

FRONTIER MIDSTATES INC.

Schedule of Charges and
Regulations Governing

UNREGULATED SERVICES

Applying to the Intrastate Services
and Facilities of this Company in Michigan,
as designated in Tariff M.P.S.C. No. 1

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By Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

TABLE OF CONTENTS AND CHECK LIST

	<u>Sheet</u>	<u>Revision</u>
Section 0 – Title Page		
Title Page	1	Original
Section 1 – Table of Contents and Checklist		
Table of Contents	1	50 th Revised*
	2	12 th Revised*
	3	16 th Revised
	4	11 th Revised
	5	5 th Revised
	6	11 th Revised
	7	12 th Revised
	8	8 th Revised
Section 2 – Index		
Index	1	1 st Revised
	2	Original
Section 3 – Definitions		
Definitions	1	Original
	2	Original
	3	Original
	4	Original
Section 4 – General Regulations		
A. Concurrence	1	1 st Revised
B. Explanation of Symbols	1	1 st Revised

UNREGULATED SERVICES

TABLE OF CONTENTS AND CHECK LIST

	Sheet	Revision
<u>Section 5 – Service Charges</u>		
A. General.....	1	First Revised
B. Definitions.....	1	First Revised
C. Application of Charges.....	2	First Revised
D. Charges.....	3	Third Revised
<u>Section 6 – Services</u>		
A. Calling Services.....	1	First Revised
	2	First Revised
	3	Second Revised
	4	First Revised
	5	First Revised
	6	First Revised
	7	Original
	8	First Revised
	9	First Revised
	10	7 th Revised
	11	7 th Revised
	12	Sixth Revised
	13	8 th Revised *
	14	8 th Revised *
	15	8 th Revised *
	16	Second Revised
	17	Second Revised
	18	Original
B. Remote Call Forwarding Service.....	19	Original
	20	Fifth Revised
C. Multi-Line Variety Package.....	21	Original
	22	Original
	23	Original

* New or Revised Sheet

UNREGULATED SERVICES

TABLE OF CONTENTS AND CHECK LIST

Section 6 – Services (Continued)

D. Special Equipment and Arrangements	24	Original
E. Directory Listings	25	Eleventh Revised*
	26	First Revised
	27	First Revised
	28	First Revised
	29	First Revised
F. Vacation Service.....	30	1 st Revised
	31	2 nd Revised
Returned Payment Charge.....	32	7 th Revised
G. Toll Restriction Service.....	33	First Revised
	34	Original
H. Billed Number Screening Service.....	35	Original
I. Split +DDD Blocking Service	36	Original
J. Printed Detail of Local Messages.....	37	Original
K. Business Traffic Study Service.....	38	Original
	39	Original
L. Custom Redirect Service.....	40	Original
	41	Original
	42	Original
	43	Original
	44	Original
	45	Original
	46	Original
	47	Original
	48	Original
	49	Original
	50	Original
M. 211 Dialing Service.....	51	Original
	52	Original
MM. 811 Dialing Service.....	53	Original
	54	Original

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UNREGULATED SERVICES

TABLE OF CONTENTS AND CHECK LIST

Section 6 – Services (Continued)

N. Services for Enhanced Service Providers (ESP)	55	Original
	56	First Revised
	57	Original
	58	Original
	59	First Revised
	60	Original
O. Assisted Calls.....	61	3 rd Revised
	61.1	Second Revised
	62	First Revised
	63	First Revised
	64	Original
P. Corrections Collect.....	65	Original
Q. National Directory Assistance Service	66	Original
R. Customized Multi-line Telephone Service	67	First Revised
	68	First Revised
	69	First Revised
	70	First Revised
	71	First Revised
	72	First Revised
	73	First Revised
	74	First Revised
S. Frontier Local Calling Plan/Frontier Local Calling Plan Plus.....	75	3 rd Revised
	76	3 rd Revised*
SA. Frontier Regional Calling Plan (Grandfathered).....	77	5 th Revised*
SB. Regional Calling Extra (Grandfathered).....	78	5 th Revised*
SC. Regional Calling Value.....	79	4 th Revised*
SD. Regional Essentials.....	80	4 th Revised*
SE. Reserved for future use	81	First Revised
SF. Regional Calling Value Bundle Discounts (Grandfathered).....	82	Fourth Revised
SG. Frontier Commercial Voice Unlimited	82	Fourth Revised
SH. Frontier Digital Phone	82	First Revised
SI. Frontier Digital Phone Unlimited	82	Second Revised
SJ. Regional Essentials Feature Pack	83	2 nd Revised
SK. Unlimited Toll Usage Business	85	2 nd Revised
	86	1 st Revised
	87	2 nd Revised

UNREGULATED SERVICES

TABLE OF CONTENTS AND CHECK LIST

Section 6 – Services (Continued)

SL. Single Line Business Pack (Concurrence).....	88	3 rd Revised
SM. Unlimited Dial Tone Line (DTL) and Unlimited CentraPAK Packages	88	3 rd Revised
	89	2 nd Revised
	90	2 nd Revised
	91	2 nd Revised
	92	2 nd Revised
	93	2 nd Revised
T. Customized Multi-line Telephone Service	94	First Revised
	95	First Revised
	96	First Revised
	97	First Revised
	98	First Revised
	99	First Revised
	100	First Revised
	101	First Revised
	102	First Revised
	103	First Revised
	104	First Revised
	105	First Revised
	106	First Revised
	107	2 nd Revised*
	108	First Revised
	109	First Revised
U. DS1 Cyber Service	110	First Revised
	111	First Revised
	112	First Revised
V. Integrated Services Digital Network (ISDN) – Digital (ISDN) Single Line Service.....	113	First Revised
	114	1 st Revised
	115	1 st Revised
	116	1 st Revised
	117	2 nd Revised
	118	1 st Revised
	119	1 st Revised
	120	2 nd Revised
	121	2 nd Revised
	122	1 st Revised
	123	1 st Revised
	124	1 st Revised
	125	1 st Revised
	126	1 st Revised
	127	1 st Revised
	128	1 st Revised
	129	1 st Revised
	130	1 st Revised

UNREGULATED SERVICES

TABLE OF CONTENTS AND CHECK LIST

Section 6 – Services (Continued)

W. Digital Channel Service	131	2nd Revised
	132	First Revised
	133	First Revised
	134	First Revised
	135	First Revised
	136	First Revised
	137	First Revised
	138	First Revised
	139	First Revised
	140	First Revised
	141	First Revised
X. Integrated Services Digital Network (ISDN) – Primary Rate Interface (ISDN-PRI)	142	2 nd Revised
	143	Original
	144	Original
	145	Original
	146	First Revised
	147	Original
	148	First Revised
	149	Original
	150	Original
Y. Reserve Telephone Numbers.....	152	Original
Z. Frontier Digital Phone Essentials 3	153	Second Revised
	154	6 th Revised*
AA. Frontier Digital State Unlimited with Essential 3	155	3 rd Revised*
AB. Frontier Digital Phone Nationwide Unlimited with Essentials 3	156	Second Revised
	157	5 th Revised*
AC. Stay Connected Seasonal Service.....	158	2 nd Revised
AD. Frontier Business Nationwide Unlimited Service II	159	Second Revised
	160	First Revised
AE. Frontier Business Local Unlimited II.....	161	Second Revised
	162	First Revised

UNREGULATED SERVICES

TABLE OF CONTENTS AND CHECK LIST

<u>Section 6 – Services</u> (Continued)	<u>Sheet No.</u>	<u>Revision</u>
AF. Versaline Centrex Service	163	Original
	164	Original
	165	Original
	166	Original
	167	Original
	168	Original
	169	Original
	170	Original
	171	Original
	172	Original
	173	Original
	174	Original
	175	Original
	176	Original
	177	Original
	178	Original
	179	Original
	180	Original
	181	Original
	182	Original
	183	1 st Revised
	184	Original
	185	Original
	186	Original
AG. Frontier Digital Phone Essentials (Leader and Challenger).....	187	2 nd Revised
	188	6 th Revised
AH. Frontier Digital Phone Unlimited (Leader).....	189	3 rd Revised
	190	6 th Revised*
AI. Frontier Digital Phone Unlimited Plus (Leader)	191	3 rd Revised
	192	6 th Revised*
AJ. Frontier Digital Phone Unlimited (Challenger)	193	3 rd Revised
	194	5 th Revised
AK. Frontier Digital Phone Unlimited Plus (Challenger).....	195	3 rd Revised
	196	4 th Revised
AL. Frontier Simply Unlimited Service (Challenger).....	197	3 rd Revised
	198	1 st Revised
AM. Frontier Simply Unlimited Service (Leader).....	199	3 rd Revised
	200	1 st Revised

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UNREGULATED SERVICES

TABLE OF CONTENTS AND CHECK LIST

	<u>Sheet No.</u>	<u>Revision</u>	
<u>Section 6 – Services (Continued)</u>			
AN. Frontier OneVoice	201	Original	
	202	1 st Revised	
AO. Frontier Commercial Voice Unlimited.....	203	First Revised	
	204	Second Revised	
AP. Vacation Get Away Service.....	205	1 st Revised	
AQ. Frontier Residential Unlimited Voice Service.....	206	Original	
AR. Frontier Unlimited Voice and Feature Bundle	208	Original	
AS. Frontier OneVoice Promotion.....	209	1 st Revised	
<u>Section 7 – Promotions</u>			
Promotions	210	Original*	(N)

* New or Revised sheet.

UNREGULATED SERVICES

INDEX

<u>Item</u>	<u>Section</u>	
211 Dialing	6	
Assisted Calls	6	
Billed Number Screening Service	6	
Business Traffic Study Service	6	
Custom Line Telephone Service	6	(T)
Customized Multi-line Telephone Service	6	(T)
Digital Channel Service	6	(T)
Corrections Collect	6	
Custom Redirect Service	6	
DS1 Cyber Service	6	(T)
Definitions	3	
Directory Listings	6	
Explanation of Symbols	4	
General Regulations	4	
Integrated Services Digital Network (ISDN) – Digital (ISDN) Single Line Service	6	
Integrated Services Digital Network (ISDN) – Primary Rate Interface (ISDN-PRI)	6	
Local Calling Plan/Frontier Local Calling Plan Plus	6	(T)
Mileage Measurements	4	
Multi-Line Variety Package	6	

UNREGULATED SERVICES

INDEX

<u>Item</u>	<u>Section</u>
National Directory Assistance Service	6
One-Party Unlimited	6
One-Party Econo Pak	6
Printed Detail of Local Messages	6
Remote Call Forwarding Service	6
Reserve Telephone Numbers	6
Service Charges	5
Services for Enhanced Service Providers (ESP)	6
Special Equipment and Arrangements	6
Split +DDD Blocking Service	6
Toll Restriction Service	6
Vacation Service	6
Calling Services	6

UNREGULATED SERVICES

DEFINITIONS

Authorized User

An "Authorized User" is a person, firm or corporation (other than the customer) on whose premises a station on the private line service or channel is located and who may communicate over the private line or channel according to the terms of the Tariffs. An authorized user must be specifically named in the service contracted.

