month</u>
---------------------------------	----------------------

Exchange Access* .....	Rates and charges are as specified for Centrex I Service in Section 3 of this Product Guide.
------------------------	--

Intercommunication with Centrex Line .....	\$17.00
--	---------

(2) Centrex Intercommunicating Lines, each .....17.85

b. Centrex II Service

(1) Centrex Lines, each

Primary and secondary locations

Exchange Access* .....	Rates and charges are as specified for Centrex I Service in Section 3 of this Product Guide.
------------------------	--

Intercommunication with Centrex Line .....	\$17.50
--	---------

(2) Centrex Intercommunicating Lines, each .....Rates and charges are as specified for Centrex I Service in Section 3 of this Product Guide.

\* The Centrex Rate Stability Plan B is not applicable.

CENTREX RATE STABILITY PLAN  
**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN B, (LA-2)

C. RATES (Cont'd)

2. Centrex Custom Calling Services

Centrex Custom Calling Services are furnished by Compatible Electronic Type Switching Equipment.

	<u>Per Month</u> <u>Per Line</u>
a. Call Forwarding - Busy Line	
(1) Incoming Calls Only .....	\$ .05
(2) Incoming and Intercommunicating Calls .....	.05
b. Call Forwarding - Don't Answer	
(1) Incoming Calls Only .....	.50
(2) Incoming and Intercommunicating Calls .....	.50
c. Call Forwarding - Variable .....	.10
d. Call Pick-up and Call Hold .....	.30
e. Call Transfer-individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls	
(1) Centrex I Service System .....	1.00
(2) Centrex II Service System .....	.50
f. Call Waiting	
(1) Terminating .....	.60
(2) Originating .....	.75
g. Individual Speed Dialing	
(1) 6-Number Capacity .....	.15
(2) 30-Number Capacity .....	.40



CENTREX RATE STABILITY PLAN  
**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN B, (LA-2)

C. RATES (Cont'd)

2. Centrex Custom Calling Services (Cont'd)

h. Shared Speed Dialing

	<u>Per Line</u>
(1) 6-Number Capacity	
(a) First Line .....	\$ .15
(a) Each Additional Line Sharing the Same Number List .....	.05
(2) 30-Number Capacity	
(a) First Line .....	.40
(b) Each Additional Line Sharing the Same Number List .....	.05

3. Touch-Tone Calling Service

Centrex Lines and Centrex Intercommunicating Lines, each .. .40

4. Centrex-99 Service

a. Common Equipment, each .....

25.00

b. Centrex-99 Lines, each

    Primary Location

        Exchange Access\* .....

Rates and charges are as  
specified in Section 3F of  
of this Product Guide.

Intercommunication .....18.70

    Secondary Location†

        Exchange Access\* .....

Rates and charges are as  
specified in Section 3F of  
this Product Guide.

Intercommunication .....18.70

\* The Centrex Rate Stability Plan B is not applicable.

† In addition, rates and charges apply for the appropriate channel between the Centrex-99 Service system's serving wire center and the wire center serving the customer's secondary location.

CENTREX RATE STABILITY PLAN  
**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN C

A. DESCRIPTION

Centrex Rate Stability Plan C is an optional payment plan which offers long term rate predictability for specified portions of Centrex I and II Service, subject to a maximum of 200 lines, Centrex-99 Service, and Centrex Custom Calling Services, and may only be associated with such services furnished by means of Frontier's Central office type dial switching equipment. Centrex Rate Stability Plan C customers may adjust lines within their existing systems prior to expiration of their current contracts. New Centrex Rate Stability Plan C contracts are subject to a maximum of 200 lines.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Centrex Intercommunication Line Component A Rate

Centrex Intercommunication Line Component A rate represents the investment related fixed capital portion of a Centrex intercommunication line and is stable for the length of the customer's contract period.

Centrex Intercommunication Line Component B Rate

Centrex Intercommunication Line Component B rate represents the maintenance and administrative variable expense portion of a Centrex intercommunication line subject to no more than one annual rate change each year beginning January 1, 1989 and every January 1 thereafter. Frontier agrees not to initiate any rate change in Component B by an amount in excess of the cumulative annual change in the consumer price index since the most recent change in the rate.

Location Group

A Location Group is defined herein as a physical premise of the customer where Centrex lines are located.

CENTREX RATE STABILITY PLAN  
**(This service is no longer available to new customers.)**

**CENTREX RATE STABILITY PLAN C**

B. TERMS AND CONDITIONS (Cont'd)

2. Contract Periods

A customer may select a contract period of 36 months or 60 months.

A Centrex Service or Centrex-99 Service customer may subscribe to different Centrex Rate Stability Plan C contract periods for individual location groups within their Centrex system, except that any location group included

under the Centrex Rate Stability Plan C must have all Centrex lines at that location group included under the same contract period.

3. End User Common Line Charge Credit

A credit equal to 87% of the applicable interstate End User Common Line charge for Centrex I and Centrex II Service and a credit equal to 83% of the applicable interstate End User Common Line charge for Centrex-99 Service will be applied to all Centrex lines and Centrex intercommunicating lines provided under the Centrex Rate Stability Plan C which are subject to an interstate End User Common Line charge.

4. Subscription Guidelines for Location Groups

Centrex Service or Centrex-99 Service customers may subscribe to the Centrex Rate Stability Plan C for their total Centrex system(s) or individual location groups within their Centrex system, except that, any location group included under the Centrex Rate Stability Plan C must have all Centrex lines at that location group included under the plan.

5. Addition of Centrex Lines or Location Groups

Centrex lines may be added to a customer's system or location group during the contract period at the same rates specified for Component A, Centrex service optional features and Centrex Custom Calling Services in the original contract. The current Centrex line Component B Rate will apply. In addition, Centrex Service optional features and Centrex Custom Calling Services may be added to any Centrex line under Rate Stability Plan C during the payment period at the rates specified in the original contract. The most recent rate will apply for additions of a new location group where the customer has not subscribed to the Centrex Rate Stability Plan C for their total Centrex system.

CENTREX RATE STABILITY PLAN  
**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN C

B. TERMS AND CONDITIONS (Cont'd)

6. Monthly Revenue Guarantee

All Centrex systems or location groups provided under the Centrex Rate Stability Plan C are subject to a monthly revenue commitment for the length of the contract. The commitment is based on an amount equal to the Intercommunication Line Component A monthly rate currently in effect for 90% of the Centrex lines in service at the time the contract is established; however for Centrex I and II systems, the customer must pay for minimum of 100 Centrex lines. The monthly revenue commitment will be updated annually on the customer's contract anniversary date to provide for line changes which have occurred since inception of the contract. The annual adjustment will be 90% of the Centrex lines in service on the customer's contract anniversary date; however, the monthly revenue commitment cannot decline below the 90% of the Centrex lines in service at the time the initial contract was established.

7. Monthly Revenue Guarantee Deficit

Any deficit between the monthly billing for the Intercommunication Line Component A portion of Centrex lines in service and the monthly revenue commitment of a customer's Centrex system or location groups(s) provided under the Centrex Rate Stability Plan C will be billed to the customer for the duration such deficit exists.

8. Disconnects

When a Centrex system or location group, which is provided under the Centrex Rate Stability Plan C, is disconnected prior to the expiration of the payment period, the revenue commitment is an amount equal to the monthly revenue commitment multiplied by the number of unexpired months in the revenue commitment period.

9. Regrades

Customers subscribing to Centrex I Service or Centrex-99 Service under the Centrex Rate Stability Plan C may regrade their service to Centrex II Service and remain under the plan provided all Centrex lines of the customer's system are regraded to Centrex II Service.

CENTREX RATE STABILITY PLAN

**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN C

B. TERMS AND CONDITIONS (Cont'd)

10. Transfer from Other Centrex Service

When a customer elects to change from other Centrex Service or Centrex-99 Service to the Centrex Rate Stability Plan C, and there is no change required in the serving wire center, the monthly revenue commitment stipulated under the Rate Stability Plan will be waived and a new monthly revenue commitment will be established under the Centrex Rate Stability Plan C.

In addition, a Rate Stability Plan customer may elect to subscribe to the Centrex Rate Stability Plan C and continue under the regulations, rates and charges as specified for the Centrex Rate Stability Plan until expiration of the customer's Rate Stability Plan contract or until there is an increase in Rate Stability Plan rates, whichever occurs first. The contract effective date will be the date the customer signs up for Rate Stability Plan C; however the regulations rates and charges as specified on the contract effective date for the Centrex Rate Stability Plan C will begin at the expiration of the Rate Stability Plan contract or the Rate Stability Plan rate increase, whichever occurs first and continue for the remainder of the payment period.

11. Transfer to Centrex Custom Service

When a Rate Stability Plan C customer elects to change to Centrex Custom Service prior to the expiration of the contract, existing monthly revenue commitment or termination liability deficits may be applied as appropriate to the Centrex Custom Service rate.

12. Touch-Tone Common Equipment

There is no common equipment charge applicable to Touch-tone Calling Service provided under the Centrex Rate Stability Plan C.

13. Rate Component

Centrex Service and Centrex-99 Service intercommunication rates consist of two components as follows:

Component A - Component A is the fixed capital portion. Frontier agrees not to initiate any rate changes in Component A over the length of the selected contract period. A customer may choose to pay any portion of the entire Component A rates at any time during the contract period selected. The one-time payment would be calculated by converting the future stream of monthly payments for the period to be prepaid to a present worth amount, using the time value of money rate used in determining the current monthly rates for Component A. The one-time payment will be distributed equally to all lines in the customer's contract. When a customer elects the one-time payment option, a prepayment will be required on any future line additions to equal the total one-time payment(s) distribution.

CENTREX RATE STABILITY PLAN  
**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN C

B. TERMS AND CONDITIONS (Cont'd)

13. Rate Component (Cont'd)

Component B

Component B is the variable expense portion and may vary during a customer's contract no more than once per year and every January 1 thereafter. Frontier agrees not to initiate any rate changes in Component B by an amount in excess of the cumulative annual change in the consumer price index since the most recent change in the rate.

14. Relocation

When the customer elects to relocate lines of a Centrex Service System to a different premises not served by the same wire center, prior to the expiration of the contract, the Centrex Service System lines shall be considered to be disconnected and the monthly revenue commitment, as provided in Section B.8. above, pertaining to disconnects, will apply. However, provided the customer agrees to continue the Centrex Service System lines not being relocated under the Centrex Rate Stability Plan C contract, establishes a new Centrex Rate Stability Plan C contract for the lines being relocated, and has satisfied a previous three year minimum revenue commitment period prior to the Centrex Rate Stability Plan C contract, the customer may relocate to a different premises not served by the same wire center without incurring any monthly revenue commitment obligation for the lines relocated. The customer will be charged the cost of providing additional facilities, if necessary, in addition to all other rates and charges applicable to the Centrex Service System lines being relocated.

When the customer relocates to a different premises served by the same wire center and facilities are available the contract will remain in effect.

When the customer relocates to different premises served by the same wire center and facilities are not available the contract may remain in effect. However, where in the judgment of Frontier it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities in addition to all other rates and charges applicable to the Centrex system being relocated.

15. End of Contract Period

To continue Centrex Service or Centrex-99 Service at the expiration of the contract, the customer must either establish a new contract at the then current price levels, terms and conditions or convert to the monthly rate schedule for noncontractual Centrex Service or Centrex-99 Service.

CENTREX RATE STABILITY PLAN

**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN C

B. TERMS AND CONDITIONS (Cont'd)

16. Transfer of Contractual Obligations

With the written permission of Frontier, the obligation to pay the Centrex Rate Stability Plan C charges for the remainder of the plan period may be assigned to another customer, provided there is no change of location, for a transfer charge of \$75.00. The transfer charge is payable by the new customer.

17. Centrex Rate Stability Plan C service will not include the facilities necessary to provide the associated lines to wire closets or equivalent on the customer's premises.

18. Except as specified herein, the rates, terms and charges for Centrex Service, Centrex-99 Service, and Centrex Custom Calling Services, as specified in Frontier's applicable Tariff and Product Guide apply.

CENTREX RATE STABILITY PLAN  
**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN C

C. RATES

1. Centrex Service

a. Centrex I Service

(1) Centrex lines, each

Primary and secondary locations	<u>Per Month</u>
---------------------------------	------------------

Exchange Access\* .....Rates and charges are as specified  
for Centrex I Service in Section 3  
of this Product Guide.

	<u>Compo- nent A</u>	<u>Compo- nent B</u>
Intercommunication with Centrex Line		
36-month option .....	\$ 6.80	\$ 6.90
60-month option .....	\$ 6.50	\$ 6.70

(2) Centrex Intercommunicating Lines, each

36-month option .....	\$ 7.10	\$ 7.50
60-month option .....	\$ 6.85	\$ 7.25

b. Centrex II Service

(1) Centrex Lines, each

Primary and secondary locations	<u>Per Month</u>
---------------------------------	------------------

Exchange Access\* .....Rates and charges are as specified  
for Centrex I Service in Section 3  
of this Product Guide.

	<u>Compo- nent A</u>	<u>Compo- nent B</u>
Intercommunication with Centrex Line		
36-month option .....	\$ 6.95	\$ 7.35
60-month option .....	\$ 6.70	\$ 7.10

(2) Centrex Intercommuni-

cating Lines, each .....Rates and charges are as specified for  
Centrex I Service in this Section.

\* The Rate Stability Plan C is not applicable.



CENTREX RATE STABILITY PLAN

**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN C

C. RATES (Cont'd)

1. Centrex Service (Cont'd)

c. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment\*

(1) Automatic Route Selection - Basic	Per Month†
(a) Common Equipment, per customer group per compatible electronic type switching equipment	\$14.98
(b) Route Selection Patterns	
(I) Per access line terminated in a pattern or patterns# .....	\$ 2.00
(II) By number plan area code only, with final route, each	
(i) To long distance message service, per pattern** .....	\$ 2.55
(ii) To overflow tone, per pattern.....	\$10.00
(III) By number plan area code and central office codes with final route, each	
(i) To long distance message service, per pattern** .....	\$ 3.00
(ii) To overflow tone, per pattern.....	\$12.00

\* All Service Establishment Charges, System Activity Charges and Installation Charges associated with these optional features are as specified for such optional features in this Product Guide. The Centrex Rate Stability Plan C is not applicable to such charges.

† Rates are applicable for all payment periods.

# In addition, rates and charges apply as specified in Frontier's applicable tariff for the type of access line connected.

\*\* Where Centrex lines equipped for long distance message restriction access a pattern, the rates and charges specified to overflow tone, per pattern, following apply.