Base Rate Area

The term "Base Rate Area" refers to that portion (or the several portions) of the exchange area surrounding and including the central office (or offices or exchange rate center) within which urban classes of local telephone service are offered in that exchange at rates that do not vary with the distance from the central office or exchange rate center.

Channel

The term "Channel" designates the electrical path provided by the Telephone Company between two or more stations.

Contract

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

Customer

The term "Customer" refers to the person, firm or corporation who signs the contract and is responsible for the payment of charges and the compliance with the rules and regulations of the Telephone Company.

Drop Service

The term "Drop Service" refers to the connection of an exchange (other than the two terminal exchanges) to a private line service or channel.

UNREGULATED SERVICES

DEFINITIONS

Exchange

The term "Exchange" means a unit established for the administration of telephone service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with the associated plant used in furnishing communication service within that area.

Exchange Area

The term "Exchange Area" applies to the territory served by an exchange.

Extra Exchange Line Mileage

"Extra Exchange Line Mileage" is the measurement upon which charges are based for that portion of a local channel extending beyond the base rate area but within the exchange area.

Interexchange Channel

The term "Interexchange Channel" applies to that portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Local Channel

The term "Local Channel" applies to that portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Locality Rate

"Locality Rate" is the rate for Unregulated Services applicable in a designated locality outside the base rate area; (such service within the locality is not subject to mileage charges).

Overtime

The term "Overtime" designates occasional service not contracted for and covering periods immediately preceding or succeeding the period of service under contract.

UNREGULATED SERVICES

DEFINITIONS

Principal Central Office

The term "Principal Central Office" refers to the central office in a single office exchange or to that office (usually the toll office) of a multi-office exchange, which is designated as such for the purpose of measuring local and interexchange channel mileages.

Private Branch Exchange

A "Private Branch Exchange", or Private Branch Exchange System, is an arrangement of equipment consisting of a switchboard with an operating telephone situated on a customer's premises, stations connected with the switchboard, and connected by trunks with a central office, providing for intercommunication between those stations, and for communication with the general exchange system of the Telephone Company and for toll service.

Service Point

The term "Service Point" when used in connection with interexchange mileage measurements denotes the rate center of the exchange in which the station of the customer is located. Where a station is not located in an exchange, the location of the station is considered to be the rate center for the purpose of this definition.

Serving Central Office

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

Single and Duplex Service

The terms "Single Service" and "Duplex Service" denotes types of arrangement of an interexchange channel provided for Private Line Services. "Single Service" provides for communications at any one time in either direction, but not for communications in both directions simultaneously or for communications in one direction only. "Duplex Service" provides for communications in two directions on the same service simultaneously.

UNREGULATED SERVICES

DEFINITIONS

Slamming

Slamming is the unauthorized change of a subscriber's preferred telecommunications carrier.

Station

The term "Station" as used in connection with private line services designates the transmitting and receiving equipment, located on the premises of a customer or authorized used and connected for private line service; the term "Station" as used in connection with channels denotes the premises of a customer at which the channel terminates.

Temporary Service

"Temporary Service" designates private line service furnished for a period of less than one month.

Terminal

The term "Terminal" designates private line service furnished for a private line, which is the farthest apart via the selected pricing route.

UNREGULATED SERVICES

GENERAL REGULATIONS

A. CONCURRENCE

Frontier Midstates Inc., Tariff M.P.S.C. No. 2U asserts to, adopts and concurs with Frontier Midstates Inc., Tariff M.P.S.C. No. 7R for the provisions contained in its General Regulations as they pertain to intrastate services and facilities furnished in Michigan by Frontier Midstates Inc., as such tariff now exists or as it may be revised, added to or supplemented by superseding sheets or issues, subject to the jurisdiction of the Michigan Public Service Commission.

B. EXPLANATION OF SYMBOLS

(C) Signifies a changed regulation.

(D) Signifies a discontinued rate, treatment or regulation.

(I) Signifies an increased rate or new treatment resulting in increased rate.

(N) Signifies a new rate, treatment or regulation.

(R) Signifies a reduced rate or new treatment resulting in reduced rate.

(T) Signifies a change in text but no change in Regulations or rates.

(N)

UNREGULATED SERVICES

SERVICE CHARGES

A. GENERAL

1. Service charges are applicable with the establishment of telephone service and/or equipment, and for subsequent moves, changes, and additions thereto as specified in the tariff.
2. Service charges consisting of one or more of the following charges apply for new or additional service or changes in service which require the activity or work as briefly indicated under "Charges" or as specified under Application of Charges or as modified by specific tariff item elsewhere in the tariff.

B. DEFINITIONS

1. A premises is a building, portion of a building, or buildings on the same continuous property occupied by the customer in the conduct of his business or occupied by the customer as a residence. All space for offices occupied by a customer on the same or separate floors of one building are considered as a single (or same) premises.
 - 1.1. Same continuous property shall mean an uninterrupted plot of land within the same block and occupied by one customer. Same block is defined as a parcel of land enclosed by, but uncrossed by public thoroughfares. Railroad tracks, rivers and alleys are not considered as public thoroughfares.
 - 1.2. A building shall mean a structure on one foundation or two structures on separate foundations with a common wall or abutting walls with ready access from one structure to the other by means of doorways or permanent openings through the intervening wall or walls. Structures in the same or different block occupied by one customer and connected by passageways shall be considered as the same building if the passageway is actually used as a continuation of the space in the two buildings and not principally used as a walkway.
2. A location shall mean a specific place within a premises.
3. An access line is the line between the serving Central Office and the customer's premises.
4. A connecting apparatus is the connecting block or jack to which the single-line station or terminal device may be connected.
5. A service order charge is a charge that is applied each time a service order must be written, executed and processed. (N)
(N)

UNREGULATED SERVICES

SERVICE CHARGES

C. APPLICATION OF CHARGES

1. Establishment of Service - An establishment of service order charge applies on each customer order when a new customer account is established. A customer order involving an existing account (made subsequent to establishment of the account) also has an Establishment of Service Charge as shown under "Charges." (T)
- a. Initial Service Order Charge (N)
Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for the initial establishment of telephone service at a premises.
- b. Subsequent Service Order Charge (N)
Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for additions, moves or changes to existing service.
- The Establishment of Service Order Charge also applies to: (T)
Establishment of a special billing number account at the customer's request.
- The Establishment of Service Order Charge does not apply for: (T)
Change in billing address.
Change in classification of service, both business and residence.
2. Central Office Connection Charge - A line connection charge is made for each line on which work is required by the service order; in the central office, outside plant, drop wire or other portion of plant up to the premises served. (T)

Included are such items as change in telephone number or move of drop wire.
4. Access Line Work Charge - The charge applies to work associated with making and changing connection on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers. (N)
(N)
4. Reconnect Charge – Applies to customers temporarily disconnected for non-payment, in order to restore service. (T)
5. Installment Billing - Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments. (N)
(N)

UNREGULATED SERVICES

SERVICE CHARGES

C. APPLICATION OF CHARGES (continued)

4. Other Applications or Exceptions to Service Charges

- 4.1. The charges specified herein do not contemplate work being performed by the Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun being interrupted by the customer. If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.
- 4.2. No duplication of charges is made when, owing to the lack of standard equipment specified in a customer's order, installation of other standard equipment is made temporarily in order to provide service.

D. CHARGES

1. Establishment of Service

1.1.	Initial Service Order Charge, New Account, Per Order		\$30.00 (I)
1.2.	Subsequent Service Order Charge, Existing Account, Per Order	Residential:	22.00 (C) (I)
		Business:	23.00 (C) (I)
1.3.	Central Office Connection, Per Line		28.00 (I)
1.4.	Access Line Work Charge		20.00 (I)
1.5.	Reconnect Charge**		31.00 (I)

* The Establishment of Service Charge is in addition to installation charges specified elsewhere in the tariff. "Nonrecurring charges" specified elsewhere in the tariff are in addition to service charges.

** Charges based on current establishment of service - existing account charge (D.1.b) and current line connection charge (D.2).

TELEPHONE EXCHANGE SERVICE

SERVICES

A. CALLING SERVICES

1. GENERAL

- 1.1. Calling Services consists of optional services for use in connection with a customer's Local Exchange Service. Calling Services are available in either individual or packaged configurations. Custom Local Area Signaling Services (CLASS) include Busy Number Redial, Call Return (*69), Selective Call Rejection, Call Trace, Do Not (T) Disturb, Selective Call Forwarding, Special Call Waiting, Priority Call, Caller ID – Number Only, Caller ID Name (T) and Number and Selective Blocking (Per Call).
- 1.2. Calling Services is offered where facility conditions permit and capacity is available in the serving central office.
- 1.3. The service is available to individual line business and residence exchange services, excluding semi-public service, with the exception of the Call Waiting service which is not available on rotary key lines.
- 1.4. Custom Local Area Signaling Service (CLASS) is subject to the following restrictions:
 - a. CLASS Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.
 - b. Operator assisted calls will override CLASS services.
 - c. Pay Telephone Service will not be enabled with CLASS services, just as they are not enabled with other Calling Services. They will operate with the CLASS system, however, and interaction with all the services will be permitted.
 - d. Call Tracing Service will be the only nuisance call tracing service available to residence one-party and business one-party customers where this CLASS service is offered.
- 1.5. The Satisfaction Guarantee will apply for Calling Services outlined herein. The customer must first agree to subscribe to the applicable service(s) at the monthly rate outlined herein.

If at anytime the customer notifies Frontier that they are not satisfied with the Calling Service(s) provided, they will be entitled to a full refund of one (1) month's Monthly Recurring Charge, or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill and Frontier will remove the service from the customer's account. Each customer will be entitled to the credit one time per service.

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TELEPHONE EXCHANGE SERVICE

SERVICES

A. CALLING SERVICES (Continued)

2. DESCRIPTION OF SERVICES

- 2.1. Call Forwarding permits a customer to have all calls incoming to his telephone number transferred to any dialable telephone number.

The grade of transmission of calls which are forwarded may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade of transmission is not guaranteed on any forwarded call.

This service may be provided to a group of individual lines arranged for rotary hunting, where network switching facilities will permit.

- 2.2. (D)
|
(D)

- 2.3. Speed Calling permits a customer to reach preset numbers by abbreviated dialing. Speed Call-8 provides for up to eight preset numbers*. Speed Call-30 provides for up to thirty preset numbers. The system allows the customer to alter his speed calling line. (T)

- 2.4. Three-Way Calling permits a customer to add a third party to an existing conversation. The grade of transmission on Three-Way Calling may vary depending on the distance and routing necessary to complete such a call; therefore, the Telephone Company makes no representation as to the quality of transmission.

- 2.5. (D)
(D)

- 2.6. Distinctive Ring allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and a "Distinctive Ring" number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Regulations for directory listings set forth in Tariff M.P.S.C. No. 2R will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the "Distinctive Ring" number, regardless of the class of service.

- 2.7. Busy Number Redial (*66) allows a customer to activate automatic later placement of their call. When a busy signal is reached, the call is queued for up to 30 minutes and is automatically retried until both parties are available. The call is not automatically retried for periods longer than 30 minutes. (T)

*This service has been grandfathered

TELEPHONE EXCHANGE SERVICE

SERVICES

A. CALLING SERVICES (Continued)

2. DESCRIPTION OF SERVICES (Continued)

- 2.8. Call Return (*69) allows a customer to obtain information about the last incoming call when the service is activated (T) by dialing *69. Upon dialing *69, information 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. When a telephone number is announced, it may 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 automatically return all calls. 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.

Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using *69 will apply.

- 2.9. Selective Call Rejection allows a customer to reject all attempts from up to a certain number of telephone numbers. (T) The customer pre-programs telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls.

- 2.10. Call Trace allows the customer to immediately and automatically trace the last incoming call received from a local service area in which Custom Local Area Signaling Services are offered. Upon the customer's request, the trace information will be provided to law enforcement agencies by the Company, but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Tracing Service performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, customer agrees that Frontier shall not be liable for damages due to an inability to trace the call(s).

- 2.11. Do Not Disturb* allows a customer to select specific telephone numbers (maximum of 12) from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. (T)

- 2.12. Selective Call Forwarding is an arrangement which permits a customer to pre-specify telephone numbers (maximum of 12), from which calls are to be forwarded. During the period that Special Call Forwarding is activated, only calls from one of the pre-specified numbers will be forwarded. (T)

*This service has been grandfathered

(N)

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TELEPHONE EXCHANGE SERVICE

SERVICES

A. CALLING SERVICES (Continued)

2. DESCRIPTION OF SERVICES (Continued)

2.13. Special Call Waiting* allows a customer to choose the numbers (maximum of 12) which can activate Call Waiting. Calls placed from numbers not selected by the customer receive busy signals, when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line. (T)

2.14. Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a distinctive call waiting tone. (T)

2.15. Caller ID – Number Only* provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. The Caller ID - Number service will forward the calling number (typically by the second ring) from the appropriately equipped central office to the customer provided display device. The Company will forward non-blocked telephone numbers subject to technical and other limitations, including the availability of the number for forwarding. (T)

All customer provided equipment used to interface with Caller ID – Number only must be connected in accordance with the provisions of the Federal Communication Commission's Registration Program.

2.16. Call Waiting ID* is a service that allows a Caller ID/Call Waiting subscriber who is on an existing call to receive caller identification information on a new incoming call. Based on such information, he or she may decide whether to ignore the waiting call, interrupt the current call and flash to answer the waiting call, or end the current conversation in order to be connected to the new caller. These options are the same as the existing Call Waiting service except that the subscriber has the ability to identify the waiting caller. The name and telephone number of the caller may not be displayed for every new incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Frontier, (iv) for certain telephone numbers for which Frontier does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. The customer must be using Call Waiting ID compatible equipment and not have activated Cancel Call Waiting. Customers must subscribe to Call Waiting and Caller ID (or Caller ID Number Only) at the tariffed rates for each service or as part of a discounted package. The customer must specifically subscribe to Call Waiting ID service, even though there are no additional rates or charges. (T)

*This service has been grandfathered

(N)

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TELEPHONE EXCHANGE SERVICE

SERVICES

A. CALLING SERVICES (Continued)

2. DESCRIPTION OF SERVICES (Continued)

- 2.17. Call Forwarding Busy Fixed - Permits the customer to have incoming calls automatically transferred to another dialable telephone number when the called telephone number is busy. In addition to the charges specified herein, where a Local Message Unit Charge or a Toll Charge is applicable to a call between the customer's station and the telephone number to which calls are to be forwarded, such charges will be billed to the Call Forwarding Busy customer.
- 2.18. Call Forwarding No Answer Fixed - Permits the customer to have incoming calls not answered after a predetermined number of rings to be automatically transferred to another dialable telephone number. In addition to the charges specified herein, where a Local Message Unit Charge or a Toll Charge is applicable to a call between the customer's station and the telephone number to which calls are to be forwarded, such charges will be billed to the Call Forwarding No Answer customer.
- 2.19. Call Forwarding Busy/Line Don't Answer - Permits the customer to have incoming calls automatically transferred to another dialable telephone number when the called telephone number is busy or is not answered. In addition to the charges specified herein, where a Local Message Unit Charge or a Toll Charge is applicable to a call between the customer's station and the telephone number to which calls are to be forwarded, such charges will be billed to the Call Forwarding Busy/Line Don't Answer customer.
- 2.20. Caller ID with Name - is an arrangement that is provided as an enhancement to Caller ID – Number Only and (T) permits a customer with local exchange service to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded (typically by the second ring) from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange service, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Frontier, (iv) for certain telephone numbers for which Frontier does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.
- 2.21. Multiple Simultaneous Call Forward - This feature provides a business customer with the capability to specify (N) the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI. (N)

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TELEPHONE EXCHANGE SERVICE

SERVICES

A. CALLING SERVICES (Continued)

2. DESCRIPTION OF SERVICES (Continued)

- 2.22. Selective Blocking (Per Call) is a service where the calling party can prevent the Caller ID customer from seeing the calling telephone name and number display by activating Selective Blocking (Per Call). When the calling party uses this blocking capability, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone name and number has been suppressed.
- 2.23. Anonymous Call Rejection is an arrangement that allows a called party to block calls from parties that have activated the Selective Blocking (Per Call) service to prevent the display of their telephone numbers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be instructed to hang up and place the call again, without activating the Selective Blocking (Per Call) service. Customers may activate or deactivate this arrangement by dialing a preassigned code. (T)
(T)
- 2.24. Complete Blocking (Per Line) - Provides a permanent private indicator on a customer's line which shows "Private" on a customer's Caller ID display unit. If the customer wishes to have their number "unblocked" for one call, the assigned access code should be dialed prior to dialing the telephone number. Complete Blocking does not prevent delivery of telephone numbers when services that utilize Automatic Number Identification (ANI) are called (e.g. 0+, 0-, 700/800/900 and 911 Services).

Complete Blocking is available at no additional charge to:

- a. Agents of the Law Enforcement Community i.e. Police, Sheriff, FBI, Attorney General's Office, and City/County/State Prosecutor's Office.
 - b. Employees and Volunteers of an established Domestic Violence Intervention / Support Agency.
 - c. Those individuals under the protection of a Domestic Violence Intervention / Support Agency, a Crime Support Agency, or Court Order.
- 2.25. Call Waiting/Cancel Call Waiting

Call Waiting alerts the Customer, by means of a tone signal, that a second caller is trying to reach his number. The Customer may answer the incoming call by placing the original call on hold, and may alternate between calls via use of the switchhook; a three-way conference cannot be established.

Cancel Call Waiting permits the Customer, prior to establishing a call, to dial a code which will prevent the call waiting tone signal from interrupting the call. The tone signal function will automatically restore to the customer's line upon a disconnect. If the customer also subscribes to Three-Way Calling, the Cancel Call Waiting feature can be activated during the call.

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UNREGULATED SERVICES

SERVICES

A. CALLING SERVICES (Continued)

3. FLEXIBLE PACKAGING (X)

3.1. This flexible packaging service offers a discount when the customer subscribes to four or more calling services as specified in 3.2. following. If the number of services ordered is less than four or the customer removes a service or services such that the total subscribed to becomes less than four, the discount does not apply and the rates as specified in 6. following will apply. The service is available to single line residence customers only.

3.2. The following services are available for the Flexible Packaging offering:

Busy Redial	Do Not Disturb
*69	Select Call Forwarding
Call Block	Speed Dialing 8
Call Forwarding	Speed Dialing 30
Call Waiting	Three Way Calling
Caller ID	Priority Call
Caller ID - Number Only	
Distinctive Ring	

3.3. The discounts are applicable as follows:*

Residence Service	40% Discount
-------------------	--------------

* Anonymous Call Block and Cancel Call Waiting are not included toward the threshold. Their rates, however, will be discounted if the threshold quantity is met.

(x) - Service limited to existing customers as of April 1, 2000.

UNREGULATED SERVICES

SERVICES

A. CALLING SERVICES (Continued)

4. 150 SATELLITE CHANNEL PROGRAMMING PAC

(T)

- 4.1. This service offers a discount of 30% off the rates as specified in 6. following to single line business customers who subscribe to individual calling services. This discount applies only when the customer subscribes to three or more of the following services*:

- Busy Redial
- *69
- Call Block
- Call Forwarding
- Call Forward Busy/No Answer-Variable
- Call Waiting/Cancel Call Waiting
- Caller ID
- Caller ID – Number Only
- Distinctive Ring
- Do Not Disturb
- Select Call Forwarding
- Speed Dialing 8 and 30
- Three Way Calling
- Priority Call

- 4.2. If three or more services are ordered, the discount will apply on rates of all services.
- 4.3. If the customer subscribes to less than three services or the customer removes a service(s) such that the total subscription becomes less than three, the discount does not apply.
- 4.4. A service may be added at a later date for the discount to apply. A service may also be substituted for another at a later date and the discount will continue to apply.

* Anonymous Call Block and Cancel Call Waiting are not included toward the threshold. Their rates, however, will be discounted if the threshold quantity is met.