CENTREX RATE STABILITY PLAN

**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN C

C. RATES (Cont'd)

1. Centrex Service (Cont'd)

c. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment\* (Cont'd)

	<u>Per Month†</u>
(2) Station Message Detail Recording	
(a) Common Equipment, per arrangement, per primary location or secondary location served by separate compatible electronic type switching equipment .....	\$43.04
(b) Per facility group .....	NONE
(c) Station Message detail Recording, per message	.01
(d) Per Foreign Exchange Trunk, Tie Trunk or Toll Free Dedicated Service Access Line connected in an arrangement .....	4.30
(3) Customer-dialed Account Recording	
(a) Per arrangement .....	NONE
(b) Per message .....	.01

2. Centrex Custom Calling Services

Centrex Custom Calling Services are furnished by compatible electronic type switching equipment.

a. Call Forwarding - Busy Line, per line

(1) Incoming calls only .....	.05
(2) Incoming and intercommunicating calls .....	.05

\* All Service Establishment Charges, System Activity Charges and Installation Charges associated with these optional features are as specified for such optional features in this Product Guide. The Centrex Rate Stability Plan C is not applicable to such charges.

† Rates are applicable for all payment periods.

CENTREX RATE STABILITY PLAN

**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN C

C. RATES (Cont'd)

2. Centrex Custom Calling Services (Cont'd)

	Per Month†
b. Call Forwarding - Don't answer, per line	
(1) Incoming Calls Only .....	\$ .50
(2) Incoming and Intercommunicating Calls .....	\$ .50
c. Call Forwarding - Variable, per line .....	\$ .10
d. Directed Call Pick-up, either With or Without Barge In and Call Hold, or Call Pick-up and Call Hold, per line .....	\$ .30
e. Call Transfer-Individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls, per line	
(1) Centrex I Service System .....	\$ 1.20
(2) Centrex II Service System .....	\$ .60
(3) Centrex-99 Service .....	\$ .60
f. Call Waiting, per line	
(1) Terminating .....	\$ .70
(2) Originating .....	\$ .85
g. Individual Speed Dialing, per line	
(1) 6-Number Capacity .....	\$ .15
(2) 30-Number Capacity .....	\$ .40

† Rates are applicable for all payment periods.

CENTREX RATE STABILITY PLAN

**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN C

C. RATES (Cont'd)

2. Centrex Custom Calling Services (Cont'd)

	Per Month†
h. Shared Speed Dialing, per line	
(1) 6-Number Capacity	
(a) First Line.....	\$ .15
(b) Each Additional Line Sharing the Same Number List.....	\$ .05
(2) 30-Number Capacity	
(a) First Line.....	\$ .40
(b) Each Additional Line Sharing the Same Number List.....	\$ .05
i. Automatic Callback	
(1) Common Equipment, per system.....	\$ 2.15
(2) Per line equipped.....	\$ 1.05
j. Inside/Outside Ringing Service and Call Waiting Tone	
(1) Common Equipment for either or both Class B and C ringing and tone, per system.....	\$ 5.00
(2) Class B ringing and tone, per line equipped.....	\$ 1.85
(3) Class C tone, per line equipped with Call Waiting - Originating.....	\$ 1.00
(4) Class C ringing and tone, per preemptible Switched Circuit Automatic Network Access line terminal....	\$ 1.00

† Rates are applicable for all payment periods.

CENTREX RATE STABILITY PLAN

**(This service is no longer available to new customers.)**

CENTREX RATE STABILITY PLAN C

C. RATES (Cont'd)

3. Centrex-99 Service Month†

a. Common Equipment, each ..... \$25.00

b. Centrex-99 Lines, each

Primary Location

Exchange Access\* ..... Rates and charges are as specified  
for Centrex-99 Service in Section

3F

of this Product Guide.

Intercommunication	<u>Compo- nent A</u>	<u>Compo- nent B</u>
36-month option .....	\$ 7.40	\$ 8.10
60-month option .....	\$ 7.15	\$ 7.85

Secondary Location#

Exchange Access\* ..... Rates and charges are as specified  
for Centrex-99 Service in Section  
3F of this Product Guide.

Intercommunication	<u>Compo- nent A</u>	<u>Compo- nent B</u>
36-month option .....	\$ 7.40	\$ 8.10
60-month option .....	\$ 7.15	\$ 7.85

4. Touch-Tone Calling Service for Centrex I and II Service Per  
Month†

Centrex Lines and Centrex Intercommunicating  
Lines, each ..... \$ .40

\* The Centrex Rate Stability Plan C is not applicable.

# In addition, rates and charges as specified for Series 2000, type 2014, Channels in Frontier's Channel Services Tariff apply between the Centrex-99 Service system's serving wire center and the wire center serving the customer's secondary location.

† Rates are applicable for all payment periods.



CENTREX-99 SERVICE

**(This service is no longer available to new customers.)**

A. DESCRIPTION

Centrex-99\* Service is Centrex Service furnished from compatible electronic type switching equipment located on Frontier premises and includes the facilities necessary for intercommunication between Centrex-99 lines within the customer's system, Local Exchange Service, direct in-dialing to Centrex-99 lines, identification and billing of outgoing long distance messages by line number only where such billing is performed by Frontier†, interception of calls to unassigned numbers, series completion line hunting. Touch-Tone Calling Service, and on calls incoming from the telecommunications network, call transfer-individual, consultation hold and add-on. Centrex-99 Service does not include the facilities necessary to provide the associated lines to wire closets or equivalent on the customer's premises.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Attendant Controlled Call Forwarding of Primary Directory Listing Line Calls

Attendant controlled call forwarding of primary Directory Listing line calls is an attendant console night service arrangement which forwards primary Directory Listing line calls to the Centrex line in the system previously selected by the attendant at the time the night service connection is established.

Centrex-99 Service System

Centrex-99 Service lines with the same primary Directory Listing constitute a Centrex-99 Service system.

Line Controlled Transfer of Primary Directory Listing Line Calls

The line controlled transfer of primary Directory Listing line calls is a night service arrangement whereby primary Directory Listing line calls activate a common alerting signal on the customer's premises. These calls may then be answered by any line in the system upon dialing a special code.

\* Existing systems with line sizes less than 76 lines will only be provided under Limited Availability (LA-2) guidelines.

† Billing Services for Interexchange Carriers will be provided on an individual contract basis. Interexchange Carriers requesting inclusion of identified outward dialing with their billing services must subscribe to Feature D from Access Services Tariff No 217.

CENTREX-99 SERVICE

**(This service is no longer available to new customers.)**

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Primary Location

The primary location of each Centrex-99 Service system is the area served by the wire center in which the Centrex-99 Service system's dial switching equipment is located.

Secondary Location

A secondary location is any location other than the primary location.

2. Centrex-99 Service with less than 76 exchange access lines is subject to Limited Availability Classification LA-2. New Centrex-99 systems installed after June 17, 1996, are subject to a continuing minimum monthly charge which shall be an amount equal to the charge for 76 primary location lines.

3. Centrex-99 Service is classified as message rate or measured rate business service and is furnished subject to a maximum of 99 Centrex-99 lines per system. Centrex-99 Service is offered subject to the availability of facilities and where, in the judgment of Frontier, service may be provided by the use of service arrangements, equipment and facilities in quantities and types regularly furnished by Frontier.

Centrex-99 Service is offered only as a complete service. The exchange access and intercom communication with Centrex-99 line portions of the service are not offered separately.

4. When the customer elects to change from Centrex-99 Service to Centrex Service and, at the option of Frontier and subject to the availability of facilities, the customer's Centrex system will be served by the same dial switching equipment, the Centrex Service will be treated as a new connection requiring the establishment of Centrex Service minimum revenue guarantees except that no nonrecurring charge shall apply to Touch-Tone Calling Service, and no Service Charges shall apply to existing Centrex lines provided such lines are not moved or changed or the line connections at the station are not changed. In addition, any outstanding minimum revenue guarantee obligation remaining on the Centrex-99 lines will be waived.

5. The Centrex-99 line or lines associated with the primary Directory Listing will be connected to the Centrex-99 line designated by the customer of an unattended Centrex-99 Service system. The Centrex-99 line or lines associated with the primary Directory Listing will be furnished at the rates specified for Centrex-99 lines in C. following.



CENTREX-99 SERVICE

**(This service is no longer available to new customers.)**

B. TERMS AND CONDITIONS (Cont'd)

6. A Centrex-99 line or lines may be arranged for dial "zero" operation and connected on the attendant console in order to provide lines of a Centrex-99 Service system direct access to the attendant. The Centrex-99 line or lines arranged for dial "zero" operation will be furnished at the rates specified for Centrex-99 lines in Section C. below.
7. When the customer elects to change from type 50A customer premises system attendant consoles to type 50B customer premises system attendant consoles, all outstanding termination charge obligations applicable to the attendant consoles disconnected apply. In addition, the Service Establishment and Installation Charges specified herein for attendant consoles connected shall apply.
8. Centrex-99 Common Equipment and all Centrex-99 Lines are subject to a minimum revenue guarantee period of six months.
9. A credit equal to the applicable interstate Subscriber Line charge will be applied to all Centrex-99 Lines which are subject to an interstate Subscriber Line charge.
10. When a customer requests a new Centrex-99 System that requires the installation of additional outside plant or central office facilities and where, in the judgment of Frontier it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities, in addition to the rates and charges specified in Section C. below.

When a customer requests a new Centrex system or a new location group within an existing Centrex system that requires the installation of additional outside plant or central office facilities and where, in the judgment of Frontier, it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities, in addition to all other rates and charges applicable to the Centrex system or location group being installed.

When additions to the outside plant or central office facilities are required in excess of those contemplated by the rates and charges specified herein, charges apply based on the estimated costs of the specially constructed facilities. Such charges will be determined in accordance with subsection 10.a. below, unless the customer elects the alternative charges specified in subsection 10.b. below, and notifies Frontier of such election in writing prior to the start of such special construction.

CENTREX-99 SERVICE

**(This service is no longer available to new customers.)**

B. TERMS AND CONDITIONS (Cont'd)

10. (Cont'd)

a. Charges equal to the estimated costs of the specially constructed facilities apply as follows:

(1) An initial nonrecurring charge applies at the start of service equal to the cost installed.

If any element of the specially constructed facilities is replaced subsequent to the start of service and the cost of such replacement is chargeable to the capital accounts of Frontier, a nonrecurring replacement charge applies. Frontier shall notify the customer in writing of the need for such replacement and such replacement shall not be undertaken until Frontier has received written authorization from the customer.

(2) Monthly rates equal to the recurring monthly costs apply. For purposes of this paragraph, recurring monthly costs include the estimated costs of maintenance, depreciation, administration, taxes, return on investment and any other items of cost applicable to the specially constructed facilities, but do not include provision for depreciation, return on investment and federal income tax on any portion of the investment as to which a nonrecurring charge applies pursuant to subsection 10.a.(1) above.

(3) In the event charges are applicable pursuant to this subsection 10.a., an additional monthly rate applies equal to ten percent of the estimated recurring monthly costs of maintenance, administration and taxes, other than federal income tax, associated with any portion of the investment as to which a nonrecurring charge applies pursuant to (1) preceding.

b. As an alternative to the charges specified in subsection 10.a. above, charges equal to the estimated costs of the specially constructed facilities apply as follows:

Any such costs, whether in the costs installed or in the recurring monthly costs, or both, shall be recovered by a monthly rate which shall include the estimated excess cost of maintenance, depreciation, administration, taxes, return on investment, federal income tax and any other items of costs applicable to the specially constructed facilities.

CENTREX-99 SERVICE  
**(This service is no longer available to new customers.)**

C. RATES	Per Month
1. Common Equipment, each .....	\$25.00
2. Centrex-99 Line*, each	
Primary Location	
Exchange Access .....	†
Intercommunication with Centrex-99 Line .....	18.70
Secondary Location#	
Exchange Access .....	†
Intercommunication with Centrex-99 Line .....	18.70
3. Charges for local messages	

No message unit allowance or usage charge allowance, as appropriate, is included in the Centrex-99 Service rate schedules. The charges for all local messages are the same as specified for Message or Measured Rate Business Service as appropriate in Frontier's Local Exchange Services Tariff.

\* In addition, appropriate terminal equipment is required.

† The monthly rate is an amount equal to 1/6th of the monthly rate specified for a Measured Rate PBX Trunk in Frontier's Local Exchange Services Tariff, Section 2.

# In addition, rates and charges as specified for Series 2000, type 2014 Channels in Frontier's Channel Services Tariff apply between the Centrex-99 Service system's serving wire center and the wire center serving the customer's secondary location.

CENTREX-99 SERVICE  
**(This service is no longer available to new customers.)**

C. RATES (Cont'd)

		<u>Month</u>
4. Night Service Arrangements		
a. Attendant controlled call forwarding, per primary		
Directory Listing line arranged....Rates and charges are as specified for Centrex-50 Service in this Product Guide.		
b. Line controlled automatic transfer of primary Directory Listing line calls to any line* per system† .....	<u>Installation Charge</u>	
	\$25.00	\$4.05

5. Optional Centrex Custom Calling Services

		<u>Per Month</u>
		<u>Per Centrex-99 Line</u>
a. Call Forwarding - Busy Line		
(1) Incoming Calls Only .....		\$.05
(2) Incoming and Intercommunicating Calls ..		.05
b. Call Forwarding - Don't Answer		
(1) Incoming Calls Only .....		50
(2) Incoming and Intercommunicating Calls ..		.50
c. Call Forwarding - Variable .....		10
d. Call Pick-Up and Call Hold .....		30
e. Call Transfer-individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls .....		50

\* In addition, rates and charges apply for a Series 1000, type 1001, Channel between the serving wire center and the customer's premises as specified in Frontier's Channel Services Tariff, Section 2.

† In addition, appropriate Signal Equipment is required.

CENTREX-99 SERVICE

**(This service is no longer available to new customers.)**

C. RATES (Cont'd)

5. Optional Centrex Custom  
Calling Services (Cont'd)

	Per Month	Per Centrex-99 Line
f. Call Waiting		
(1) Terminating .....		\$.60
(2) Originating .....		75
g. Individual Speed Dialing		
(1) 6-Number Capacity .....		15
(2) 30-Number Capacity .....		40
h. Shared Speed Dialing		
(1) 6-Number Capacity		
(a) First Line .....		15
(b) Each Additional Line Sharing the Same Number List .....		05
(2) 30-Number Capacity		
(a) First Line .....		.40
(b) Each Additional Line Sharing the Same Number List .....		.05

6. The provisions of long distance message restriction, charges for channels connecting different premises, dial tie trunk terminals, dial conference arrangements, Centrex subsidiary system arrangements, and optional features for use with Centrex systems served from compatible electronic type switching equipment, are as specified for Centrex Service in Section 3 of this Guideline

7. Service Charges

Service Charges for Centrex-99 Service will be the same as those for Centrex Service as specified in West Virginia Tariff Number 203, Section 3



CENTREX BUSINESS PAK  
**(This service is no longer available to new customers.)**

A. DESCRIPTION

Centrex Business Pak is Centrex Service furnished from compatible electronic type switching equipment located on Frontier premises and includes the facilities necessary for intercommunication between Centrex Business Pak lines within the customer's system, Local Exchange Service, direct in-dialing to Centrex Business Pak lines, identification and billing of outgoing long distance messages by line number only where such billing is performed by Frontier\*, series completion line hunting, Touch-Tone Calling Service, Centrex access treatment code, and on calls incoming from the telecommunications network call transfer-individual consultation hold, add-on and certain Centrex Custom Calling Service features as specified in Section B.1. below. Centrex Business Pak service does not include the facilities necessary to provide the associated lines to wire closets or equivalent on the customer's premises.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Attendant Controlled Call Forwarding of Primary Directory Listing Line Calls

Attendant controlled call forwarding of primary Directory Listing line calls is an attendant console night service arrangement which forwards primary Directory Listing line calls to the Centrex line in the system previously selected by the attendant at the time the night service connection is established.