UNREGULATED SERVICES

SERVICES

A. CALLING SERVICES (Continued)

5. FEATURES PLAN -BUSINESS (T)

5.1. This service offers a discount up to 50% off the rates as specified in 6. following, to small business customers who subscribe to Features Plan - Business. Features Plan - Business is a calling service which offers customers a choice of three pre-defined packages containing four to six calling services with value-added features. Customers who commit to a term agreement ranging from one to three years will receive a discount off the current individual monthly tariffed rates for these packaged features. Any customer who elects to terminate service prior to completion of the initial term commitment period, shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term. In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly recurring rate, however Termination Liability will be waived. If the customer terminates service to subscribe to Unlimited Toll Usage for Business with Feature Package One, Two or Three (see Section 6, SE.), no termination charges will apply. Available on a subscription basis only, one to multi-line (voice) small business customers, Features Plan - Business offers the following packages: (T)

a. Feature Plan Basic – (T)

Call Waiting/Cancel Call Waiting
Three Way Calling
Caller ID (CWID)
Select Call Forwarding

b. Feature Plan Complete - (T)

Call Forwarding
Three Way Calling
Call Waiting/Cancel Call Waiting
Caller ID

c. Feature Plan Deluxe - (T)

Caller ID
Call Waiting/Cancel Call Waiting
Three Way Calling
Call Forwarding
*69
Distinctive Ring

TELEPHONE EXCHANGE SERVICE

SERVICES

A. CALLING SERVICES (Continued)

6. RATES

	<u>Monthly</u>	<u>Installation, Move or Change</u>	
6.1. Call Forwarding, Per line equipped			
Business Service	\$9.50	**	
Residence Service	9.25	**	(l)

Line Haul Charges

- a. Between the calling party and the telephone equipped for Call Forwarding -

The calling party is responsible for payment of regularly applicable charges for sent-paid messages. For collect calls, the party subscribing to the Call Forwarding service is responsible for the payment of charges if a party at the number to which calls are forwarded accepts the call.

- b. Between the telephone equipped for Call Forwarding and the number to which the call is forwarded -

The customer subscribing to Call Forwarding is responsible for the payment of regularly applicable charges for a dialed station-to-station call.

On a person-to-person or collect call that is not accepted, the party subscribing to the Call Forwarding service will be charged the dial station-to-station rate in effect for this portion of the call.

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TELEPHONE EXCHANGE SERVICE

SERVICES

A. CALLING SERVICES (Continued)

6. RATES (Continued)

	<u>Monthly</u>	<u>Usage</u>	<u>Installation, Move or Change</u>	
6.2.				
6.3. Speed Calling, Per line equipped				
Speed Call – 8*				
Business Service*	6.00		**	
Residence Service*	4.00		**	
Speed Call – 30				
Business Service	6.99		**	
Residence Service	6.00		**	
6.4. Three-Way Calling, Per line equipped				
Business Service	9.00		**	
Residence Service	10.00		**	
Per Activation (non-subscription)		\$3.00***		(l)

* This service has been grandfathered

** Service Charges do not apply to the installation or changes in Calling Services.

*** The maximum charge is \$15.00 per month, per line.

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TELEPHONE EXCHANGE SERVICE

SERVICES

A. CALLING SERVICES (Continued)

6. RATES (Continued)

	<u>Monthly</u>	<u>Usage</u>	<u>Installation, Move or Change</u>	
6.5. Selective Call Acceptance				
Per line equipped				
Business Service	6.00		**	
Residence Service	6.50		**	
6.6. Call Forward Busy/No Answer Variable,				
Per line equipped				
Business Service	9.50		**	(l)
Residence Service	9.25		**	(l)
6.7. Distinctive Ring,				
Per line equipped				
Business Service	7.50		**	
Residence Service	6.99		**	
6.8. Busy Number Redial (*66)				
Per line equipped				
Business Service	6.99		**	
Residence Service	6.50		**	
Per Activation (non-subscription)		\$3.00 ***		
6.9. Call Return (*69)				
Per line equipped				
Business Service	7.50		**	
Residence Service	6.50		**	
Per Activation (non-subscription)		\$3.00 ***		

* This service has been grandfathered
 ** Service Charges do not apply to the installation or changes in Calling Services.
 *** The maximum charge is \$15.00 per month, per line.

TELEPHONE EXCHANGE SERVICE

SERVICES

A. CALLING SERVICES (Continued)

6. RATES (Continued)

	<u>Monthly</u>	<u>Usage</u>	<u>Installation, Move or Change</u>	
6.10. Selective Call Rejection				
Per line equipped				
Business Service	\$6.00			**
Residence Service	7.00			**
6.11. Call Trace				
Per line equipped				
Business Service	6.00			**
Residence Service	5.50			**
Per Activation Business (non-subscription)		\$8.00		***
Per Activation Residential (non-subscription)		\$8.00		***
6.12. Do Not Disturb*				
Per line equipped				
Business Service	4.00			**
Residence Service	5.00			**
6.13. Selective Call Forwarding				
Per line equipped				
Business Service	6.99			**
Residence Service	7.00			**
6.14. Special Call Waiting*				
Per line equipped				
Business Service	6.00			**
Residence Service	5.00			**
6.15. Priority Call				
Per line equipped				
Business Service	6.00			**
Residence Service	6.50			**
6.16. Caller ID – Number Only*				
Per line equipped				
Business Service	16.50			**
Residence Service	9.50			**

* This service has been grandfathered

** Service Charges do not apply to the installation or changes in Calling Services.

*** The maximum charge is \$32.50 per month, per line.

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TELEPHONE EXCHANGE SERVICE

SERVICES

A. CALLING SERVICES (Continued)

6. RATES (Continued)

	<u>Monthly</u>	<u>Installation, Move or Change</u>	
6.17. Call Waiting ID (Per Line)*			
Business Service	None	**	
Residence Service	None	**	
6.18. Call Forwarding Busy Fixed			
Per line equipped			
Business Service	\$9.50	**	
Residence Service	9.25	**	
6.19. Call Forwarding No Answer Fixed			
Per line equipped			
Business Service	9.50	**	
Residence Service	9.25	**	
6.20. Call Forwarding Busy Line/Don't Answer			
Per line equipped			
Business Service	9.50	**	
Residence Service	9.25	**	
6.21. Caller ID with Name			
Per line equipped			
Business Service	19.75	**	(l)
Residence Service	13.75	**	
6.22. Selective Blocking (Per Call)			
Business Service	None	**	
Residence Service	None	**	
6.23. Anonymous Call Rejection			
Per line equipped			
Business Service	6.50	**	
Residence Service	6.00	**	
6.24. Complete Blocking (Per Line)			
Business Service	None	**	
Residence Service	None	**	

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

** Service Charges do not apply to the installation or changes in Calling Services.

TELEPHONE EXCHANGE SERVICE

SERVICES

A. CALLING SERVICES (Continued)

6. RATES (Continued)

	<u>Monthly Rate</u>	
6.25. Multiple Simultaneous Call Forward		
Business Service	\$ 11.00	
Residence Service	\$ n/a	
6.26. Call Waiting/Cancel Call Waiting		
Business Service	\$15.00	(l)
Residence Service	\$10.25	
6.27. Enhanced Call Forward		
Business Service	\$13.00	
Residence Service	\$13.00	
6.28. Packages		
a. Basic Feature Pack (X)		
Residence Service	\$10.95	
*69, Call Block, Caller ID, Call Waiting, Cancel Call Waiting, Three-Way Calling		

(X) Service limited to existing customers as of April 1, 2000.

UNREGULATED SERVICES

SERVICES

A. CALLING SERVICES (Continued)

6. RATES (Continued)

	<u>Monthly Rate</u>	<u>Installation, Move or Change</u>	(T)
6.28. Packages (Continued)			
Complete Feature Pack*			
Busy Redial, *69, Call Block, Call Forwarding, Caller ID, Call Waiting, Cancel Call Waiting, Distinctive Ring, Do Not Disturb, Select Call Forwarding, Speed Dialing 30, Three-Way Calling, Priority Call, Anonymous Call Block			
Residence Service	\$16.95	**	
<u>Multi Package Residential Offer- Option A</u>			
Anonymous Call Block Busy Redial *69 Call Block Call Forwarding Caller ID Call Waiting/Cancel Call Waiting ID Cancel Call Waiting Distinctive Ring Do Not Disturb Select Call Forwarding Speed Dialing 8 Three-Way Calling Priority Call			
Residence Service	\$19.25		

** Service Charges do not apply to the installation or changes in calling services.
 (*) Service limited to existing customers as of April 1, 2000.

UNREGULATED SERVICES

SERVICES

A. CALLING SERVICES (Continued)

6. RATES (Continued)

	<u>Monthly Rate</u>	<u>Installation, Move or Change</u>	(T)
6.28. Packages (Continued)			
<u>Multi Package Residential Offer - Option B</u>			
*69			
Call Block			
Call forwarding			
Call Waiting			
Cancel Call Waiting			
Three-Way Calling			
Residence Service	\$ 12.25		
<u>Features Plan Basic</u>			
1 year	18.30		
2 year	16.79		
3 year	15.25		
<u>Features Plan Complete</u>			
1 year	18.00		
2 year	16.52		
3 year	15.00		
<u>Features Plan Deluxe</u>			
1 year	27.00		
2 year	24.78		
3 year	22.50		

UNREGULATED SERVICES

SERVICES

Reserved for Future Use

UNREGULATED SERVICES

SERVICES

B. REMOTE CALL FORWARDING SERVICE

1. GENERAL

1.1. Remote Call Forwarding (RCF) Service allows all calls dialed to a telephone number equipped for RCF Service to be automatically forwarded to another dialable telephone number located either within the home exchange or beyond the local calling area of the exchange where the RCF number is furnished. The RCF customer is the called party who receives the automatically forwarded call.

1.2. The telephone number equipped for RCF Service is hereinafter referred to as a RCF number.

2. CONDITIONS

2.1. RCF Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide RCF Service.

2.2. The RCF customer must be located either within the home exchange or beyond the local calling area of the exchange where the RCF number is furnished.

2.3. Normal grade end-to-end transmission is not guaranteed because transmission characteristics may vary depending on distance and routing to complete the forwarded portion of the call.

2.4. RCF Service is not suitable for satisfactory transmission of data.

2.5. RCF Service is not offered when the answering location for a forwarded call is a coin/coinless station.

2.6. The Remote Call Forwarding terminating telephone or line may not be equipped with any Call Forwarding or Remote Call Forwarding Feature.

2.7. The Company will not provide identification of the calling party number to the RCF customer.

2.8. The Company will provide one alphabetical directory listing, without charge, for each RCF Service. Additional directory listings may be provided at the rates specified in the Unregulated Services - Directory Listings Section.

2.9. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.

2.10. RCF Service will only be provided when, in the judgment of the Company, the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services offered by the Company.

2.11. The minimum contract period for RCF Service is three months.

2.12. Remote Call Forwarding to an International number is not allowed.

TELEPHONE EXCHANGE SERVICE

SERVICES

N. REMOTE CALL FORWARDING SERVICE (Continued)

3. RATES

3.1. The following rates and charges are for the RCF feature only and are in addition to toll and local charges specified in applicable tariffs.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Remote Call Forwarding Service, Business, each line equipped	\$34.00	\$ *	(l)
Residence, each line equipped	34.00	*	(l)

3.2. For that portion of the call between the calling party and the RCF number:

- a. The calling party is responsible for payment of the applicable charges to call the RCF number.
- b. On collect calls, the RCF customer is responsible for payment of the applicable charges if the answering location accepts the forwarded call.