Centrex Business Pak System

Centrex Business Pak is available in two line size systems  
2 to 6 Line System  
7 to 30 Line System

\* Billing services for Interexchange Carriers will be provided on an individual contract basis. Interexchange Carriers requesting inclusion of identified outward dialing data with their billing services must subscribe to Feature Group D from Access Services Tariff No. 217.

CENTREX BUSINESS PAK  
**(This service is no longer available to new customers.)**

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Centrex Business Pak lines with the same primary Directory Listing constitute a Centrex Business Pak system and such systems are offered in two line size systems, i.e., 2 to 6 lines and 7 to 30 lines. Systems with only one line as of June 1, 1990 are subject to limited availability classification LA-3. In addition, the following Custom Calling Service features may be associated with the Centrex Business Pak as selected by the customer. However, the rates and charges specified in Section C. below for Intercommunication Lines are applicable regardless of the number of features selected.

Call Forwarding - Busy Line Calls	Call Transfer-individual - All
Call Forwarding - Don't Answer	Call Waiting - Originating
Call Forwarding - Variable	Call Waiting - Terminating
Call Pick-up and Call Hold	Speed Dialing

Line Controlled Transfer of Primary Directory Listing Line Calls

The line controlled transfer of primary Directory Listing line calls is a night service arrangement whereby primary Directory Listing line calls activate a common alerting signal on the customer's premises. These calls may then be answered by any line in the system upon dialing a special code.

Primary Location

The primary location of each Centrex Business Pak system is the area served by the wire center in which the Centrex Business Pak system's dial switching equipment is located.

Secondary Location

A secondary location is any location other than the primary location.

2. Centrex Business Pak is classified as business service and is furnished subject to a maximum of 6 or 30 Centrex Business Pak lines, as appropriate, per system.

Centrex Business Pak is offered only as a complete service. The exchange access, intercommunication and Custom Calling Service features with Centrex Business Pak line portions of the service are not offered separately.



CENTREX BUSINESS PAK  
**(This service is no longer available to new customers.)**

B. TERMS AND CONDITIONS (Cont'd)

3. When the customer elects to change from Centrex Business Pak to any other Centrex Service and, at the option of Frontier and subject to the availability of facilities, the customer's Centrex system will be served by the same dial switching equipment, the Centrex Service will be treated as a new connection requiring the establishment of the appropriate Centrex Service minimum revenue guarantees except that no Termination Charges shall apply to existing Centrex lines provided such lines are not moved or changed. In addition, any outstanding customer service commitment obligation remaining on the Centrex Business Pak Lines will be waived.
4. The Centrex Business Pak line or lines associated with the primary Directory Listing will be connected to the Centrex Business Pak line designated by the customer of an unattended Centrex Business Pak system or in the attendant console of an attended Centrex Business Pak system. The Centrex Business Pak line or lines associated with the primary Directory Listing will be furnished at the rates specified for Centrex Business Pak lines in Section C. below.
5. A Centrex Business Pak line or lines may be arranged for dial "zero" operation and connected on the attendant console in order to provide lines of a Centrex Business Pak system direct access to the attendant. The Centrex Business Pak line or lines arranged for dial "zero" operation will be furnished at the rates specified for Centrex Business Pak line in Section C. below.
6. All Centrex Business Pak Lines are subject to a minimum customer service commitment of six months.
7. A credit equal to one-half for 2-to 6-Line Systems or two-thirds for 7- to 30-Line Systems, as appropriate, of the applicable interstate End User Common Line Charge, will be applied to all Centrex Business Pak Lines which are subject to an interstate End User Common Line Charge.
8. Centrex Business Pak Line mileage is measured airline distance between the customer's premises and the serving wire center. Where a main or intercommunicating Centrex Business Pak Line is located outside of the serving wire center area of the customer's primary location, a Series 2000, Type 2014 interoffice channel for the extension of a Centrex Line is required between the wire center serving the customer's primary location and the wire center serving the Centrex Line. Local channels are not required.
9. Except as specified herein, the regulations, rates and charges for Centrex Service, Centrex Service Optional Features and Centrex Custom Calling Services, as specified in this Product Guide apply.

CENTREX BUSINESS PAK  
**(This service is no longer available to new customers.)**

C. RATES

1. System Activity Charges

a. Service Establishment Charges, per initial establishment of service, each

2- to 6-Line system ..... \$200.00

7- to 30-Line system ..... \$500.00\*

b. Features Rearrangement Charges, each ..... \$1.00

c. Upgrading Charge

Per upgrade of a 2- to 6-line system  
to a 7- to 30-line system ..... \$300.00

2. Centrex Business Pak Lines, each line†

Exchange Access	<u>Per Month</u>
2 to 6 Lines .....	#
7 to 30 Lines .....	**

Intercommunication, including selected Custom Calling Service features, with Centrex Business Pak Line, each

Secondary††/Primary Locations

2 to 6 Lines

First 2 miles or fraction thereof ..... \$18.00

Each additional 1/4 mile or fraction thereof ..... 90

7 to 30 Lines

First 2 miles or fraction thereof ..... 18.83

Each additional 1/4 mile or fraction thereof... 1.25

\* Not applicable when upgrading from a 2- to 6-line system.

† Subject to a minimum customer service commitment of six months.

# The Monthly rate is an amount equal to 1/2 of the monthly rate specified for a Business, message or measured rates, PBX Trunk, in Frontier's Local Exchange Services Tariff.

\*\* The monthly rate is an amount equal to 1/3 of the monthly rate specified for a Business, message or measured rate, PBX Trunk, in Frontier's Local Exchange Services Tariff.

†† In addition, rates and charges apply for the appropriate channel between the Centrex Business Pak system's serving wire center and the wire center serving the customer's secondary location.

CENTREX BUSINESS PAK  
**(This service is no longer available to new customers.)**

C. RATES (Cont'd)

3. Usage Charges

No local calling usage allowance is included in the Centrex Business Pak rate schedules. Usage charges apply as specified in Frontier's Local Exchange Services Tariff for Message or Measured Rate Usage Charges for Calls from Dial Tone Lines Without a Monthly Usage Option.

4. Service Charges

Service Charges for Centrex Business Pak will be the same as those for Centrex Service as specified in Section 3 of this Product Guide.

Miscellaneous Information

1. Centrex Business Pak Custom Calling Service Features are provided on a per-line basis. The Features Rearrangement Charge for Centrex Business Pak Service applies, per line, on each occasion that customers request additions or deletions to their Custom Calling Service feature package, subsequent to the initial installation of service.
2. Custom Calling Features, other than those provided for in the Centrex Business Pak Tariff, may be provided on a per-line basis at the rates specified in Section 3E of this Product Guide. The Centrex Business Pak Features Rearrangement Charge would not apply for rearrangements, additions, or deletions of these additional features.
3. In situations where conduit is already installed, extending directly from the cable terminal room in the basement to the customer's station or common equipment location, time and material charges begin where the station lines break out from the common cable in the cable terminal room and enter the conduit. This is in agreement with the concept of provisioning of lines up to the wire closets or equivalent where time and material charges would start where the individual lines would break out of the common cable and be extended to the station or common equipment location.
4. Changing a customer's service from Individual Line Service to Centrex Business Pak Service is, in effect, a complete disconnect of existing service (i.e., 1MBs) and establishment of Business Pak Service. Business Pak Service is a separate and distinct type of service, requiring special facilities in the serving wire center. This type of transaction is not considered a "change of grade of service".

CENTREX BUSINESS PAK  
**(This service is no longer available to new customers.)**

C. RATES (Cont'd)

Miscellaneous Information (Cont'd)

5. Centrex Business Pak service installed after January 1, 1991, will not include the facilities necessary to provide the associated lines to wire closets or equivalent on the customer's premises.
6. Centrex Business Pak Service may be provided on a Foreign Exchange basis in the following manner.

Foreign Exchange Service for Business Pak customers may be provided as specified for interexchange channels in Tariff 204 Section 3, subject to the regulations specified in Tariff 202, Section 1. Customers subscribing to

this service will have the service provided in the following manner: The customer's Centrex Business Pak service will be resident in the normal exchange with Foreign Exchange Service lines connected, through 2006A interexchange channels (measured Rate Center to Rate Center) to the Centrex Business Pak common block and translated to an associated Centrex line. The charges associated with this service would be channel mileage charges for the 2006A channel, two channel terminals, per 2006A channel and one Centrex line charge per channel. These charges would be in addition to the charges applicable for provision of the customer's Business Pak service.

CENTREX DEDICATED-BRI

A. GENERAL

Centrex Dedicated-BRI is an optional service arrangement for use with Centrex. Dedicated-BRI uses the Basic Rate Interface (BRI) arrangement of the Integrated Services Digital Network (ISDN). The terms, conditions, rates and charges contained herein are in addition to the applicable Centrex service arrangements specified in the Local Exchange Services and Miscellaneous Services Arrangements Tariffs and in the Product Guide.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Basic Rate Interface Service

Dedicated-BRI Basic Rate Interface Service provides ISDN capabilities from an ISDN-equipped switch in the central office. Basic Rate Interface Service consists of two "B" channels and one "D" channel (2B+D) which are defined as:

B Channel

The B channel is a 64 kilobit per second (Kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit switching service.

D Channel\*

The D channel is a 16 kilobit per second packet-switched channel that carries signaling and control for the B channels and also supports customer packet traffic at speeds up to 9.6 kbps.

Circuit Switching

A switching technique in which an entire circuit or, in a digital switch (ISDN), a specific selection of time slots is dedicated to a given call.

Featured Voice Dedicated-BRI Access

Featured Voice Dedicated-BRI Access uses only one B Channel of the ISDN architecture. In addition to providing voice access, it also provides the customers with the Electronic Key Features described in Section B.5. following.

\* Effective February 15, 2008, D Channel Packet-Switched Data service features associated with Dedicated-BRI Service are no longer available to new customers. Moves, additions or changes to subscribers' existing service will not be permitted.

CENTREX Dedicated-BRI

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Integrated Services Digital Network

Integrated Services Digital Network (ISDN) is part of the evolving end-to-end digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice, data and image services via channelized transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems which connect intra-switch Basic Rate Interface lines to their serving central office.

Dedicated-BRI

Dedicated-BRI is an optional service arrangement which can be used in conjunction with a customer's Centrex service. It uses the ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and image services via channelized transport. In addition, Dedicated-BRI provides the customer with the service capabilities, Electronic Key Features and Packet Data Features as respectively described in Sections B.3., B.5. and B.6. following.

Intercom Group

Enables a customer to terminate, via abbreviated dialing, on a member of a predesignated group.

Multiple Access Dedicated-BRI

Multiple Access Dedicated-BRI utilizes both B Channels of the ISDN architecture for either voice- or circuit-switched data and also applies when only one B channel is utilized for circuit-switched data.

Network Interfaces

ISDN Basic Rate Interface is comprised of a limited set of standard user-network interfaces.

The BRI CPE located at the customer premises is subject to the mutual agreement of the parties and must be compatible with the network interface. They are defined as follows:

- (a) A two-wire interface is the two-wire physical interface between a switch equipped with ISDN and the network termination (NT1). The NT1 is customer-premises equipment which is necessary for terminating a telephone circuit or facility at the customer's premises.

CENTREX Dedicated-BRI

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Network Interfaces (Cont'd)

- (b) A four-wire interface is the four-wire physical interface (distance limited) between a switch equipped with ISDN and the customer's NT2 or their ISDN terminal equipment. The NT2 is customer-premises equipment. This interface will be provided at the sole discretion and judgment of Frontier.

Packet Switching

A switching technique in which packets of data are individually addressed and interleaved on a transmission path with other addressed packets. The maximum packet transmission rate for Basic Rate Interface is 9.6 kbps on the D-channel.

X.25

X.25 is the ITU (International Telecommunication Union) recommended- and internationally-accepted standard for connecting computers to packet-switched networks.

2. Customers subscribing to Centrex Dedicated-BRI must comply with the ISDN Basic Rate Interface specifications established by Frontier.
3. Service Capabilities

Customers can configure Centrex Dedicated-BRI using the following service capabilities:

- a. Featured Voice on the B channel(s).
- b. Circuit-switched data on the B channel(s) up to 64 kbps.
- c. Packet-switched data on the D channel at speeds up to 9.6 kbps.\*

4. Conditions

This service is offered subject to the following conditions:

- a. Existing usage charges apply to circuit-switched voice calls.
- b. Circuit-switched data calls will be billed on a local usage sensitive basis when placed outside the Centrex. Toll charges will apply when circuit-switched data calls are made outside of the normal local exchange area.

\* Effective February 15, 2008, D Channel Packet-Switched Data service features associated with Dedicated-BRI Service are no longer available to new customers. Moves, additions or changes to subscribers' existing service will not be permitted.

CENTREX Dedicated-BRI

B. TERMS AND CONDITIONS (Cont'd)

4. Conditions (Cont'd)

- c. Packet data calls will be billed the Packet Data Network rates as specified in appropriate tariffs for calls outside the customer's Centrex group.
- d. Packet calls within a customer's Centrex group requires seven-digit dialing.
- e. ISDN compatible terminal equipment is a requirement for operation.
- f. ISDN charges are in addition to existing Centrex charges.
- g. This service is available only from offices which have the necessary facilities to provide ISDN. In the event that a customer is served by a non-conforming central office, Frontier may, at its option, provide ISDN service from an alternate serving central office at no additional charge to the customer. Such provisioning may be elected where, in the discretion of Frontier, service can be provided at a reasonable cost to Frontier. The customer must accept the serving location assigned by Frontier and must agree to revert to the normal serving central office at such time as ISDN service is made available in that office.

If ISDN service is provided from an alternate serving central office, the customer must accept a number change to one associated with the alternate serving central office. The customer will be subject to calling areas associated with the alternate serving central office as specified in Frontier tariffs.

When ISDN service is available from the customer's normal serving central office, the customer will revert to and accept a number change to one associated with the normal serving central office and be subject to calling areas associated with the normal serving central office as specified in Frontier tariffs. If the customer does not revert to service from the normal central office after ISDN service becomes available, but continues service from the alternate serving central office, charges for foreign exchange and/or foreign central office service will apply as specified in Frontier tariffs.

No charge will apply to transfer of this service back to the normal serving central office as set forth above.



CENTREX Dedicated-BRI

B. TERMS AND CONDITIONS (Cont'd)

4. Conditions (Cont'd)

g. (Cont'd)

In addition, the customer's service location must be within the distance limitations determined during installation of the service in the sole judgment and discretion of Frontier. When a customer requests ISDN service and requires the installation of additional facilities due to exceeding the distance limitation determined by Frontier and where, in the judgment of Frontier, it is practical to provide such facilities, the customer will be charged rates and charges based on the cost of providing the necessary additional facilities, in addition to the rates and charges specified in Section C. below. These charges for any additional facilities required will be computed on an individual case basis.