3.3. For the portion of the call between the RCF number and the answering location:

The RCF customer is responsible for payment of applicable local message unit charges and intrastate or interstate customer dialed station-to-station toll message charges for each call. The toll message charge applies to all forwarded calls, including person-to-person and collect calls, even though they may not be accepted at the answering location.

* Service Charges apply as shown in Tariff M.P.S.C. No. 1R.

UNREGULATED SERVICES

SERVICES

C. MULTI-LINE VARIETY PACKAGE*

1. GENERAL

- 1.1. Multi-Line Variety Package (MVP) is designed to serve customers with a minimum requirement of two (2) access lines. All features are assigned to single-party (non-coin) lines declared as MVP lines in the software.
- 1.2. The MVP rates set forth are for equipment and services located in the Company's central office and access lines terminated in the customer's premises. A combination of business and residence lines in an MVP customer group is not allowed. Terminal equipment provided by the customer must be compatible with the services and equipment provided by the Company.
- 1.3. Multi-Line Variety Package is offered only in central offices equipped to provide such service subject to the availability of facilities and central office equipment as determined by the Company.
- 1.4. The minimum charge for services and equipment provided shall be one month.
- 1.5. The MVP feature allows for a maximum of six (6) access lines per customer group.
- 1.6. Tel-Touch service is required with the MVP feature.
- 1.7. Although features available for MVP and Custom Calling may overlap, these services are distinct and are governed by their own respective rates and regulations.

(*) Service limited to existing customers at existing locations.

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By Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

C. MULTI-LINE VARIETY PACKAGE* (Continued)

1. GENERAL (Continued)

1.8. The monthly charge for Multi-Line Variety Package shall include, but not be limited to, the following features:

- a. Call pickup - With Call Pickup, the MVP customer can answer any ringing phone in their group by dialing a code. The Flexible Group Size feature allows more than one Call Pickup group for larger businesses.
- b. Call User Transfer - Call User Transfer allows the MVP customer to direct a call to someone else in a communications group by depressing the switchhook on the telephone and dialing the number to which they want to transfer the call.
- c. Call Hold - Call Hold allows the MVP customer to place an existing call on hold at their telephone by depressing the switchhook and dialing a code. If they hang up their telephone, the system rings them back, to remind them that a call is on hold.
- d. Conferencing (3-Way) - To conference when on a telephone call, the MVP customer depresses the switchhook on the telephone and dials the number of the party the MVP customer wishes to conference. When the intended conference party answers, the switchhook is depressed again to complete the three-way conference.
- e. Intercom - Intercom allows quick, easy access to everyone in the MVP customers communications group by dialing their intercom number. For smaller customers, up to six lines, they dial just one digit. For larger communications groups, they dial two, three, or four digits, depending upon the size of their group.
- f. Call Waiting - Call Waiting doubles the incoming capacity of the MVP customers line. If they are talking on their line, Call Waiting announces an incoming call by a tone heard only on their end of the line. They are then able to put the first call on hold and answer the incoming call. (A station cannot be assigned both the Call Waiting and Call Forward-Busy features.)
- g. Convenience Dialing - The Convenience Dialing feature allows a MVP Customer to establish abbreviated dialing patterns for frequently called and emergency numbers. By dialing an access code followed by 2 digits, a customer can dial a preprogrammed number.

(*) Service limited to existing customers at existing locations.

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Rochester, New York

UNREGULATED SERVICES

SERVICES

C. MULTI-LINE VARIETY PACKAGE * (Continued)

1. GENERAL (Continued)

1.8. (Continued)

- h. Call Forward – There are three different versions of Call Forward available: Call Forward, Call Forward Busy, and Call Forward No Answer.
 - Call Forward - Call Forward allows a station to have all incoming calls forwarded to another preselected line. The designated line may be within or outside the customer group (station can activate or deactivate).
 - Call Forward Busy – Call Forward Busy provides the capability to complete calls destined to busy stations. When a call arrives at a busy station, the system automatically transfers the call to the assigned transfer destination. (A station cannot be assigned both the Call Waiting and Call Forward-Busy features).
 - Call Forward No Answer – Allows a terminating call to an idle MVP line to be automatically transferred to another predesignated line within the group. The call is transferred if it is not answered at the called line within a preselected number of ringing cycles (assigned customer group).
- i. Distinctive Ringing – Distinctive Ringing provides the MVP customer the capability of distinguishing between incoming and intercom calls through separate ringing patterns.

2. Charges

The following rate is for MVP only and is in addition to the applicable service charges and monthly Local Exchange Service rates for individual exchange access lines and other services or equipment with which they are associated.

2.1. Multi-Line Variety Package (includes all Standard Features Minimum Two Lines) MVP – Per Line*	<u>MONTHLY RATE</u> \$ 9.95
2.2. Charges in Tariff M.P.S.C. No. 1, apply per line to establish or change Multi-Line Variety Package	

* Applies in addition to Local Exchange Access Service in Tariff M.P.S.C. No. 1.

(*) Service limited to existing customers at existing locations.

UNREGULATED SERVICES

SERVICES

D. SPECIAL EQUIPMENT AND ARRANGEMENTS

1. GENERAL

- 1.1. Special equipment and arrangements can be furnished at charges based upon the installed cost of the equipment and the annual carrying charge of the Company.
- 1.2. The installed cost of the equipment includes the cost of the equipment and materials used on the job plus the cost of the installation including engineering, labor, supervision, transportation and any other items chargeable to the capital accounts.
- 1.3. Annual carrying charges consist of the following:
 - a. Maintenance expense.
 - b. Depreciation on the installed cost of the equipment based upon the anticipated useful service life of the equipment.
 - c. Administration, taxes, commercial, traffic and other operating expenses.
 - d. A reasonable return on the investment based on the installed cost of the equipment.
 - e. Any other specific items of expense that may be associated with the equipment provided.
- 1.4. The annual carrying charge to be used in computing the rates is 40%.

UNREGULATED SERVICES

SERVICES

E. DIRECTORY LISTINGS

1. LISTINGS

1. Additional – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e JC Penney’s see Penney’s. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.
2. Foreign – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have a directory listing agreement in place
3. Extra Line of Information – descriptive text that does not have a telephone number
4. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory
5. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory

2. RATES

Additional Listing	Residential	\$6.00	
	Business	\$24.00	(l)
Foreign	Residential	\$6.00	
	Business	\$6.50	
Extra Line of Info	Residential	\$5.50	
	Business	\$24.00	(l)
Non-Listed	Residential	\$6.50	
	Business	\$6.50	
Non-Published	Residential	\$7.00	
	Business	\$7.00	

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SERVICES

Reserved for Future Use

(D)

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UNREGULATED SERVICES

SERVICES

F. VACATION SERVICE* (C)

1. GENERAL

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

2. REGULATIONS

2.1. Availability of Service

- a. Vacation service is provided where facilities are available to customers of B1 business or residential non-measured class of service. Vacation service is not available to Lifeline or Primary Basic Local Exchange Service (PBLES) customers.
- b. The Telephone Company reserves the right to refuse vacation service arrangements to any customer whose account is delinquent.

2.2. Limitations

Vacation service rate allowances will not be made for periods of less than one (1) month.

Vacation service is available to a customer for a maximum period of nine (9) months. The customer's number must be working for at least 90 days in a calendar year.

During the period of Vacation service, no installations, moves, changes or maintenance will be provided, however, changes in billing address is allowed.

The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months.

2.2. Service During Suspension

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

2.3. Billing

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

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020. (N)

UNREGULATED SERVICES

SERVICES

F. VACATION SERVICE* (Continued)

(C)

3. RATES

- 3.1. During the period that the customer is furnished vacation service, an allowance is made of 100 % of the scheduled rate for local service.
- 3.2. During the period the customer is furnished vacation service, vertical services or miscellaneous services associated directly with the line service will not be charged.
- 3.3. Any miscellaneous service not directly associated with the line service such as a directory listing or operator services will continue at the standard tariffed rates.
- 3.4. Nonrecurring Charges
 - a. All applicable service charges in Tariff M.P.S.C. No. 1R apply at the time Vacation Service is established.

	<u>Business Charge</u>	<u>Residential Charge</u>
Establishment of Service (Existing)	\$7.00	N/A
Line Connection Charge (per line)	\$12.00	N/A

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

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

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UNREGULATED SERVICES

RETURNED PAYMENT CHARGE

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

LATE CHARGES

1. A late payment charge applies when a customer's previous month's bill has not been paid in full, leaving an unpaid balance of \$20.00 or more. The late payment charge on the unpaid balance will be 1.5 percent or \$9.00 for residential customers and 1.5% and \$14.00 for commercial customers, whichever is greater. The late payment charge will be carried forward and is included in the total amount due on the current bill. (R)
2. A customer shall not be liable for any late payment charge applicable to a disputed portion of that customer's bill, so long as the customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute. A late payment charge will not be added after a bill goes final.

CONVENIENCE FEES

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

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.

Convenience Fee, per occurrence \$10.00

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UNREGULATED SERVICES

SERVICES

G. TOLL RESTRICTION SERVICE

1. GENERAL

1.1. Toll Restriction Service is a central office service that restricts one plus (1+), International (011+), zero plus (0+) and/or zero minus (0-) calling. Restricted calls are directed to a central office announcement.

1.2. Two Toll Restriction Service options are available:

- a. Option 1* - Any direct dialed one plus (1+) or direct dialed International (011+) call. This includes directory assistance (1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). Calls to 800 Service will not be restricted (1 + 800 + XXX-XXXX).
- b. Option 2 - Includes Option 1 and any local or long distance zero plus (0+) or zero minus (0-) call. If 911 service is not available in an exchange, zero minus (0-) calls will be restricted to Local Assist and 911 Emergency.

1.3. Toll Restriction Service will be provided to Residence One-Party, Business One-Party and Business Trunk customers. Toll Restriction Service will not be provided on party lines or Customized Multi-line Telephone Service Lines.

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(T)

1.4. Toll Restriction Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.

1.5. The Company makes no guarantee and assumes no liability for the accuracy of Toll Restriction Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.

UNREGULATED SERVICES

SERVICES

G. TOLL RESTRICTION SERVICE (Continued)

2. RATES

2.1. The following rates and charges apply to the provisioning of Toll Restriction Service and are in addition to all other applicable charges as specified elsewhere in other tariffs of the Company.

	<u>Installation Charge</u>
a. Option 1, per line equipped	
One-Party	
Residence	\$14.00*
Business	14.00*
Trunk	
Residence	14.00*
Business	14.00*
b. Option 2, per line equipped	
One-Party	
Residence	14.00*
Business	14.00*
Trunk	
Residence	14.00*
Business	14.00*

* A Subsequent Service Order charge applies as shown in Tariff M.P.S.C. No. 1R. The installation charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services. The installation charge does not apply when a customer elects to change Toll Restriction Service options.

UNREGULATED SERVICES

SERVICES

H. BILLED NUMBER SCREENING SERVICE

1. GENERAL

- 1.1. Billed Number Screening Service is available to subscribers of the Company's local exchange services. This service prevents the billing of collect, third number billed or both to a customer's telephone account.
- 1.2. The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.
- 1.3. Billed Number Screening Service is offered subject to the availability of suitable facilities.
- 1.4. The minimum contract period for Billed Number Screening Service is one month.

2. RATES

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

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Option 1 - No Collect or Third Number Billing,		
- Per line Screened #	\$ 2.50	\$ *
- Over 49 Lines, per line #	1.25	*
- Per COCOT Line Screened	.30	*
b. Option 2 - No Third Number Billing,		
- Per line Screened #	\$2.50	\$ *
- Over 49 Lines, per line #	1.25	*
- Per COCOT Line Screened	.30	*
c. Option 3 - No Collect Billing,		
- Per line Screened #	\$ 2.50	\$ *
- Over 49 Lines, Per Line	1.25	*
- Per COCOT Line Screened	.30	*

* A Subsequent Service Order charge applies as shown in M.P.S.C. No. 1R. No installation charges apply for this service when ordered on an Initial Service Order.

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

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By Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

I. SPLIT 1+DDD BLOCKING SERVICE

1. GENERAL

- 1.1. Split 1+DDD Blocking Service is an optional feature that only blocks the direct dialed sequences of 10xxx+1+ and 10xxx+011+. This feature is offered on a per line or per trunk basis.
- 1.2. The Company makes no guarantee and assumes no liability for the accuracy of Split 1+DDD Blocking Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Split 1+DDD Blocking Service.
- 1.3. Split 1+DDD Blocking Service is offered subject to the availability of suitable facilities. (Note: Only available from No. 5 ESS switches.)
- 1.4. The minimum contract period for Split 1+DDD Blocking Service is one month.

2. RATES

- 2.1. The following rates and charges apply for the provisioning of Split 1+DDD Blocking Service and are in addition to all other applicable charges as specified elsewhere in the Company's tariffs.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Split 1+DDD Blocking (per line/trunk)	\$5.00	\$26.00

UNREGULATED SERVICES

SERVICES

J. PRINTED DETAIL OF LOCAL MESSAGES

1. GENERAL

1.1. Itemized billing of local call detail for Message Unit charges can be provided to customers upon request where such details are available and facilities permit and will only be provided on a going forward basis.

2. RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Non-recurring Charge</u>
2.1. Monthly Itemized Billing, Per Account	\$1.75	*
2.2. Each Printed Page	.15	

* The Subsequent Service Ordering Charge as shown in Tariff M.P.S.C. No. 1R applies.

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UNREGULATED SERVICES

SERVICES

K. BUSINESS TRAFFIC STUDY SERVICE

1. GENERAL

Business Traffic Study Service provides business customers with a performance report of call capacity of originating and terminating traffic on access lines to determine how many calls terminate successfully and the number of calls that reach a station busy condition. The Company provides these reports along with a recommendation of required lines to accommodate the studied call traffic based on industry standards for call traffic handling. Calculations for the recommendation are derived from traffic engineering tables and the recommendation is a close estimate and can not be guaranteed.

2. REGULATIONS

- 2.1. Business Traffic Study Service is available only to business customers.
- 2.2. Calls must be carried by Frontier Midstates Inc. and billed by or on behalf of Frontier Midstates Inc. to the customer requesting the study.
- 2.3. Traffic studies are performed on Frontier access lines or hunt groups with local exchange numbers. Studies cannot be performed on toll-free or pay-per-call type telephone numbers.
- 2.4. Traffic Studies are performed at customer's request, per report request by study number.
- 2.5. Traffic study reports are provided on a weekly, bi-weekly or monthly basis. Monthly Rate is determined by number of studies provided within a 4-week billing cycle.
- 2.6. A one-week traffic study may be performed, per report request by study number, at no charge in each calendar year. Any additional traffic studies requested during the calendar year will be billed at the Rates and Charges shown in Paragraph 4, following.
- 2.7. Traffic study report features may vary by Central Office switching system type.

UNREGULATED SERVICES

SERVICES

K. BUSINESS TRAFFIC STUDY SERVICE (Continued)

3. APPLICATION OF RATES AND CHARGES

- 3.1. Appropriate Business Service Charges set forth in Tariff M.P.S.C. No. 1R apply to the installation of this service.
- 3.2. For the setup of each additional Traffic Study Report, per report request by study number, the Service Ordering Charge applies in addition to the Monthly Rate.

4. RATES AND CHARGES

	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>
Traffic Study Reports:		
First One-week Study Report (Per Calendar Year)	No Charge	No Charge
Set-Up for Additional Reporting	\$120.00	--
Weekly Reporting (4 reports per month)	--	\$80.00
Bi-Weekly Reporting (2 reports per month)	--	60.00
Monthly Reporting (1 report per month)	--	40.00

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UNREGULATED SERVICES

SERVICES

L. CUSTOM REDIRECT SERVICE

1. GENERAL

Custom Redirect Service enables customers to redirect all or a part of their incoming switched voice and data calls to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.

Basic Custom Redirect Service offers options to redirect calls. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options or, the customer may select a Custom Redirect Optional Feature as described herein.

2. FEATURE DEFINITIONS

2.1. Standard Features

a. Equipped Number

Equipped Number is the subscriber's called telephone number that has Custom Redirect Service.

b. Group

A group is the collection of Equipped Numbers that will be redirected in the same way, at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. If the customer chooses to have option three "active" in a particular group, then all equipped numbers in the group will be redirected according to the direction in option three.

Every group must have the same optional features in each of the options. For example, if the option column has time-of-day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.

c. Option Column

An option column is a table of telephone numbers that are treated the same. Custom Redirect has three option columns per group with the basic service. Up to six additional options may be provisioned as an enhancement. If more than three options are chosen the Additional Option charge applies per additional option chosen. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers in this group would be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect and option three was provisioned with a Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature.

UNREGULATED SERVICES

SERVICES

L. CUSTOM REDIRECT SERVICE (Continued)

2. FEATURE DEFINITIONS (Continued)

2.1. Standard Features (Continued)

d. Redirecting Telephone Number

A redirecting telephone number will have no office equipment associated with it and will be used solely for the purposes of redirecting call traffic from the telephone number dialed to the Custom Redirect Service customer's intended destination.

e. Modification of Active Option

When the customer elects to redirect calls, the customer calls into the Company platform using a TOUCH-TONE telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls.

After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service. The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.

UNREGULATED SERVICES

SERVICES

L. CUSTOM REDIRECT SERVICE (Continued)

2. FEATURE DEFINITIONS (Continued)

2.2. Optional Features

a. Time-of-Day/Day-of-Week Redirection

An optional feature which allows customers to redirect the customer's calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

b. Percentage Redirection

Redirecting may be done by percentages. For example, when Percentage Redirecting is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

c. Number Identification Redirecting

Number Identification Redirecting allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This allows the customer to direct particular callers to specific numbers, based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call may be completed as dialed.

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

Number Identification may not be used to pass the calling party's number to the customer.

UNREGULATED SERVICES

SERVICES

L. CUSTOM REDIRECT SERVICE (Continued)

2. FEATURE DEFINITIONS (Continued)

2.2. Optional Features (Continued)

d. SuperGroups

The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups and will allow the customer to modify the active option of multiple groups at the same time. For example if groups 101, 102, and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3.

The same group may belong to multiple SuperGroups and the active option would be the last option set. For example, using the definition of SuperGroup 001 above and an additional SuperGroup 002 includes groups 103, 104 and 105. If after SuperGroup 001 is set to option 3, SuperGroup 002 is set to option 2. Group 105 would be set to option 2.

e. Single Number Pick-A-Point Service

This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning customers must designate an interexchange carrier of their choice to carry the redirected traffic. The billing for calls redirected using this feature will be by the carrier specified by the customer.

f. Custom Application

Although most customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record a single table or single field manipulation to meet a specific customer's need. Dialed Number Recovery (DNR) is an example of a Custom Application.

Dialed Number Recovery (DNR) is a Custom Application where the original dialed number is presented to a new customer location.

It is not the intent to provide all AIN custom applications through this tariff item. Very complex applications, and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will require special assemblies.

g. Alternate Central Office Triggering

The ability to place triggers in central office switches, other than the original terminating central office allows customers to redirect from the office in which the call originates without requiring the call to complete to the serving central office. In the event that the serving central office is out of service the customers Custom Redirect Service may be activated and all calls processing in an office with an alternate office trigger will be redirected per the current active option at that time.

Allowing triggers to be placed in more than the terminating central office may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's Group charges would be reflective of this increased call volume. A trigger is associated with a specific customer NPA-NNX.

UNREGULATED SERVICES

SERVICES

L. CUSTOM REDIRECT SERVICE (Continued)

3. Regulations

- 3.1. Custom Redirect Service is available where Company facilities permit.
- 3.2. Custom Redirect Service may be provisioned with group sizes as small as one.
- 3.3. Tariff rates will not apply to numbers requiring excessive translations work. The current environment requiring excessive translations work is Direct Inward Dialing (DID) customers served by 5ESS® switches. Individual Case Basis pricing may be available to customers whose numbers meet this criteria.
- 3.4. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number leaving two additional options for the customer to define. If more than three options are requested, the Additional Option charges apply per additional option chosen. Up to six additional options may be provisioned as an enhancement to the Basic service.
- 3.5. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in either a customer location, an inter-exchange carrier's point of presence, a voice mail system, an auto attendant system, or an announcement frame within the LATA of call termination. NOTE: In the event the final destination is out of the LATA, the customer provides the PIC and the Telephone Company hands the call off to the carrier selected. A redirecting telephone number cannot be used to trigger another redirecting telephone number if it results in circular forwarding.
- 3.6. It is the responsibility of the Custom Redirect customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
- 3.7. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Custom Redirect customer.
- 3.8. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately in accordance with the regulations contained in General Rules and Regulations.
- 3.9. Custom Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.
- 3.10. Minimum Period

When the service is originally ordered, a twelve-month minimum period will apply. If Custom Redirect Service is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

UNREGULATED SERVICES

SERVICES

L. CUSTOM REDIRECT SERVICE (Continued)

3. Regulations (Continued)

3.11. 5 Year Contract

Customers with more than 500 lines provisioned may choose to sign a five-year contract, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period the standard Termination Liability, found in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS, TERMINATION LIABILITY, will apply.