- h. Electronic Key Feature availability is dependent on the facilities providing the service.

No credit is given on the package rate for features where facilities and appropriate digital technology are not available.

- i. This Product Guide section does not apply to the transmission of packet data on the B channel and requires either voice and/or data on one of the B channels.
- j. Centrex Dedicated-BRI service does not preclude Centrex customers from making or receiving circuit-switched voice calls from inside or outside either their serving central office or their calling area. Where facilities are available, customers will be able to make and receive circuit-switched data and packet-switched data calls outside of their serving central office.
- k. Calls identified as circuit-switched data will be billed at Circuit-Switched Data Usage rates even if the customer's equipment establishes the call as circuit-switched voice service and then transmits 56 kbps or 64 kbps circuit-switched data.

CENTREX Dedicated-BRI

B. TERMS AND CONDITIONS (Cont'd)

5. Electronic Key Features

Electronic Key provides the customer with the ability to access the following features:

a. Automatic Dial Line

This feature allows a station user to call a frequently dialed number by pressing the assigned feature key.

b. Automatic Line

An automatic connection between a calling station that goes off-hook and a predetermined location. The calling station does not receive dial tone.

c. Bridging

Allows users to bridge onto a currently active call by pressing the active call appearance button on their set and going off-hook and thus establishing a three-way call.

d. Call Park

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

e. Call Waiting Ringback - Intra-Centrex Only

The Call Waiting Ringback feature will allow the caller to hear a distinctive ringing if the called party is hearing the call waiting tone. This allows the caller to wait for the called party to answer.

f. Delayed and Abbreviated Ringing

Allows the user to be alerted for a predetermined interval before ringing another designated set.

g. Drop

Allows the user to drop the last party added to a conference call. For a two-party call, this will terminate the call.

CENTREX Dedicated-BRI

B. TERMS AND CONDITIONS (Cont'd)

5. Electronic Key Features (Cont'd)

h. Executive Busy Override

This feature (EBO) specifies that the line can invoke an override when encountering a busy station.

Override Exempt

This feature (EBX) is an option of EBO and specifies that the line cannot have override activated against it by an EBO line.

i. Feature Function Button

Allows users to assign certain features to a particular button on their ISDN set. When depressed the button will activate the assigned feature.

j. Group Intercom

Enables a business set user to terminate on a member of a predesignated group by using abbreviated dialing.

k. Hold

Allows the user to place a call on hold.

l. Individual Calling Line Identification

Allows the user to have access to the directory number of the calling party.

m. Initiated Priority Calling

Allows the user to initiate a priority call by going off-hook and pressing the Priority Call feature button or dialing the priority calling access code. Provides the caller with the equivalent of Dial Call Waiting.

n. Inspect for ISDN Terminals

Allows the user to retrieve and display call-related information about any call appearance. The data that can be displayed is call appearance identification, called or calling directory number, and incoming call identifier call type.

CENTREX Dedicated-BRI

B. TERMS AND CONDITIONS (Cont'd)

5. Electronic Key Features (Cont'd)

o. Intercom

This feature allows a business set user to directly terminate on a predesignated set by pressing the intercom key.

p. Intercom Alerting

Provides the user with a distinctive ring and/or visual indicator to alert the user of an incoming intercom call.

q. Intercom Functions

Allows the user to emulate a dedicated wire to another station for priority conversations without tying up the station set from active or incoming calls.

r. Key System Coverage for Analog Lines

Allows an ISDN set to provide call coverage for an analog set.

s. Manual Exclusion

Allows the user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

t. Multiple Call Appearances

Allows users to have more than one appearance of their directory number assigned to their set.

u. Originating Priority Calling

Allows users to have all calls that originate from their set to be priority calls.

v. Outgoing Called Line Identification for ISDN Sets

Provides a user originating a call with information about the called party and the facility or destination.

w. Priority Calling Incoming Only

Allows users to have a priority call terminate on their set from an outside call. This call will use the normal intergroup alerting as opposed to priority alerting.

CENTREX Dedicated-BRI

B. TERMS AND CONDITIONS (Cont'd)

5. Electronic Key Features (Cont'd)

x. Shared Call Appearances for a Directory Number

Allows a directory number to appear on the terminal of several users up to a maximum of five (5).

y. Short Hunt

Permits incoming calls to hunt over a set of directory number appearances in search of an idle directory number on which to terminate.

6. X.25 Packet Data Features\*

a. Closed User Groups

Allows the user to establish sub networks within which the members of the closed user group can communicate. Each data terminal in a closed user group can be arranged in one of the following modes:

(1) Closed User Group with Outgoing Access

The data terminal makes outgoing calls only.

(2) Closed User Group with Incoming Access

The data terminal receives incoming calls only.

(3) Incoming Calls Barred within a Closed User Group

The data terminal makes outgoing calls only to the data terminals in the closed user group with which it is associated.

(4) Outgoing Calls Barred within a Closed User Group

The data terminal receives incoming calls only from the data terminals in the closed user group with which it is associated.

(5) Unrestricted Access

The data terminal receives and makes both incoming and outgoing calls.

\* Effective February 15, 2008, D Channel Packet-Switched Data service features associated with Dedicated-BRI Service are no longer available to new customers. Moves, additions or changes to subscribers' existing service will not be permitted.

CENTREX Dedicated-BRI

B. TERMS AND CONDITIONS (Cont'd)

6. X.25 Packet Data Features (Cont'd)\*

b. Fast Select

Allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.

c. Fast Select Acceptance

Allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

d. Flow Control Parameter Negotiation

Permits negotiation on a per call basis of the flow control parameters. Automatically negotiates the maximum packet size and window size for each direction of data transmission.

e. Hunt Groups

Allows a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is a logical channel on any of the access lines within the hunt group. The hunt group cannot span switches.

f. Incoming Calls Barred

Prohibits a data terminal from terminating an incoming call.

g. Non-Standard Default Packet Sizes

Allows the user to subscribe to a larger maximum packet size for each direction of communication than the default 128 octets normally provided. In order to subscribe to this feature, the Flow Control Parameter Negotiation feature must also be subscribed to.

h. Non-Standard Default Window Sizes

Allows the user to subscribe to the different values for outgoing and incoming window sizes than the standard network default. In order to have this capability, the user must also subscribe to the Flow Control Parameter Negotiation feature.

i. Outgoing Calls Barred

Prohibits a data terminal from originating outgoing virtual calls.

\* Effective February 15, 2008, D Channel Packet-Switched Data service features associated with Dedicated-BRI Service are no longer available to new customers. Moves, additions or changes to subscribers' existing service will not be permitted.

CENTREX Dedicated-BRI

B. TERMS AND CONDITIONS (Cont'd)

6. X.25 Packet Data Features (Cont'd)\*

j. Permanent Virtual Circuit

Allows packet switching to be implemented over a dedicated logical channel without needing call set-up or clearing.

k. Throughput Class Negotiation

Allows the calling data terminal to request specific throughput classes in the call request packet for both directions of data transmission.

7. Virtual Office ISDN (VOI)

a. Virtual Office ISDN (VOI) provides the following Dedicated-BRI services and features for a single monthly rate:

Multiple Access Dedicated-BRI - including the following system features:

- Circuit-Switched Data on the B channel(s)
- Alternate Circuit-Switched Voice and Data on the B channel(s)
- Configuration Group

Electronic Key Feature Package - the user has the option to order the other features within this package. The features below must be a part of this offering:

- Three Call Appearances
- Individual Calling Line Identification
- Hold
- Drop
- Transfer
- Conference
- Call Forwarding Variable

Unlimited Circuit-Switched Data Local Usage - the user is not billed for Local Circuit-Switched Data usage.

\* Effective February 15, 2008, D Channel Packet-Switched Data service features associated with Dedicated-BRI Service are no longer available to new customers. Moves, additions or changes to subscribers' existing service will not be permitted.

CENTREX Dedicated-BRI

B. TERMS AND CONDITIONS (Cont'd)

7. Virtual Office ISDN (VOI) (Cont'd)

b. Conditions:

The customer may have no more than two packages per premises.

The total monthly rate applies whether or not all of the features in the package are activated.

VOI is only available on classes of service that are measured services.

The customer may purchase the package on a month-to-month basis or on a contract basis for two, three, or five years.

Minimum service requirement is one month for month-to-month. For contract rates, the minimum service requirement is determined by the contract.

If a customer under a two-year contract terminates service during the first year of the contract, the customer will pay early termination charges. If the customer terminates service after the twelfth month of service, the customer will not pay termination charges. The customer must contact Frontier prior to the end of the contract period in order to renew the contract for additional periods of time. The customer may renew for two, three or five years. If the customer does not renew before the end of the contract period, the rate will revert to the month-to-month rate.

The customer under a three or five-year contract must contact Frontier prior to the end of the contract to renew the contract. The customer has the option to renew for two, three or five years. If the customer does not renew before the end of the contract, the rate will revert to the month-to-month rate. If the customer terminates service during the initial or any renewal period of the contract, early termination charges will apply.

Early termination charges will be calculated by taking the difference between the month-to-month rate and the contract rate and multiplying by the number of months in service

All regulations and conditions for Dedicated-BRI service apply to this offering.



CENTREX Dedicated-BRI

C. RATES

1. Application of Rates

a. Dedicated-BRI Access

(1) Service Capabilities Charges

(a) Monthly Rate

The monthly rates for Service Capabilities apply per Service Capability provided.

(b) Installation Charge

The Installation Charge applies per termination for the installation and the move of the Dedicated-BRI Access.

(c) Centrex Dedicated-BRI service allows 10 Configuration Groups to be established at the initial implementation of service. Subsequent additions of Configuration Groups or Configuration Groups beyond the first 10 will incur a nonrecurring charge per Configuration Group.

(2) Change Charge

The Change Charge applies per Centrex Dedicated-BRI Service for customer-requested changes to or adding call appearances, adding or changing features in an existing configuration group, adding or changing intercom groups, and adding or changing Dedicated-BRI features.

(3) Configuration Group Charge

The Configuration Group Charge applies per configuration group established in excess of 10 groups at the time of the initial establishment of Dedicated-BRI and any configuration group requested after the initial establishment of service.

CENTREX Dedicated-BRI

C. RATES (Cont'd)

2. Rates and Charges	Installation Charge	<u>Month</u>
a. Change/Add Charge .....	\$12.00	
b. Configuration Group Charge, per group established .....	32.00	
c. Featured Voice Dedicated-BRI Access, per Centrex line † .....	46.00	\$11.00
D Channel Packet-Switched Data, per service provided #* .....	25.00	7.75
d. Multiple Access Dedicated-BRI † .....	\$23.00	\$7.70
(1) Each Voice service, per service provided .....	23.00	7.15
(2) Circuit-Switched Data service, per service provided .....	13.00	9.35
(3) Alternate Circuit-Switched Voice and Data service, per service provided .....	13.00	9.35
(4) D Channel Packet-Switched Data, per service provided ††* .....	25.00	7.75
(5) Circuit Switched-Data Usage, per minute or fraction thereof, per B Channel** .....	-	0.02
e. Intercom Group, per group established ....	24.00	-
f. Virtual Office ISDN (VOI)		
(1) Month-to-Month .....	100.00	77.00
(2) Optional Payment Plan (OPP)		
24 months .....	100.00	46.00
36 months .....	75.00	44.00
60 months .....	75.00	40.70

† Dedicated-BRI rates and charges are in addition to other applicable Centrex service arrangement rates and charges as specified in the appropriate Intrastate Tariffs and Product Guide.

†† Customers subscribing to D Channel Packet-Switched Data will be billed for Public Data Network (PDN) service as specified in appropriate Frontier tariffs for calls outside their Centrex group.

\* Effective February 15, 2008, D Channel Packet-Switched Data service features associated with Dedicated-BRI Service are no longer available to new customers. Moves, additions or changes to subscribers' existing service will not be permitted.

\*\* Originating circuit-switched data calls placed outside the Centrex will be charged on a minutes-of-use basis.

CENTREX COMMUNICATIONS SERVICE

A. GENERAL

Centrex Communications Service is Centrex Service furnished from compatible electronic type switching equipment located on Frontier premises and includes the facilities necessary for intercommunication between Centrex lines within the customer's system, Local Exchange Service, direct in-dialing to Centrex lines, identification and billing of outgoing long distance messages by line number where such billing is done by Frontier, Touch-Tone Calling Service, and intercept to the main listed number.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Primary Location

The primary location of each Centrex Communications system is the area served by the wire center in which the Centrex Communications system's dial switching equipment is located.

Secondary Location

A secondary location is any location other than the primary location.

2. A Centrex Communications Service line includes the following features:

- Call Restriction
- Call Transfer - All Calls (Inside/Outside)
- Consultation Hold
- Intercommunication
- Hunting
- Three-Way Calling

3. The following Centrex features may be selected by the customer for each of their Centrex Communications lines for no additional charge:

- Automatic Callback
- Call Forwarding - Busy - All Calls
- Call Forwarding - Don't Answer - All Calls
- Call Forwarding - Variable - All Calls (w/Reminder Ring)
- Call Pick-up/Call Hold
- Call Waiting Originating
- Call Waiting Terminating (With Tone Block)
- Directed Call Pick-up with Barge-In
- Directed Call Pick-up without Barge-In
- Inside/Outside Ringing Service
- Speed Dialing Short

CENTREX Communications SERVICE

B. TERMS AND CONDITIONS (Cont'd)

4. Centrex Communications Service customers may select one of the following line arrangements for each of their Communications lines:

Unrestricted  
Long Distance Message Restriction  
Fully Restricted (Intercommunication Only)  
700/900 Blocked (Originating)

5. Centrex Communications Service System

Centrex Communications Service lines sharing a common intercommunication arrangement and a primary Directory listing will be considered a Centrex Communications Service System. A system must have a minimum of two (2) and may not exceed a maximum of thirty Centrex Communications Service lines. However, if the Centrex Communications system falls below two lines, it will no longer be considered a Centrex Communications system, and will be converted to a Business Dial Tone line with no features. All existing rates, charges, terms and conditions associated with the conversion will apply. Centrex Communications Service is classified as a business service and is offered only as a complete service. The Centrex exchange access, intercommunication and features are not offered separately.

6. Transfers from other Centrex Service

No service charges will apply for existing lines and features when a customer elects to change from other Centrex Service to Centrex Communications Service providing they are not moving and have completed any current revenue guarantees.

7. Subscriber Line Charge Credit

A credit equal to the applicable interstate Subscriber Line Charge will be applied to all Centrex Communications lines which are subject to an interstate Subscriber Line Charge. This credit is limited to \$7.50 per line.

8. Payment Option

Centrex Communications customers may select either a month-to-month or a three-year term commitment. The term commitment becomes effective upon ordering the service.

Centrex Communications payment options may be selected by billing account number within a customer's system, except as otherwise stated in split billing arrangements.