3.12. Flexible Pricing

- a. Custom Redirect Service rates and charges may be reduced selectively and in varying amounts, as long as the rates and charges cover their relevant incremental costs.
- b. Custom Redirect Service rates and charges may be increased selectively and in varying amounts not to exceed 25 percent per year.
- c. The Company reserves the right to change the rates and charges, as described in (1) and (2) preceding, at any time upon 30 days' notice to the Department of Public Utility Control by providing a revised Rate Schedule. The rates and charges for this service are shown in the Rate Schedule and are on file with the Department of Public Utility Control.
- d. Changes in Custom Redirect Service rates and charges will be effective coincident with the subscriber's bill date following the effective date of the change.
- e. Rates and charges will not be changed unless they have been in effect for at least 30 days.
- f. Appropriate customer notification of rate and/or charge changes will be made.

3.13 Initial Average Monthly Query Volumes are estimates only. After installation, Frontier will periodically and at our discretion, complete audits of number of queries and billing will be corrected if necessary to make adjustment to the monthly charges based upon the results of the audit.

UNREGULATED SERVICES

SERVICES

L. CUSTOM REDIRECT SERVICE (Continued)

4. Rates and Charges

4.1. Application of Rates

a. Service Establishment Charge

Charges will apply for the original order for Custom Redirect Service per Service Order or per Account. This charge will apply to new orders of Custom Redirect Service. If a customer is modifying the existing order, including adding additional numbers, the Rearrangement Charge applies. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge.

b. Equipped Number

There will be a monthly rate, in addition to a nonrecurring charge, for each equipped number. The monthly rate per number will be based on the quantity of equipped numbers within the customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

c. Group Charges (Average Monthly Group Volume Charge)

A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped numbers. A query is launched to the AIN database when a trigger is encountered. In basic implementations, query volume is equal to the call volume, as enhancements to the call processing logic are added and additional triggers placed the query volume may exceed the call volume.

d. Rearrangement Charges

A nonrecurring charge will apply to each rearrangement. This is in addition to any normal service order charge. Each change to a equipped number will result in a nonrecurring charge for each equipped number impacted.

UNREGULATED SERVICES

SERVICES

L. CUSTOM REDIRECT SERVICE (Continued)

4. Rates and Charges (Continued)

4.1. Application of Rates (Continued)

d. Password Initialization

This charge applies each time, after service establishment, that the customer requests that the Company reinitialize the pass code to the default pass code or is requested to modify existing security profiles. A service order will be generated after the initialization takes place and a Service Charge may also apply.

e. Redirection Charges

There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired.

When calls are redirected, the Custom Redirect subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

f. Redirecting Telephone Numbers

A monthly rate and a nonrecurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service. This telephone number will have no office equipment associated with it and will be used solely for the purposes of generating a trigger.

g. Optional Feature Charges

(1) Time-of-Day/Day-of-Week

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

(2) Percentage Redirecting

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

UNREGULATED SERVICES

SERVICES

L. CUSTOM REDIRECT SERVICE (Continued)

4. Rates and Charges (Continued)

4.1. Application of Rates (Continued)

g. Optional Feature Charges (Continued)

(3) Number Identification Redirection

A monthly rate and a nonrecurring charge will apply for the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a nonrecurring charge and a monthly recurring charge.

(4) SuperGroups

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

(5) Single Number Destination

A monthly and nonrecurring charge will apply for each group on which this feature is ordered.

(6) Custom Application

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

(7) Alternate Central Office Trigger

A nonrecurring charge will apply at the time of the establishment of the trigger and a flat monthly rate will be billed for each NPA-NXX trigger in each central office switch in which a trigger is placed. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

h. Special CRS Transactions

Occasionally customers will require a one-time effort related to their CRS service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This item will allow customers to request such services and the Company to recover the costs associated with these special requests. A non-recurring charge negotiated based on estimated time/effort/value prior to the transaction will be charged.

UNREGULATED SERVICES

SERVICES

L. CUSTOM REDIRECT SERVICE (Continued)

4. RATES AND CHARGES (Continued)

4.2. Rate Schedule

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>Service Establishment Charge</u> Per Service order or per Account		\$ 500.00
<u>Equipped Number (per line)</u>		
1 – 50	\$ 2.50	2.35
51 – 100	2.35	2.35
101 – 500	2.00	2.35
501 – 1000	1.50	2.35
over – 1000	1.10	2.35
<u>Equipped Number w/5-yr. Contract (min. 500 lines)</u>		
	1.10	2.35
<u>Average Monthly Group Volume (Queries/Month/Group)</u>		
Up to 1,000	25.00	50.00
Up to 10,000	80.00	50.00
Up to 25,000	150.00	50.00
Up to 50,000	280.00	50.00
Up to 75,000	425.00	50.00
Up to 100,000	550.00	50.00
Up to 250,000	1,300.00	50.00
Up to 500,000	2,500.00	50.00

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By Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

L. CUSTOM REDIRECT SERVICE (Continued)

4. RATES AND CHARGES (Continued)

4.2. Rate Schedule (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Password Initialization, Per Occasion	-	\$50.00
Rearrangement/Change, Per Occasion	-	250.00
Rearrangement/Change, Per Number	-	2.35
Time-of-Day, Day-of-Week Redirection	\$25.00	100.00
Percentage Redirecting	25.00	100.00
Number Identification Redirecting (Includes first 100)	50.00	500.00
Per 100 Numbers after Initial 100	10.00	100.00
Redirecting Telephone Number – Per Number	1.00	5.00
Additional Option – Per Option Over Three SuperGroups	25.00	200.00
Per SuperGroup	1.00	50.00
Single Number Destination Per Group	10.00	50.00
Custom Application	25.00	200.00
Alternate Central Office Trigger Per trigger per switch	5.00	500.00
Special CRS Transaction	Per Entity Inquiry	

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UNREGULATED SERVICES

SERVICES

M. 211 DIALING SERVICE

1. GENERAL

211 Dialing Service ("211") utilizes a three digit local dialing arrangement to permit voice access to designated community information and referral services. The 211 code was assigned for this purpose pursuant to Order 00-356, issued by the Federal Communications Commission (FCC) in CC Docket 92-105.

211 is a custom call routing/transport application. It provides the calling party an easy to remember three digit dialing code with call delivery to established 211 service providers. Calls placed using 211 are automatically routed to the 211 provider's terminating telephone number. 211 utilizes various forms of call routing depending on the 211 provider's service requirements as well as Company's serving network facilities. Routing types include but are not limited to NPA, central office switch, NPA-NXX, and 9 digit zip code where facilities permit. The physical boundaries of the available routing methods may or may not coincide with the boundary of the service area requested by the 211 provider, for example, a specific county.

2. AVAILABILITY OF SERVICE

This service is available to telephone customers that have landline service served by Company's central office switched dial tone. This includes Company's landline customers as well as those served by landlines resold by Company.

Company will provide the 211 service to 211 providers who have been approved by the Michigan Public Service Commission.

The FCC will reexamine deployment of the 211 service five years after the effective date of the original order. At that time, the FCC will decide to continue the service, alter the service for another use, or remove the requirement for the service. If the FCC recalls 211, provider will return the code within 6 months of receiving written notice from the Company. The Company will work with all 211 providers affected by such recall to transfer their service arrangements to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 211 provider will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 provider will be charged the appropriate tariff rates for the establishment of the new access arrangement.

3. LIMITATIONS ON LIABILITY

In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Telephone Company and of the other uses for which facilities may be furnished him by the Telephone Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Telephone Company, the services and facilities furnished by the Telephone Company are subject to the terms, conditions, and limitations as set forth in the Telephone Company's filed Tariffs.

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

If requested by the Company, the 211 provider shall assist the Company in responding to complaints made to the Company concerning the 211 provider's service.

UNREGULATED SERVICES

SERVICES

M. 211 DIALING SERVICE (Continued)

3. LIMITATIONS ON LIABILITY (Continued)

The Company assumes no liability for any issue arising from the fact that, in some 211 Dialing Service applications, physical call routing boundaries may not match exactly with the boundary of the 211 subscriber's requested service area, for example county boundaries. Company shall not be liable for any claims that the calling party's access to 211 is to another county or area 211 provider instead of the calling parties' county or area. Company shall not be liable for any claims arising over the content of the 211 Dialing Service.

4. RATES

4.1. Nonrecurring Charges

The nonrecurring rates below apply only to a basic switch based 211 Dialing Service with no enhanced functionality and/or no toll transport charges. These rates assume:

Call Routing by NPA or NPA/NXX

Service areas involving political / municipal boundaries (i.e. county) may not match the NPA or NPA/NXX boundaries

No 9 digit zipcode routing

No time-of-day or day-of-week routing

No statistical or report capability

Calling party will be responsible for any local usage charges that apply

All calling from Frontier landline switches in the service area is a local call to the 211 provider terminating number. If any of this calling is toll in nature, the 211 provider must provide a toll free terminating number in order to qualify for these tariffed rates.

	<u>Nonrecurring Charge</u>
Basic set-up charge for each customer application*	\$516.00
Switch translation charge (per host switch translated-remotes are excluded)	\$117.00

Applications that require provisioning by AIN (Advanced Intelligent Network), enhanced functionality and/or recovery of toll transport charges will require a per entity inquiry design and rating.

* If a 211 provider petition is approved for multiphase deployment, the 211 provider has one calendar year (from the provisioning of the first phase) to complete the remaining phases without being charged for a subsequent set-up charge for each additional phase.

UNREGULATED SERVICES

SERVICES

MM. 811 DIALING SERVICE

1. GENERAL

811 Dialing Service (811) is a custom call-routing application utilizing a three-digit local dialing arrangement, terminating to a customer-provided number for access to advance excavation notice services. It provides the calling party an easy-to-remember three-digit dialing code with call delivery to established 811 subscribers. The 811 code was assigned for this purpose pursuant to the Sixth Report and Order, released March 14, 2005 by the Federal Communications Commission in CC Docket No. 92-105, which specifies that such calls be delivered to a number provided by the relevant 811 subscriber that is not a toll call for the party dialing the number (i.e., either a toll-free (8XX) or local number). This tariff covers calls originating on lines terminating in a Frontier switch (i.e., originating and terminating within the same MSA); it does not cover 1+, 0+, 0- operator-assisted, 101XXXX, or inmate calls). If the customer requires a change to the terminating numbers, additional charges may apply. 811 does not provide Caller ID information on a real-time basis.