A customer selecting the month-to-month option will be obligated to pay for the service for a minimum of one month following the installation of a Centrex Communications line.

CENTREX Communications SERVICE

B. TERM AND CONDITIONS (Cont'd)

9. Additional Facilities

When a customer requests a new Centrex Communications Service system that requires the installation of additional outside plant or central office facilities and where, in the judgment of Frontier, it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities, in addition to the standard rates and charges for Centrex Communications Service. The costs for any additional facilities required will be computed on the incremental difference between the costs of new facilities and the costs of existing facilities.

10. Adding Lines Under Term Commitment

Additional Centrex Communications lines may be added to an existing system, up to a maximum of 30, during the term commitment. For customers subscribing to the three-year plan, the term commitment, with respect to any additional lines, will be coterminous with such three-year period.

11. Relocation

Centrex Communications lines may be relocated to different premises without incurring termination charges. The number of Communications lines at the new location must be equal or greater to the lines at the former location.

12. Term Commitment Renewal Options

At the expiration of the Centrex Communications term, a new term commitment may be established. If a new term commitment is not established, Centrex Communications service will continue to be provided at the applicable month-to-month rate, unless the customer terminates the service.

13. Transfer of Term Commitment

With the written permission of Frontier, the obligation to pay the Centrex Communications charges for the remainder of the term commitment may be assigned to another customer, provided there is no change of location, and the new customer assumes all outstanding charges. A Transfer Charge of \$100.00 is payable to Frontier by the new customer.

14. Incoming Toll Free Dedicated Service Access Arrangement

Incoming calls on Toll Free Dedicated Service access lines can be terminated on a Centrex Communications Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Centrex Communications Service System.

CENTREX Communications SERVICE

B. TERMS AND CONDITIONS (Cont'd)

15. Off-Premises Lines

Centrex Communications Service lines can be provided at a separate customer premises. No mileage charges apply to lines of the same Centrex Communications Service system that are located at different premises but situated within the same wire center serving area.

16. Optional Centrex Custom Calling Service Features

Optional Centrex Custom Calling Service features may be available where Frontier facilities permit at the rates specified in Section C below. Centrex Custom Calling Service feature descriptions, terms and conditions are as specified in Section 3C of this Product Guide.

17. Optional Centrex Digital Features

Centrex Digital Service will be provided at the customer's option where the Centrex is served from a compatible digital central office and where Frontier facilities permit at the rates specified in Section C. below. Centrex Digital feature descriptions, terms and conditions are as specified in Section 3H of this Product Guide.

18. Split Billing Arrangement

Split billing provides a Centrex Communications customer with multiple bills for their Centrex Communications lines.

Each individual billing number will be treated separately, and the line count will be restarted on each separate bill.

The same billing name, without variation, must appear on all separate bills.

Each location or individual billing number may have one or more Centrex Communications lines. If the Centrex Communications system falls below two lines, it is no longer considered a Centrex Communications system and must be converted to Business Dial Tone Lines.

Only one free Directory listing will be provided per Centrex Communications system, regardless of the number of individual billing numbers or number of bills.

Directory listings for separate, individual billing numbers will be charged at tariff rates.

If a 911 or other surcharge is applicable, it will be restarted on the basis of each separate bill.

Interexchange Carrier Plans may be associated with each separate, individual billed account when requested by the customer. However, the accounts will not be combined for bulk rating purposes.

CENTREX Communications SERVICE

B. TERMS AND CONDITIONS (Cont'd)

19. The features, Call Transfer, Three-Way Calling, Call Forwarding Busy, Call Forwarding Don't Answer and Call Forwarding Variable may generate local, intraLATA toll or long distance usage charges. If generated, these charges are the responsibility of the customer.

20. Customer Satisfaction Guarantee

Customers subscribing to Centrex Communications Service who notify Frontier within 30 calendar days after installation that they are not satisfied with the service are 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, through the date of disconnect. In addition, customers who are not satisfied with their Communications Service may have their previous Frontier service reinstalled, at no cost, in accordance with the following terms and conditions:

The customer must request that Frontier disconnect the service within 30 calendar days of installation.

Customers who had no previous service and subsequently elect to have their Communications Service disconnected will be converted to Frontier Business Dial Tone Lines or Trunks at no cost to them. Customers will not be permitted to convert to a service which is no longer available to new customers.

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.

This Customer Satisfaction Guarantee applies to the service as a whole and not the individual features offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer-provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

CENTREX Communications SERVICE

B. TERMS AND CONDITIONS (Cont'd)

21. Optional Discount Term Plan

Centrex Communications with Optional Discount Term Plan is an account-level discount plan available to Centrex customers who presubscribe all lines on an account to Frontier's IntraLATA Toll Service. Optional Discount Term Plan offers a discount on the Communications recurring monthly line rate.

All numbers billed to a billing telephone number (BTN) are considered an account. Provisioning and functions of Communications are not altered in any way.

Customers must presubscribed all Communications and non- lines on an account to Frontier's IntraLATA Toll Service. If a customer should presubscribed any line of his/her account to another intraLATA toll carrier, the discount for all lines will be discontinued.

Customers with Optional Discount Term Plan may add lines to their Communications system and will receive the same discount per line on the additional lines.

Except as specified above, all other terms and conditions, as specified in Section 3I for Centrex Communications Service, preceding, apply.

All other terms and conditions for Optional Discount Term Plan as specified in the Optional Calling Plans Tariff, Section 6.

22. Disconnects

There is no termination liability for customers who have elected the Centrex Communications month-to-month payment option, except that all Centrex Communications customers with this payment option are subject to a one-month minimum revenue requirement.

Except as provided below, when a Centrex Communications customer under a term commitment disconnects or terminates its Centrex Communications service prior to the expiration of the three-year term commitment, an early termination charge will apply. The charge is equal to the highest number of Centrex Communications lines the customer had in service during any point in the term commitment, multiplied by the difference between the three-year term monthly recurring rate and the applicable month-to-month recurring Communications rate at the time of termination, multiplied by the number of months the service was provided.

If a Centrex Communications customer disconnects or terminates its Centrex Communications service within 60 days following installation of the service, the termination charge will be the recurring charges for the period of time the



CENTREX Communications SERVICE

B. TERMS AND CONDITIONS (Cont'd)

23. Conversions of Service

When a Centrex Communications three year term commitment customer upgrades to any of the Frontier services listed below under a term commitment of equal or greater revenue value than the remaining value of their current Communications term commitment, termination charges will not apply. The revenue value of a term commitment means the minimum amount that the customer would be required to pay pursuant to the commitment over the entire term of the commitment (or over the remainder of the term, if the commitment period has already begun).

Full Featured Business Voice Service  
Enhanced Digital Service  
High Capacity Digital Service - DS1  
DS3 High Capacity Services  
Communications PRI Service  
SONET Special Access Services  
Frame Relay Service

The order for the new service and the order for the disconnection of the Centrex Communications system must be received by Frontier at the same time.

Appropriate nonrecurring charges apply for the replacement service.

Product Guide  
Frontier West Virginia Inc.

Charleston, West Virginia.

Section 3I

Second Revised Sheet 8

CENTREX Communications SERVICE

C. RATES

1. Centrex Communications Service Lines, each	<u>Per</u>	
	<u>Month</u>	
Centrex Exchange Access .....	\$22.25	(I)
Intercommunication Lines, each		
Primary/Secondary† Location		
<u>Payment Options</u>		
Month-to-month		
Restricted/Unrestricted .....	\$30.75	
36 month		
Restricted/Unrestricted .....	\$28.98	
2. Centrex Communications Service Optional Features		
a. Centrex Custom Calling Features on Centrex Communications		
per line equipped		
	<u>Usage</u>	
	<u>Charge</u>	
(1) Call Block .....	-	\$1.50
(2) Call Trace # .....	\$1.00	
(3) Priority Call .....	-	\$1.50
(4) Repeat Dialing .....	-	\$1.50
(5) *69 .....	-	\$1.50

† In addition, rates and charges as specified for series 2000, type 2014 channels in the Channel Services Tariff apply between the Centrex CustoPAK System's serving wire center and the wire center serving the customer's secondary location.

# Per trace attempt successfully completed. Limit one activation per attempt.

CENTREX Communications SERVICE

C. Rates (Cont'd)

2. Centrex Communications Service Optional Features (Cont'd)

a. Centrex Custom Calling Features on Centrex Communications,  
per line equipped (Cont'd)

	<u>Per Month</u>	
(6) Select Call Forwarding .....	\$1.50	(T)
(7) Caller ID - Number Only		(T)
a) When purchased without the Centrex Custom Calling Feature Package .....	\$6.00	
b) When purchased with the Centrex Custom Calling Feature Package .....	\$5.00	
(8) Caller ID		(T)
a) When purchased without the Centrex Custom Calling Feature Package .....	\$7.00	
b) When purchased with the Centrex Custom Calling Feature Package .....	\$5.75	
(9) Centrex Custom Calling Feature Package, includes all features except Caller ID - Number Only and Call Trace .....	\$4.00	(T)

3. Digital Non-button Set Features  
(Non-electronic set)

a. Call Park .....	\$.25	
b. Directed Call Park .....	\$.25	
c. Executive Busy Override .....	\$.25	
d. Last Number Redial .....	\$.25	
e. Non-button Set Feature Package .....	\$.50	

4. Usage charges

No local calling usage allowance is included in the Centrex **CustoPAK** rate schedule. Usage charges apply as specified in the Local Exchange Services Tariff.

CENTREX Communications SERVICE

C. RATES (Cont'd)

5. Service Charges

Service charges for Centrex Communications will be the same as those for Centrex Service as specified in Section 3 of Frontier's General Services Tariff.

If a customer elects to change from Individual Line Service to Centrex Communications Service, a Change of Class or Grade of Service Charge applies rather than a Service Connection charge.

No service charges will apply for Centrex Communications Class Features and Centrex Communications Digital Features if installed initially with the Centrex Communications system. If installed subsequent to the installation of the Centrex Communications System, the appropriate service charges as specified in Section 3 of this Product Guide apply.

The Order Processing Charge and the Line Connection Charge will not apply to the initial installation of Communications lines when installed at tariff rates under a term commitment.

6. Foreign Exchange Service

Rates and charges are as specified for Foreign Exchange Service in the Local Exchange Services Tariff.

7. Optional Discount Term Plan

Participants in the Centrex Communications with Optional Discount Term Plan will receive a usage discount as specified in the Optional Calling Plans Tariff, Section 6. In addition, Centrex Communications customers are eligible for the following additional recurring monthly discounts per line:

<u>Billed Revenue</u>	<u>Per-Line Discount</u>
\$0.00 - \$100.00	\$0.00
\$100.01 - \$350.00	\$0.50
\$350.01 - \$500.00	\$1.00
\$500.01 - \$1000.00	\$1.50
\$1000.01+	\$2.50

Availability of additional recurring monthly discounts on Communications system lines is limited to existing customers of record who maintain the same conditions of service that are in place as of April 22, 2002 at their existing locations only. New Communications Optional Discount Term Plan participants are not eligible for any Optional Discount Term Plan recurring monthly line discount.

CENTREX EXTEND SERVICE

**(This service is no longer available to new customers.)**

A. GENERAL

Centrex Extend Service uses the public switched network to provide capabilities and features typically offered by a private network. Interlocation transport through public network or private dedicated facilities will be provided to end users connected to the network via a Centrex, Private Branch Exchange (PBX), button telephone set, or a residence Individual Dial Tone Line. End user access via a corporate abbreviated dialing plan will operate across the network as if the customer were being served by a single switch.

Customers who are not subscribed to Centrex Extend Service as of October 16, 1997, either under term or month-to-month pricing plans, are not eligible to purchase Centrex Extend Service. The Interlocation Intercom charge for month-to-month Centrex Extend customers still eligible to purchase the service will be the tariffed rate for local and IntraLATA calls. Rates for customers under term pricing plans as of October 16, 1997, shall remain in effect for the duration of those plans, but those plans may not be extended or renewed. Upon expiration of a term plan, a Centrex Extend customer may continue to purchase Centrex Extend Service on a month-to-month pricing plan basis. Each type of customer may add locations and receive the same pricing that applies to their existing locations, subject to the foregoing limitations. Centrex Extend customers who migrate to a substitute Frontier service will not incur Centrex Extend Service termination charges, provided that the term of the new commitment equals or exceeds the prior commitment, and that the quantity or capacity of the new service contract is equal to or greater than that of the existing Centrex Extend Service contract.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Access Authorization

Access Authorization provides security for access to specific facilities, to override station restrictions, or to access Centrex Extend Service features based on the calling number, a Personal Identification Number, or a combination of both.

Access to Private Facilities

Access to Private Facilities allows Centrex Extend Service equipped lines to reach private facilities (tie-lines, WATS lines, etc.) by dialing an abbreviated code of one or more digits. Access is provided to facilities terminated in the same central office as the originator of the Centrex Extend Service call or to facilities terminated in remote central offices of the originator of the call.

CENTREX EXTEND SERVICE

**(This service is no longer available to new customers.)**

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Centralized Routing Control

Centralized Routing Control directs off-network calls based on the call destination to alternative private or public facilities terminated at a centralized location to provide efficiencies in traffic handling. Access by remote locations is accomplished by dialing an access code. Up to three alternative routes (Primary Route, Alternate Route and Second Alternate Route) may be specified by the customer.

Dialing Plans

Location Code Dialing Plan

The Location Code dialing plan option has extension numbers consisting of a leading dialed digit(s) and from one to seven digits of the customer's North American Numbering Plan telephone number. This dialing plan permits duplication of the extensions among locations serviced by different switches. The customer is not limited to 10,000 stations.

Portable Extension Dialing Plan

The Portable Extension dialing plan option allows an extension number of between 1 to 7 digits that is independent of the North American Numbering Plan number. When a user moves from one location to another the North American Numbering Plan will change but the assigned extension number can stay the same. This allows internal callers to reach the user by dialing the same extension number.

Centrex Extend Service dialing plans can be used with public switched network calling or private line networks.

CENTREX EXTEND SERVICE

**(This service is no longer available to new customers.)**

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Dialing Plan Numbers

Dialing Plan Numbers are Centrex lines, business dial tone lines (not connected to a PBX or other CPE equipment), or PBX stations that have access to a Location Code or Portable Extension Dialing Plan.

Facility Group

A Facility Group is a specific group of FX, WATS or compatible Special Services circuits of the same type used to complete calls between the same points.

Interlocation Intercom

Interlocation Intercom uses the public switched network to complete calls between Centrex Extend Service users of the same customer that are served by different Centrex or PBX systems.

Interlocation Intercom calls can be completed over a customer's private line network, with overflow calls completing over the public switched network.

Personal Identification Number

Personal Identification Numbers can vary in length from 2 to 15 digits.

Time-of-Day Routing

Time-of-Day Routing permits the preprogrammed selection of Primary Route, Alternate Route and Second Alternate Route to vary based on the time-of-day or day-of-week.

Work-at-Home

Work-at-Home allows a residential telephone of the customer's employee to be converted to a Centrex Extend Service station on a call-by-call basis. The user dials a telephone number which enables the residential line to operate with Centrex Extend Service features including Dialing Plan and Access Authorization. All business calls will be billed to the employee's Centrex Extend Service line.

CENTREX EXTEND SERVICE

**(This service is no longer available to new customers.)**

B. TERMS AND CONDITIONS (Cont'd)

2. At least one customer location must subscribe to Centrex Service to purchase Centrex Extend Service.
3. All Centrex Extend Service equipped lines must terminate at an authorized location of the customer of record. Authorized locations include branches, factories, plants, etc., of the customer of record or a subsidiary of the customer of record.
4. The contract lengths for Centrex Extend Service must be the same in all locations.
5. Location Codes can be 1 to 3 digits in length. The first digit of the location code must be numbered 1 through 8.

Portable Extension numbers can be 1 through 7 digits in length. The first digit of the Portable Extension number must be numbered 1 through 8. Portable Extension numbers do not need to be the same as the North American Numbering Plan number.

5. Location Codes can be 1 to 3 digits in length. The first digit of the location code must be numbered 1 through 8.

Location Code and Portable Extension dialing plans may not be mixed in the same dialing plan.

All Centrex Extend Service lines must subscribe to a Location Code or Portable Extension dialing plan.

6. Centrex Extend Service features are available only to customers subscribing to a Location Code Dialing Plan, Portable Extension Dialing Plan or Centrex service.
7. Interlocation Intercom calls will only be connected to Centrex Extend Service equipped lines at authorized locations of the same customer of record. Interlocation Intercom is available only to customers subscribing to Location Code and Portable Extension Dialing Plans.

All Centrex Extend Service lines must subscribe to Interlocation Intercom.

8. Access to Private Facilities can be provided to both one-way and two-way facilities. Access codes may vary in length from 1 to 8 digits.



CENTREX EXTEND SERVICE  
**(This service is no longer available to new customers.)**

B. TERMS AND CONDITIONS (Cont'd)

9. Centralized Routing Control is available on outgoing calls only. The traffic routing choices are provided by and the responsibility of the customer. Up to three alternative routes can be specified for a call - Primary Route, Alternate Route and Second Alternate Route.

Time-of-day and day-of-week variances in the Routing Control are provided by and the responsibility of the customer.

Remote access calls to the Centralized Routing Control receive Interlocation Intercom charges. Calls made from the Centrex System of the main Centralized Routing Control location do not receive Interlocation Intercom charges.

10. Work-at-Home may only be equipped on telephone lines of authorized employees of the Centrex Extend Service Customer of Record. The Centrex Extend Service Work-at-Home option may only be ordered from Frontier by the Centrex customer of record. Work-at-Home is available only in locations where facilities permit.
11. Personal Identification Numbers, which can vary in length from 2 to 15 digits, are administered and assigned by the customer. The customer must supply these numbers to Frontier prior to installation of Centrex Extend Service.

12. Interlocation Intercom

Interlocation Intercom calls will only be connected to Centrex Extend Service-equipped lines at authorized locations of the same customer of record.

Interlocation Intercom is available only to customers subscribing to Location Code and Portable Extension Dialing Plans.

All Centrex Extend Service lines must subscribe to Interlocation Intercom.

Interlocation Intercom Service is available on a flat-rate or message-rate basis. The customer of record may change his/her initial rating selection one time within 60 days of installation with no additional charges.

Effective January 16, 1998, Interlocation Intercom for month-to-month) Centrex Extend Service customers will be rated as local or intraLATA toll calls.

CENTREX EXTEND SERVICE

**(This service is no longer available to new customers.)**

B. TERMS AND CONDITIONS (Cont'd)

13. Termination Liability

Location Code Dialing Plan, Portable Extension Dialing Plan, Interlocation Intercom, Access to Private Facilities, Centralized Routing Control, and Access Authorization are available on a month-to-month basis or for contract periods ranging from 12 to 120 months. In the event that a contract period is elected, the customer is liable for the termination charges for each and/or any of these features disconnected prior to the end of the subscribed contract period. The termination liability will be calculated in the following manner: Fifty percent (50%) times the current effective rate of the unit disconnected times the number of units disconnected times the remaining months of the contract period.

The termination charges specified above will be waived for customers who disconnect Centrex Extend Service in order to migrate to another Frontier service offering, provided that the length of commitment to the new service is at least equal to that remaining on the Centrex Extend Service contract, and the quantity/capacity of the new service is at least equal to that which existed under the Centrex Extend Service contract.

Product Guide  
Frontier West Virginia Inc.

Charleston, West Virginia.

Section 3J  
Original Sheet 7

CENTREX EXTEND SERVICE  
**(This service is no longer available to new customers.)**

C. RATES

1. Dialing Plan

a. Location code

per Dialing Plan	<u>Installation Charge</u>	<u>Per Month</u>
month-to-month .....	\$500.00	\$125.00
12-36 months .....	500.00	115.00
37-60 months .....	500.00	105.00
61-96 months .....	500.00	95.00
97-120 months .....	500.00	85.00

b. Portable Intercom Numbers

per Dialing Plan	Installation Charge	Per Month
month-to-month .....	500.00	175.00
12-36 months .....	500.00	162.00
37-60 months .....	500.00	150.00
61-96 months .....	500.00	137.00
97-120 months .....	500.00	125.00

c. Additions or changes of Location Codes

per location .....	50.00	-
--------------------	-------	---

d. Additions of, or changes to Dialing Plan numbers, each number

first 9 .....	50.00	-
10+ .....	1.00	-

CENTREX EXTEND SERVICE  
**(This service is no longer available to new customers.)**

2. Interlocation Intercom

	<u>Installation Charge</u>	<u>Per Month</u>
a. Over 100 Lines		
per Dialing Plan Number		
Originating & Terminating .....	-	ICB
Terminating .....	-	ICB

b. 1 to 100 lines Month-to-Month (effective January 16, 1998)

Local Interlocation Intercom calls,  
per call ..... Usage rates for Business  
service are as specified in  
Section 2 of the Local  
Exchange Services Tariff.

IntraLATA Toll Interlocation  
Intercom calls, per minute of use .... Usage rates for Business  
service are as specified in  
Section 2A of the Long  
Distance Services Tariff.

c. 1 to 100 Lines

	<u>Installation Charge</u>	<u>Per Month</u>
per Dialing Plan Number		
Originating & Terminating		
month-to-month#.....	-	\$9.50
12-36 months.....	-	9.00
37-60 months.....	-	8.50
61-96 months.....	-	8.00
97-120 months.....	-	7.50
Terminating		
month-to-month#.....	-	4.75
12-36 months.....	-	4.50
37-60 months.....	-	4.25
61-96 months.....	-	4.00
97-120 months.....	-	3.75

# Not available after January 15, 1998.

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Frontier West Virginia Inc.

Charleston, West Virginia.

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CENTREX EXTEND SERVICE  
**(This service is no longer available to new customers.)**

C. RATES (Cont'd)

3. Access to Private Facilities

per access code	Charge	Month
month-to-month .....	\$200.00	\$ 70.00
12-36 months .....	200.00	65.00
37-60 months .....	200.00	60.00
61-96 months .....	200.00	55.00
97-120 months .....	200.00	50.00
Subsequent additions or changes of access codes, per access code .....		
	50.00	-

4. Centralized Routing Control

month-to-month .....	500.00	400.00
12-36 months .....	500.00	375.00
37-60 months .....	500.00	350.00
61-96 months .....	500.00	325.00
97-120 months .....	500.00	300.00

5. Time-of-Day Routing ..... 30.00 -

6. Additions, changes and deletions to Centralized Routing Control ..... 30.00 -

7. Work-at-Home

per employee telephone line equipped ..... 25.00 5.00

8. Access Authorization

Personal Identification Numbers

per Personal Identification Number ... 15.00 -

per destination restricted

by calling number

month-to-month .....	30.00	24.00
12-36 months .....	30.00	23.00
37-60 months .....	30.00	22.00
61-96 months .....	30.00	21.00
97-120 months .....	30.00	20.00



Full Featured Business Voice Service

A. GENERAL

Full Featured Business Voice Service is a central office service available only to customers who are served by a compatible central office (CO) where adequate facilities are available. It consists of CO-based control and switching equipment which, when used in conjunction with customer-provided stations, offers access to the exchange network and intercommunication among stations.

B. TERMS AND CONDITIONS

1. Customers may select any of the following features for their Full Featured Business Voice Service lines, where facilities permit, at no additional cost:

- Automatic Callback Calling
- Call Forwarding-Busy - All Calls or Outside
- Call Forwarding-Don't Answer Calls - All Calls or Outside
- Call Forwarding-Variable-All Calls with Reminder Ring
- Call Hold
- Call Park
- Call Pick-up
- Call Waiting-Originating
- Call Waiting-Terminating With Tone Block
- Call Transfer-All Calls or Inside
- Conference Arrangement (1-6 Ports) (Per System)
- Consultation Hold
- Directed Call Park
- Directed Call Pick-up with or without Barge-in
- Executive Busy Override
- Hunting (Series Completion, Circular and Multi-line)
- Inside/Outside Ringing Service
- Intercept
- Intercom
- Last Number Redial
- Line Restrictions
- Multi-Path Call Forward (Up to 5 Paths)
- Music On Hold Interface
- Night Service
- Speed Dialing - Individual or Shared (Short or Long)
- Station Message Detail Recording (SMDR)
- Touch-tone Calling
- Three-way Calling
- Trunk Answer From Any Station
- Uniform Call Distribution with Queuing

Full Featured Business Voice Service

B. TERMS AND CONDITIONS (Cont'd)

2. Customer Satisfaction Guarantee

Customers subscribing to Full Featured Business Voice Service who notify Frontier within 30 calendar days after installation that they are not satisfied with the service are 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, through the date of disconnect. In addition, customers who are not satisfied with their Full Featured Business Voice Service may have their previous Frontier service reinstalled, at no cost, in accordance with the following terms and conditions:

The customer must request that that Frontier disconnect the service within 30 calendar days of installation.

Customers who had no previous service and subsequently elect to have their Full Featured Business Voice Service disconnected will be converted to Frontier business dial tone lines at no cost to them, or they may receive a credit for the charges associated with the establishment of the service. Customers will not be permitted to convert their service to a "Grandfathered" service, one that is no longer available to new customers.

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 and local usage charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

This Customer Satisfaction Guarantee applies to the service as a whole and not to the individual features offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer-provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

The terms and conditions of the Customer Satisfaction Guarantee apply to both month-to-month and term payment plan customers.

3. Full Featured Business Voice Service

A Full Featured Business Voice Service system consists of the central office switching office equipment and stations connected by Centrex lines (no less than 2 lines). A Full Featured Business Voice Service system includes only those stations whose inward exchange and toll service is through the customer's main switching location via a single central office code (NNX).



Full Featured Business Voice Service

B. TERMS AND CONDITIONS (Cont'd)

4. Minimum Line Requirement

Full Featured Business Voice Service is provided in the following capacities per system:

<u>Line Capacity Category</u>	<u>Minimum Line Requirement</u>
I	2
	II31
	III76

Full Featured Business Voice Service is offered only as a complete service. If the Full Featured Business Voice Service falls below two (2) lines, it will no longer be considered a Full Featured Business Voice Service system and will be converted to a Business Dial Tone line with no features. All existing tariff rules, regulations, rates and charges associated with the conversion will apply. The exchange access and intercommunication portions of the Service lines are not offered separately.

5. Subscriber Line Charge Credit

A credit equal to 100% of the applicable interstate Subscriber Line Charge will be applied to all Full Featured Business Voice Service lines.

6. Payment Options

Full Featured Business Voice Service customer may select either a month-to-month option or a term commitment period which falls between a minimum of 12 months and a maximum of 120 months for the customer's total system.

Full Featured Business Voice Service payment options may be selected by billing account number within a customer's system, except as otherwise stated in split billing arrangements.

Frontier will bill customers for Full Featured Business Voice Service on a monthly basis.

A customer who fails to make timely payments will be subject to a late payment charge of one and one-quarter percent (1.25%) per month on the overdue balance.

7. Centrex Line and Revenue Guarantee

Full Featured Business Voice Service lines are subject to a one-month minimum billing. Full Featured Business Voice Service term agreements for service are subject to a monthly line guarantee for the duration of the term commitment. The guarantee is based on 80% of the lines in service at the time the term commitment is established. Should the customer fall below the minimum line guarantee or disconnect service during the term commitment period, the current rate per line times the number of lines in deficit will be charged.

Full Featured Business Voice Service

B. TERMS AND CONDITIONS (Cont'd)

8. Changes to a Higher Line Capacity Category in the Full Featured Business Voice Service System

A customer may change to a higher line capacity category at the current rates designated for the higher line capacity category; however, the customer will remain under the original term commitment period.

9. Changes to a Lower Line Capacity Category in the S Full Featured Business Voice Service System

A customer may change to a lower-line capacity category at the current rates designated for the lower category; however, the customer will remain under the original term commitment period, and the original minimum-line guarantee will apply throughout the original term commitment period.

10. Synchronizing Full Featured Business Voice Service with Other Service Upgrades

When a Full Featured Business Voice Service customer with a term payment plan upgrades to another service with revenue value equal to or greater than Full Featured Business Voice Service, the monthly line guarantee for the Full Featured Business Voice Service will not apply. The term commitment period for the upgraded service must be of equal or greater duration than that of the Full Featured Business Voice Service term commitment, and all nonrecurring charges applicable to the installation of the new service must apply.

11. Renewal Options and Request for Change in Term Commitment Period

Prior to the expiration of an existing term commitment period, a customer may extend the term commitment for another term commitment period without incurring termination liability charges. The new term commitment will indicate the designated rates then in effect. The new contract period must be a minimum of 12 months, or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original contract. The term commitment effective date will be the date the service is installed.

12. Transfer of Term Obligation

With the written permission of Frontier the obligation to pay the Full Featured Business Voice Service charges for the remainder of the term commitment period selected may be assigned to another customer, provided there is no change of location, and the new customer is assuming substantially all the assets of the former customer. The original customer remains jointly and severally liable for any such amounts. A Transfer Charge of \$100.00 is payable by the new customer.

Full Featured Business Voice Service

B. TERMS AND CONDITIONS (Cont'd)

13. Transfer from Other Centrex Service

When other Centrex Service is changed to Full Featured Business Voice Service under a term payment period, the monthly revenue guarantee obligation stipulated for that service may be waived and a new monthly line guarantee, for the duration of the term commitment period selected, will be established under the Full Featured Business Voice Service plan. The new term commitment period must be a minimum of 12 months or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original term commitment. No service charges shall apply to existing Centrex lines, provided they are not moved or changed.

14. Disconnects

There is no termination liability for customers who have elected the Full Featured Business Voice Service month-to-month payment option, except that all Full Featured Business Voice Service customers with this payment option are subject to a one-month minimum revenue guarantee.

When a Full Featured Business Voice Service system under a term payment period is disconnected prior to the expiration of the term commitment, the termination liability, which is an amount equal to the monthly line guarantee multiplied by the number of unexpired months in the line guarantee period, will be billed.

15. Relocation

When the customer relocates to different premises, the term obligation will remain in effect. All rates and charges applicable to the Full Featured Business Voice Service system being relocated still apply.

16. Line Restrictions

Full Featured Business Voice Service customers may select one of the following arrangements for each of their lines:

Unrestricted  
Long Distance Message Restriction  
Fully Restricted (Intercommunication Only)  
700/900 Blocked (Originating)\*

\* Nonrecurring charges per local tariff apply.

Full Featured Business Voice Service

B. TERMS AND CONDITIONS (Cont'd)

17. Billing Management Services

Full Featured Business Voice Service provides the following Billing Management Services:

a. Billing Agency Code

A billing agency code is defined herein as a code arrangement used to provide billing subtotals for individual agencies within a given customer's account. The billing subtotal will appear as a single customer bill and may not be itemized as separate, split-billed accounts.

b. Split Billing Arrangement

Split billing provides Full Featured Business Voice Service customers with multiple bills for their Full Featured Business Voice Service lines.

Each individual billing number will be treated separately, and the line count will be restarted on each separate bill.

The same billing name, without variation, must appear on all separate bills.

Each location or individual billing number, must have at least one Full Featured Business Voice Service line. However, if the Full Featured Business Voice Service falls below two lines, it will no longer be considered a Centrex system, and will be converted to Frontier business dial tone lines.

Only one free Directory listing will be provided per Full Featured Business Voice Service, regardless of the number of individual billing numbers or number of bills.

If a 911 or other surcharge is applicable, it will be restarted on the basis of each separate bill.

Interexchange Carrier Plans may be associated with each separate, individually billed account when requested by the customer. However, the accounts will not be bulked for rating purposes.

Full Featured Business Voice Service

B. TERMS AND CONDITIONS (Cont'd)

17. Billing Management Services (Cont'd)

c. Installment Billing

Customers who select the month-to-month payment option may elect to pay their nonrecurring charges over a six-month period. Customers who select a term commitment payment option may elect to pay their non-recurring charges over a twelve-month period, but not in less than two months. Immediate payment of all nonrecurring charges would be assessed if the customer should disconnect service prior to the end of the installment billing period. If the nonrecurring charges are initially billed in full, the customer may not request a rebilling in installments. Installment billing is available on both initial and subsequent activity, and the minimum amount to billed on installment cannot be less than \$50.00.

d. Prepayment

The customer must have a term agreement and may prepay up to 100% of the monthly charge.

The minimum monthly amount that can be prepaid is \$200.00 per Prepayment Agreement, and the prepayment amount cannot exceed a customer's monthly charges. Customers can prepay at any time during their term commitment; however, they must have a minimum of six months remaining on their term commitment.

The Centrex Exchange Access rate must be added to the Intercommunication rate to determine the full amount to discount for prepayment, and Subscriber Line Charges are not subject to prepayment.

Customers are subject to normal rate increases. Customers who prepay must pay the difference between the amount prepaid and the new rate.

The prepayment cannot exceed the length of the term commitment for either prepayment of the entire rate or specific dollar amounts.

Amounts to be prepaid will be calculated on the remaining life of the term commitment and cannot be less than six months.

Any customer who disconnects prior to the expiration of their term agreement shall have the Centrex termination charges deducted for the balance of the prepaid amount and the remaining balance, if any will be credited to the bill. Termination charges in excess of the prepayment balance must still be paid by the customer. Additionally, prepaid amounts will not be refunded.

Full Featured Business Voice Service

B. TERMS AND CONDITIONS (Cont'd)

18. Music On Hold Interface

The Music On Hold feature requires a customer-provided music source and rates and charges for an appropriate central office line to connect the customer-provided equipment to v.

19. Other Centrex Features and Capabilities

Except as otherwise specified herein, the rates, charges, terms and conditions for Centrex Service and other Centrex capabilities and features, as specified in this Product Guide, apply.

20. Resale of Full Featured Business Voice Service

Full Featured Business Voice Service is available for resale. The monthly recurring and nonrecurring rates are based on the system size of the end user for all payment options.

21. Standard Line Features

Full Featured Business Voice Service Standard Line Features will be provided only where adequate facilities permit.

a. Call Forwarding-Busy Line-All Calls or Outside.

This feature can be provisioned in one of two modes: "All Calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which forwards incoming calls to another specified line, either inside or outside the system, if the intended line is in use.

b. Call Forwarding-Don't Answer-All Calls or Outside.

This feature can be provisioned in one of two modes: "All Calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which forwards incoming calls to another specified line, either inside or outside the system, if the intended line is unanswered after approximately three ringing cycles.

c. Call Forwarding-All Calls with Reminder Ring

This feature is an arrangement which permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which calls are forwarded. The feature is deactivated by dialing another code.

Reminder Ring

Calls directed to a line in the call-forward mode will receive a shortened ring before the call is forwarded. This serves as a reminder to station users that their line is in a call-forward mode.

Full Featured Business Voice Service

B. TERMS AND CONDITIONS (Cont'd)

21. Standard Line Features (Cont'd)

d. Call Park

This feature allows Full Featured Business Voice Service station users to park a call against their own telephone number. The parked call can be retrieved by dialing the feature access code for retrieval and station line number.

e. Call Transfer - Inside or All Calls

This feature allows an established call to be transferred to another line either within or outside the system.

f. Conference Arrangement (1-6 Ports)

This feature allows line users to establish conference connections up to six lines, including the originating line, by dialing an assigned access code. It is offered on a per-system basis.

g. Directed Call Park

This feature allows Centrex station users to park a call against any Centrex station number appearance. Station users may be required to enter a security code to retrieve the call, if desired.

h. Executive Busy Override

This feature allows the station user to invoke an override when encountering a busy condition. The station user gains access to a busy station by flashing the switchhook on a non-button station and dialing a feature code. A warning tone is emitted and a three-way call is established. The station invoking override can then hang up and the prior conversation will continue or flash the switchhook, dropping the third party from the conversation.

i. Intercept

This feature allows incoming exchange calls to unassigned and/or nonworking Full Featured Business Voice Service lines to be intercepted by a standard announcement which refers the calling party to the main listed number. Intercommunication calls to unassigned Full Featured Business Voice Service lines will be intercepted by a standard central office recorded announcement for system calls. This announcement will provide a common message that the number is not in service with advice that the in-house directory should be consulted.

j. Intercommunications (Intercom)

This feature enables customers within the same Centrex system to communicate with each other by dialing a code without application of message units charges.

Full Featured Business Voice Service

B. TERMS AND CONDITIONS (Cont'd)

21. Standard Line Features (Cont'd)

k. Last Number Redial

This feature enables a customer to redial the last called number (up to 24 digits) by depressing a single button or by dialing an access code, rather than dialing the entire number.

l. Line Restrictions

There are four type of line arrangements which customers may select for each of the basic Full Featured Business Voice Service lines:

Unrestricted

An arrangement that has no restrictions on either incoming or outgoing calling.

Long Distance Message Restriction

An arrangement which permits a Centrex line user to dial local service area calls but prevents the origination of long distance calls. In addition, this arrangement is available both with and without "zero" dialing.

Fully Restricted

An arrangement that allows intercom-only calling for the Full Featured Business Voice Service basic line user.

700/900 Blocked (Originating)

An arrangement which denies the Full Featured Business Voice Service basic line user the ability to make outgoing calls to 700/900 numbers.

m. Multipath Call Forwarding (1-5 paths)

This feature allows the station user to forward simultaneous messages over one line to a destination.

n. Music On Hold Interface

This feature provides a continuous broadcast of music to callers who are waiting for connection to a called party.

o. Night Service-Fixed or Flexible

This feature allows the routing of calls normally directed to the attendant to be directed to pre-selected lines within the customer group. This feature may be provided with Call Forwarding-Fixed or Call Forwarding-Variable.



Full Featured Business Voice Service

B. REGULATIONS (Cont'd)

21. Standard Line Features (Cont'd)

p. Station Line Hunting

This feature allows lines to be arranged in groups so that a call to a busy line in a group will be completed to another line in the group that is not busy. Station line hunting can be provided in series completion, circular or multiline arrangements.

q. Touch-Tone

All lines in a Full Featured Business Voice Service system are equipped for Touch-Tone calling.

r. Trunk Answer Any Station

This feature allows the station user to answer an incoming exchange network call directed to the main listed number by any line in the Centrex system when the attendant position is in the "night" mode, via the activation of a three-digit code.

s. Uniform Call Distribution with Queuing

This feature provides for the uniform distribution of incoming calls, in order of their arrival, to telephone lines arranged in a multiline hunt group.

Queuing (1 Queue Slot)

Allows the customer to receive more calls than the multiline hunt group is designed to handle. This is accomplished by providing the customer (at no cost) with one (1) queue slot. Additional queue slots can be provided at the rate specified in Section 3 of these Guidelines.

22. Optional Features

Full Featured Business Voice Service Optional Features will be provided only where adequate facilities permit.

a. Additional Multi-Port Conference Arrangement

This feature allows line users to establish conference connections in increments up to six lines, including the originating line, by dialing an assigned access code.

b. Customer Moves and Changes (CMAC) (See Section 5 Following).

This feature allows the Full Featured Business Voice Service customer the ability to prepare, Schedule, and implement, certain feature changes and configurations of their Full Featured Business Voice Service from the customer's computer terminal.

c. Digital Facilities Terminations

This feature allows the connection of a High-Capacity Digital Service to a Centrex. This arrangement converts a 1.544 Mbps bitstream to 24 channels which terminate in a Centrex.

Full Featured Business Voice Service

B. TERMS AND CONDITIONS (Cont'd)

22. Optional Features (Cont'd)

d. Multipath Call Forwarding (6+ paths)

This feature allows the station user to forward simultaneous messages over one line to a destination.

e. Distinctive Ring

This feature allows the Centrex customer to have one or two additional local numbers assigned to the line. Each will have a distinctive ring pattern that is different from the ring pattern associated with the main number assigned to the line. A dependent number is defined as an additional telephone number, serving off a Distinctive Ring master number, which allows for incoming calls only. The origination of calls from this number is not permitted.

f. Hot Line Service

This feature allows for the automatic termination of an intercommunication call to a preselected line without the originator dialing the call.

g. Station Message Detail Recording (SMDR) (See Section 6)

This feature provides a record of calls originating from the Full Featured Business Voice Service lines to locations outside of the same Full Featured Business Voice Service system.

23. UCD Installation and System Activity Charges

Installation charges are not applicable to Uniform Call Distribution under Full Featured Business Voice Service. All System Activity charges associated with Uniform Call Distribution in Section 3 of this Product Guide will apply.

24. If a customer elects to change from Individual Line Service to Full Featured Business Voice Service, the service charges will be the same as those for Centrex Service, as specified in Section 3 of the General Services Tariff.

25. Optional Discount Term Plan

Full Featured Business Voice Service with Optional Discount Term Plan is an account-level discount plan available to Centrex customers who presubscribe all lines on an account to Frontier's IntraLATA Toll Service. Optional Discount Term Plan offers a discount on the Full Featured Business Voice Service recurring monthly line rate.

All numbers billed to a billing telephone number (BTN) are considered an account. Provisioning and functions of Full Featured Business Voice Service are not altered in any way.

Full Featured Business Voice Service

B. TERMS AND CONDITIONS (Cont'd)

25. Optional Discount Term Plan (Cont'd)

Customers must presubscribe all Full Featured Business Voice Service and non Full Featured Business Voice Service lines on an account to Frontier's IntraLATA Toll Service. If a customer should presubscribe any line of his/her account to another intraLATA toll carrier, the discount for all line will be discontinued.

The recurring line discount is limited to the first 250 Full Featured Business Voice Service lines per account. All lines over the initial 250 are not eligible for the recurring line discount.

Customers with Optional Discount Term Plan may add lines to their Full Featured Business Voice Service system and will receive the same discount per line on the additional lines up to 250 lines per account.

Except as specified above, all other terms and conditions, as specified in Section 3S for Full Featured Business Voice Service, preceding, apply.

All other terms and conditions for Optional Discount Term Plan, as specified in the Optional Calling Plans Tariff, Section 6, apply.

26. Supreme Pack Business Discount Plan

The Supreme Pack Business Discount Plan is available to customers who subscribe to Full Featured Business Voice Service lines with Dedicated BRI for a term of at least 36 months, and a) enroll in the Key Connections business discount plan, as described in Section 5 of the Optional Calling Plans Tariff; b) enroll in Optional Discount Term Plan, as described previously and in Section 6 of the Optional Calling Plans Tariff; and c) enroll in the Bonus Discount Plan, as described in Section 7 of the Optional Calling Plans Tariff, for a term of at least 36 months. Customers who enroll in the Supreme Pack Business Discount Plan will receive a discount as specified in C. following.

Frontier may automatically terminate from the Supreme Pack Business Discount Plan any customer who does not meet the eligibility requirements specified above. Supreme Pack discounts will not apply during any time when a customer is not in compliance with the above eligibility requirements, whether or not Frontier has terminated the customer from the Supreme Pack Business discount Plan.

Except as specified above, all other terms and conditions for Full Featured Business Voice Service, Dedicated-BRI, Key connections-Business Volume Discount Plan, Optional Discount Term Plan and Bonus Discount Plan apply

Full Featured Business Voice Service

27. Conversions of Service

When a Full Featured Business Voice Service customer with a payment option other than month-to-month, upgrades to any of the services listed below under a term commitment of equal or greater revenue value than the remaining value of the current Centrex term commitment, termination charges will not apply. The 'revenue value' of a term commitment means the minimum amount that the customer would be required to pay Frontier pursuant to the commitment over the entire term of the commitment (or over the remainder of the term if the commitment period has already begun).

- Enhanced Digital Service
- Digital High Capacity Service
- DS3 High Capacity Services
- Dedicated PRI Service
- SONET Special Access Services
- Frame Relay Service

The order for the new service and the order for the disconnection of the Centrex system must be received by Frontier at the same time.

Appropriate nonrecurring charges apply for the replacement service.

28. Assigned Full Featured Business Voice Service Telephone Numbers

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. Frontier 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 considered "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.

Full Featured Business Voice Service

C. RATES

1. Application of Rates

- a. Service charges for Full Featured Business Voice Service will be the same as those for Centrex Service as specified in Section 3 of the General Services Tariff.
- b. No service charge will apply for Full Featured Business Voice Service optional features if installed initially with the Full Featured Business Voice Service system. If installed subsequent to the installation of the Full Featured Business Voice Service, the appropriate service order charges, as specified in Section 3 of the General Services Tariff, will apply.
- c. The features, Call Transfer, Three-Way Calling, Call Forwarding-Busy, Call Forwarding-Don't Answer, Call Forwarding-Variable and Conference Arrangement may generate local, intraLATA toll or long distance usage charges. If generated, these charges are the responsibility of the customer.
- d. The Order Processing Charge, the Line Connection Charge, and the One Tim Common Equipment Charge will not apply to the initial installation of Full Featured Business Voice Service lines when installed at tariff rate under a term commitment.

2. Rates and Charges

a. One-Time Common Equipment Charge                      \$50.00

b. Centrex Exchange Access

2 -30 Lines	\$ 12.25
31-100 Lines	\$ 4.08
100+ Lines	\$ 3.06

c. Intercommunication Lines, each

<u>Payment Options</u>	<u>Line Capacity Category</u>	
Month-to-Month		
Fully Unrestricted	I	\$25.75
Toll Restricted		25.75
Fully Unrestricted	II	32.93
Toll Restricted		32.93
Fully Unrestricted	III	32.43
Toll Restricted		32.43

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Frontier West Virginia Inc.

Charleston, West Virginia.

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Full Featured Business Voice Service

C. RATES

2. Rates and Charges (Cont'd)

c. Intercommunication Lines, each (Cont'd)

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>
12-36 Months		
Fully Unrestricted	I	\$22.75
Toll Restricted		22.75
Fully Unrestricted	II	29.93
Toll Restricted		29.93
Fully Unrestricted	III	29.43
Toll Restricted		29.43
37-84 Months		
Fully Unrestricted	I	21.75
Toll Restricted		21.75
Fully Unrestricted	II	28.93
Toll Restricted		28.93
Fully Unrestricted	III	28.43
Toll Restricted		28.43
84-120 Months		
Fully Unrestricted	I	20.75
Toll Restricted		20.75
Fully Unrestricted	II	27.93
Toll Restricted		27.93
Fully Unrestricted	III	27.43
Toll Restricted		27.43

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Frontier West Virginia Inc.

Charleston, West Virginia.

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Full Featured Business Voice Service

C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

d. Intercommunication Lines with ISDN, each\*

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>
Month-to-Month		
Fully Unrestricted	I	\$25.75
Toll Restricted		25.75
Fully Unrestricted	II	32.93
Toll Restricted		32.93
Fully Unrestricted	III	32.43
Toll Restricted		32.43
12-36 Months		
Fully Unrestricted	I	\$21.75
Toll Restricted		21.75
Fully Unrestricted	II	28.93
Toll Restricted		28.93
Fully Unrestricted	III	28.43
Toll Restricted		28.43
37-84 Months		
Fully Unrestricted	I	20.75
Toll Restricted		20.75
Fully Unrestricted	II	27.93
Toll Restricted		27.93
Fully Unrestricted	III	27.43
Toll Restricted		27.43
84-120 Months		
Fully Unrestricted	I	19.75
Toll Restricted		19.75
Fully Unrestricted	II	26.93
Toll Restricted		26.93
Fully Unrestricted	III	26.43
Toll Restricted		26.43

\* Dedicated-BRI rates and charges as specified in Section 3N of the Administrative Guidelines - Detariffed Services are in addition to Full Featured Business Voice Service rates and charges.

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Full Featured Business Voice Service

C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

e. Optional Features

	<u>Charge</u>		
(1) Additional Multi-Port Conference Bridge, per additional 6 ports (including originator)	-	\$ 28.00	
(2) Digital Facilities, Termination, each	\$300.00	300.00	
(3) Multipath Call Forwarding 6+ paths, per path	-	5.00	
(4) Hot Line Service, per line	-	.85	
(5) Station Message Detail Recording**, 2-200 Lines	300.00	200.00	
201+ Lines	ICB	ICB	
f. Custom Calling Features			
(1) Distinctive Ring, per dependent number		4.50	
g. Split Billing	100.00*	-	-

\* Applies if installed subsequent to the installation of the Full Featured Business Voice Service and no other service is being added.

\*\* Effective July 25, 2003, the existing Station Message Detail Recording will no longer be available to new customers.



Full Featured Business Voice Service

C. RATES

2. Rates and Charges (Cont'd)

h. Optional Discount Term Plan

Participants in the Full Featured Business Voice Service with Optional Discount Term Plan will receive a usage discount as specified in the Optional Calling Plans Tariff, Section 6. In addition, Full Featured Business Voice Service customers are eligible for the following additional recurring monthly discounts per line:

<u>Billed Revenue</u>	<u>Per-Line Discount</u>
\$0.00 - \$100.00	\$0.00
\$100.01 - \$350.00	\$0.50
\$350.01 - \$500.00	\$1.00
\$500.01 - \$1000.00	\$1.50
\$1000.01+	\$2.50

Availability of additional recurring monthly discounts on Full Featured Business Voice Service lines is limited to existing customers of record who maintain the same conditions of service that are in place as of April 22, 2002 at their existing locations only. Effective April 22, 2002, new Full Featured Business Voice Service Optional Discount Term Plan participants will not be eligible for any Optional Discount Term Plan recurring monthly line discount.

i. Supreme Pack Business Discount Plan

Participants in the Supreme Pack Business Discount Plan with Full Featured Business Voice Service are eligible for a \$1.00 per line discount off of the monthly line rate. This discount is in addition to the \$1.00 per line discount that Full Featured Business Voice Service customers receive when they have Dedicated-BRI and term commitment. Participants are also eligible for a \$2.00 discount off of the Dedicated-BRI recurring rate.

CUSTOMER MOVES AND CHANGES (CMAC)

1. GENERAL

- a. Customer Moves and Changes (CMAC) provides Full Featured Business Voice Service customers with the ability to prepare, schedule and implement, all under their control, certain feature changes and certain configurations of their Full Featured Business Voice Service from the customer's computer terminal.

2. TERMS AND CONDITIONS

- a. The management capabilities of CMAC include, but are not limited to, the following:

(1) Service Option Information Changes:

- Service Level Assignment - The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.
- Call-Pickup 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 to which a station user forwards calls.
- Authorization Code Assignment - The customer can activate, change or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.
- Button Features - The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances (specific telephone numbers assigned to buttons).

- (2) Activation/Deactivation of Features - The customer can either add a feature to a telephone number which does not have a pre-existing feature, modify an existing feature or remove a feature from a telephone number which has pre-existing features. This function is limited to the features included in the feature packages subscribed to by the customer.

- (3) Telephone Number Swaps - The customer can swap Telephone number assignments among like lines within a Full Featured Business Voice Service system.

- b. CMAC is not available to Communication System customers but is available to all other existing or new Full Featured Business Voice Service customers.
- c. CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.

CUSTOMER MOVES AND CHANGES (CMAC)

2. TERMS AND CONDITIONS (Cont'd)

- d. Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.
- e. Some of the lines in a customer's Full Featured Business Voice Service system cannot or should not be rearranged. Frontier will specify the unchangeable lines. The customer may have Frontier designate other lines as unchangeable. Changes to these lines will be made through Frontier's existing service order procedures.
- f. CMAC service is provided per customer Full Featured Business Voice Service system.
- g. All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. Frontier assumes no responsibility for change requests delayed by priority central office switch processor functions.
- h. Frontier reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
- i. Frontier reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by Frontier.
- j. A customer with 201+ lines will be priced under an Individual Case Basis (ICB) arrangement.

3. RATES AND CHARGES

The following rates and charges apply per Full Featured Business Voice Service System.

<u>Line Size</u>	<u>Nonrecurring</u>	
2-200 Lines	\$800.00	\$95.00
201+ Lines	ICB	ICB

<sup>(1)</sup> Applies in addition to appropriate service order charges.

STATION MESSAGE DETAIL RECORDING (SMDR)

1. GENERAL

- a. Station Message Detail Recording (SMDR) is an optional feature of Full Featured Business Voice Service that provides a record of calls originating from Full Featured Business Voice Service station lines to locations outside of the same Full Featured Business Voice Service system. Facility groups may also be designated as requiring originating and terminating records.

2. TERMS AND CONDITIONS

- a. The SMDR record includes the following information:
  - (1) The Full Featured Business Voice Service line number of incoming facility group which originated the call or originating station number
  - (2) The called telephone number
  - (3) The date, time and duration of the call
  - (4) The facility type used for routing the call
- b. Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user.
- c. SMDR records are provided to the customer via one of the following three methods:
  - (1) Dedicated access to the customer's premises where the call records are transmitted to the customer according to a pre-determined schedule. This option requires a minimum of a dedicated voice grade line from the Central Office to the customer location. The associated rates, charges and regulations for the dedicated access line under the appropriate Frontier Tariff/Product Guide shall apply in addition to the rates, charges and regulations for SMDR.
  - (2) Dial-up access where the customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of ten (10) days.
  - (3) Internet access where the call records are sent to the customer via the Internet.
- d. SMDR is available only where facilities permit and from capable central office switches only.
- e. SMDR is not represented to be a provision of billing detail.
- f. Local call records are provided only where available.

STATION MESSAGE DETAIL RECORDING (SMDR)

2. TERMS AND CONDITIONS (Cont'd)

- g. The customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided.
- h. Modems, collection devices, computer equipment and software are not provided as part of this service and are the responsibility of the customer.
- i. SMDR customers requesting dedicated access will be priced under an Individual Case Basis (ICB) arrangement. SMDR customers requesting dial-up or Internet access for more than 200 lines will be also priced under an ICB arrangement.

3. RATES AND CHARGES

	<u>NonrecurringCharge</u>	
	ICB	ICB
Dedicated Access		
Dial-up Access		
2-200 Lines	\$300.00	\$200.00
>201 Lines	ICB	ICB
Internet Access		
2-200 Lines	300.00	200.00
>201 Lines	ICB	ICB
Additions and Changes*		
Per system change		

\* Additions and or changes, per system change is subject to additional Service Order Charges.



CENTRAL OFFICE LOCAL AREA NETWORK SERVICE (LAN ACCESS)  
**(This service is no longer available to new customers.)**

A. GENERAL

Central Office Local Area Network Service is a private data communications network service providing for the connection of customer-provided data devices and for the transmission of data between such devices. The primary component of Central Office Local Area Network Service is the data switch located in the customer's serving central office. Central Office Local Area Network Service will support customer-provided asynchronous data terminals and host computers and is capable of switching terminal to terminal, terminal to host computers and host computer to host computer data traffic at speeds up to 19.2 kilobits per second. Central Office Local Area Network Service also provides access to the telecommunications network via an optional modem pooling arrangement. For customers served by more than one central office, data networks will be established by using remote internodal trunk connections.

B. REFERENCE

1. Rate Sheet Number 4-H-86.

C. TERMS AND CONDITIONS

1. Explanation of Terms

Asynchronous Port Connection

Asynchronous port connections, for Central Office Local Area Network Service, include Central Office Local Area Network Service common equipment, as well as the administrative costs, local (intracentral office) internodal trunking equipment and terminal interface pack.

Common Multiplexer Unit

The common multiplexer unit is that equipment which is required to support the multiplexing of data signals, regardless of the number of channels provided, between the Central Office Local Area Network Service equipment and other locations, e.g., host computers.

Modem Pool

A modem pool is one or more modems in a trunk group dedicated to a customer for inward or outward Local Exchange Service access via a collocated voice switching facility.

Remote Internodal Trunk Connection

Remote internodal trunk connection supports connection to a noncollocated Central Office Local Area Network Service switching facility. This service will be offered only on a Special Service Arrangements basis.

\*This Limited Availability classification goes into effect January 1, 1996.

CENTRAL OFFICE LOCAL AREA NETWORK SERVICE (LAN ACCESS)  
**(This service is no longer available to new customers.)**

C. TERMS AND CONDITIONS (Cont'd)

2. Central Office Local Area Network Service can only be provided from central offices equipped for Central Office Local Area Network Service subject to the technical limitations of such equipment and availability of suitable facilities.
3. Central Office Local Area Network Service may be accessed via data/voice multiplexers, Channel Service and the telecommunications network via an optional modem pooling arrangement. Interconnection of Central Office Local Area Network Service is accomplished by a data switching facility located in Frontier's central office. Data may be transmitted into or out of the data switching facility at various asynchronous speeds depending upon the transmission characteristics of the facility used for such transmission.
4. The customer accesses Central Office Local Area Network Service over Centrex Service by means of data/voice multiplexers. The customer furnishes data/voice multiplexers at their location, providing connections for voice stations and data terminals while multiplexing their respective signals simultaneously to the Frontier central office. A compatible data/voice multiplexer in the Frontier central office separates the signals, transmitting the voice to the Centrex System and the data to the Central Office Local Area Network Service. Data is transmitted through Central Office Local Area Network Service to a destination designated by the customer.
5. Channel Services which access Central Office Local Area Network Service must be equipped with customer-provided data transmission devices which are compatible with Frontier-provided equipment.
6. Rates specified for Central Office Local Area Network Service are in effect through December 31, 1988. Frontier will not initiate increases in charges or rates for Central Office Local Area Network Service during this period
7. Existing customers who have taken service for a contract term of more than one month may continue using the service for the remainder of the contract term, and thereafter on a month-to-month basis, until disconnection of the service.

D. RATES

1. Application of Rates
  - a. A Service Establishment Charge applies for the initial establishment of a Central Office Local Area Network Service, per customer, per wire center.
  - b. The customer has the option of choosing one of two different payment plans. These two plans consist of different levels of monthly rates and/or Installation Charges.
  - c. Activity Charges apply in addition to other charges specified in this section.



CENTRAL OFFICE LOCAL AREA NETWORK SERVICE (LAN ACCESS)  
**(This service is no longer available to new customers.)**

D. RATES (Cont'd)

2. Service Establishment Charge

Per Customer, per wire center ..... \$737.00

3. Activity Charges

a. Port Rearrangement Charge, per port ..... 20.75

	Installation Charge	Per Month
4. Asynchronous Port Connection, each*		
Payment Plan 1 .....	\$ 50.00	\$ 20.25
Payment Plan 2 .....	499.00	9.75

5. Common Multiplexer Unit, each†

a. 32 Channels

Payment Plan 1 .....	-	230.00
Payment Plan 2 .....	3,745.00	138.00

b. 64 Channels

Payment Plan 1 .....	-	382.00
Payment Plan 2 .....	6,194.00	229.00

c. 96 Channels

Payment Plan 1 .....	-	533.00
Payment Plan 2 .....	8,644.00	320.00

d. 128 Channels

Payment Plan 1 .....	-	684.00
Payment Plan 2 .....	11,099.00	411.00

\* Includes common modules, shelves, redundant power supply, terminal interface pack and local internodal trunking. In addition, rates and charges for Centrex Services or Channel Services, as appropriate, apply between the Central Office Local Area Network Service serving wire center and customer-provided terminal equipment locations.

† In addition, rates and charges for Channel Services apply between the Central Office Local Area Network Service serving wire center and customer-provided terminal equipment locations.

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CENTRAL OFFICE LOCAL AREA NETWORK SERVICE (LAN ACCESS)  
**(This service is no longer available to new customers.)**

D. RATES (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
6. Modem Pool Member - Incoming, per modem		
Payment Plan 1 .....	\$ 34.25	\$40.00
Payment Plan 2 .....	674.00	24.00
7. Modem Pool Member - Outgoing, per modem*		
Payment Plan 1 .....	34.25	40.00
Payment Plan 2 .....	711.00	23.00
8. Multiplexer Port, each		
Payment Plan 1 .....	34.25	12.00
Payment Plan 2 .....	233.00	7.00