2. CONDITIONS

Calls placed using 811 are automatically routed to the 811 subscriber's terminating number, which the customer must provide in the form of either a toll-free number or a local number whose local calling area covers all of the locations to which the service is provided. The customer shall provide Frontier with this number in advance so that Frontier may properly translate its central office switches. If charges are required to re-route the call to the terminating number, they will be cared for by the use of a customer-provided toll-free number. The customer is responsible for redirecting or otherwise handling 911 and other calls misdialed or misrouted as 811 calls. The customer shall provide sufficient terminating number paths to its toll-free or local terminating number so as to not clog nor impair Frontier's network.

The rates and terms of this tariff are premised on the customer's commitments, unique network design requirements, and the customer's service mix, usage patterns and concentration, and other characteristics. Frontier's offering of 811 to the customer also is conditioned on the customer's representation that it has been authorized by appropriate state authorities to receive and respond to 811 calls from the public within the areas served by Frontier, and that the customer has obtained all licenses, authorizations, and other prerequisites necessary to provide that service, and will at all times comply with all applicable laws and regulations.

The 811 service period is five (5) years. At the end of the service period, 811 will continue on a month-to-month basis.

The 811 service establishment rate is based on the current number of switches in Frontier's network utilized to provide 811 service. The Company reserves the right to file tariffs at a later date if network rearrangements made by the Company or at customer request require Frontier to incur additional costs.

The Company reserves the right to discontinue the service, with notice, if interruption of 811 is necessary to prevent or protect against fraud or otherwise protect Frontier's personnel, facilities or services.

UNREGULATED SERVICES

SERVICES

MM. 811 DIALING SERVICE (Continued)

3. LIMITATIONS ON LIABILITY

The Company assumes no liability for any issue arising from the fact that, in some 811 applications, physical call routing boundaries may not match exactly with the boundary of the subscriber's requested service area, e.g., state boundaries. In these cases, calling parties could have access to another state and/or area. Workaround arrangements may be required to properly route traffic due to differences in switch type, switch software, and the subscriber's terminating telephone number. The Company assumes no liability due to Caller ID/Automatic Number Identification (ANI) information being unavailable or incorrect due to these workarounds.

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company occurring in the course of furnishing service or other facilities (Service Problems) and not caused by the negligence of the customer, or by the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed 1/1824th of the 811 Nonrecurring Charge (the number of days in the five year service period), multiplied by each day during which the Service Problem giving rise to liability continues (the Pro Rata Amount).. The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company. Neither the Company nor any concurring, connecting or other participating carrier shall be liable for any act or omission of another company or companies furnishing a portion of such service. The Company is not responsible to the customer, authorized user, joint user, sharer of service or patron of a reseller for damages arising out of Service Problems or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company caused by terminal equipment, except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, in which event the liability of the Company will not exceed the Pro Rata Amount. The Company is not responsible to the customer, authorized user, joint user, sharer of service or patron of a reseller for injuries or damages to persons or property arising from the existence of customer-provided power supply.

4. RATES

	<u>Nonrecurring Charge</u>
Establishment of 811 Dialing Service	\$ *

* Frontier Midstates Inc. concurs with the prevailing statewide implementation rate for 811 Service as it appears in the Frontier Midstates Inc. Price List.

UNREGULATED SERVICES

SERVICES

N. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

1. GENERAL

- 1.1. This Section contains regulations, rates and charges applicable to the provision of certain functional network services designed primarily for Enhanced Service Providers (ESPs) to provide services to their clients through the use of the public switched telephone network. These network capabilities are provided by Frontier Midstates Inc., hereinafter referred to as the Company.
- 1.2. Services for ESPs are subject to the availability of facilities and are limited to central offices specifically equipped to provide such service.
- 1.3. Services in this section, designed primarily for ESPs, are also available to others.

2. ESP SERVICES

ESP Services are services offered by the Company in conjunction with exchange access line service as outlined in Paragraph E.2.h. following. Customers may order and utilize these services to connect to the Company's local exchange network to provide enhanced services to the customer's clients. These services are as follows:

2.1. Message Waiting Indication - Audible

This service provides the ability for a customer to send and a customer's client line to receive an alerting signal in the form of an audible stutter dial tone. This alerting signal will be used by the customer to inform its clients that new messages are waiting for them. Customers subscribing to this service must also subscribe to Data Link Service.

2.2. Forwarded Call Information - Intraoffice

This service provides the information on the called number (the customer's client line which was busy or did not answer and is equipped with call forwarding), the forwarded to number (the customer's enhanced service number to which redirected calls are forwarded), and the reason calls were forwarded or placed to the customer. The reasons for forwarding information may include when a client's line is:

- Busy,
- Not Answered,
- Either Busy or Not Answered, or
- Used to call the customer directly.

Customers subscribing to this service must also subscribe to Data Link Service.

UNREGULATED SERVICES

SERVICES

N. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (Continued)

2. ESP SERVICES (Continued)

2.3. Data Link

This service, which must be established between the customer's location and the Company's central office, provides the capability of delivering to the customer the called number and the type of forwarding from each central office serving area in which the customer wishes to offer enhanced services. Customers subscribing to this service must also subscribe to Forwarded Call Information - Intraoffice.

2.4. Queuing

This service provides customers subscribing to Trunk lines or Customized Multi-line Telephone Service lines arranged in a multiline hunt group the capability to equip that group with a queuing feature. Calls made to a multiline hunt group equipped with the queuing feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the call is placed on queue and waits its turn to be served. (T)

2.5. User Transfer

This service provides the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred, the original line/trunk is cleared to place or receive another call.

2.6. Message Waiting Indication - Visual

This service provides the customer with the ability to send an alerting signal in the form of a light to its client's line. This alerting signal can then be used by the customer to inform its client that a message is waiting. This service requires subscription to a Data Link Facility.

3. ESP CLIENT SERVICES

ESP Client Services are services offered by the Company. Descriptions and rates for these services are as set forth in the Custom Calling Services Section. Customers may order and utilize these client services in conjunction with their clients' exchange access lines to provide enhanced services to their clients. Those client services are as follows:

- Call Forwarding Busy - Fixed
- Call Forwarding No Answer - Fixed
- Call Forwarding Busy/No Answer - Fixed

UNREGULATED SERVICES

SERVICES

N. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (Continued)

4. DEFINITIONS

ESP Bill Option - This is an ordering and billing option that allows a customer, on behalf of that customer's clients, to order and pay for the provisioning and monthly recurring charges of only those services provided under this Section. Should a client dispute authorization for the exercise of this option in conjunction with his/her service, the customer will be held liable for orders involving clients for whom no agency agreement exists.

Client - The term "client" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing any services provided under this Section.

Customer - The term "Customer(s)" denotes any ESP, individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this Section.

Enhanced Service Provider - An Enhanced Service Provider (ESP) is a customer, in accordance with applicable regulatory requirements, claiming the status of an ESP and providing an enhanced service under Section 64.702 of the FCC's Rules and Regulations.

5. REGULATIONS AND CONDITIONS

5.1. Undertaking of the Telephone Company

- a. The limitation of the Company's liability is set forth in Tariff M.P.S.C. No. 7R.
- b. The Company may disconnect the customer's service for failure to comply with any provision(s) of this Section or any Tariff of the Company.
- c. ESP Client Services billed to ESP orders can only be accepted if the client line is specified and available for provisioning.
- d. If the Company finds the provision of ESP Services and ESP Client Services, as outlined herein, is adversely affecting or would adversely affect the Company's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, the Company may refuse to provide or may discontinue providing such services.
- e. ESP and ESP Client Services will not be provided in connection with Public, Semi-Public or Customer Owned Coin Operated Telephone Services.
- f. Charges for calls between the originating location and the call forwarded equipped line are applicable in accordance with regularly filed tariffs for local message units, zone charges, dial station, operator station or message toll.

UNREGULATED SERVICES

SERVICES

N. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (Continued)

5. REGULATIONS AND CONDITIONS (Continued)

5.2. Enhanced Service Provider's Obligations

- a. Customer services as outlined herein and the promotion and provision thereof must comply with all applicable Federal, State and Local laws, rules and regulations.
- b. The customer shall indemnify, defend, protect and save harmless the Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patents, trademarks, or copyright, or resulting from any claim of libel or slander.
- c. The customer is responsible for all provisioning and monthly recurring charges for billed-to-ESP services including those situations in which the customer's client and/or the Company has temporarily suspended or disconnected that client's access line service. The customer is also responsible for disconnecting ESP Client Services ordered for its client(s), including those situations where the customer's client(s) no longer has service with the Company.
- d. The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.
- e. The customer shall not publish or use any advertising, sales promotion material or other publicity relating to the subject matter of ESP and ESP Client Services wherein the Company's name or language, signs, markings or symbols are used, from which the connection of the Company's name therewith may be, in the Company's judgment, reasonably inferred or implied without the prior written approval of the Company.
- f. The customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the customer's premises equipment, program development, advertising, and promotional expenses. The customer is financially responsible for all facilities required to connect the customer's equipment to the Company's serving wire center, in accordance with all applicable rates and charges herein.

UNREGULATED SERVICES

SERVICES

N. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (Continued)

5. REGULATIONS AND CONDITIONS (Continued)

5.2. Enhanced Service Provider's Obligations (Continued)

- g. Customers subscribing to the services outlined in Paragraphs B.1.a., b., c., d. and e. are required to subscribe to Trunk facilities or Customized Multi-line Telephone Service lines capable of supporting the enhanced service(s) being offered. Also, they may be required to subscribe to as many additional Trunk facilities or Customized Multi-line Telephone Service lines as, in the judgment of the Company, are required to adequately handle calls without impairing service to others. (T)
- h. The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service. (T)

5.3. Client Obligations

Charges are applicable to the client's line equipped with Call Forwarding Busy and/or No Answer - Fixed for each completed call between their call forwarding equipped line and the customer's number to which the call is forwarded.

5.4. Billing and Remittance

- a. The Company will not make adjustments resulting from poor transmission quality caused by the customer's equipment.
- b. The customer's services may be discontinued pursuant to the procedures set forth in Tariff M.P.S.C. No. 7R, for failure to make full payment for the Company's service provided under this Section.

6. RATE AND CHARGE REGULATIONS

- 6.1. Any change to the customer's preselected telephone number to which the client's telephone calls are redirected, as described in Paragraph C.1. will incur applicable service ordering charges.
- 6.2. The ESP bill option as described in Paragraph D. may only be exercised by a customer utilizing the services found in this Section to offer an enhanced service.
- 6.3. The initial (or minimum) period for all ESP services and facilities is one month (30 days).
- 6.4. The following rates and charges are in addition to all applicable nonrecurring and recurring charges shown herein and in other Tariffs of the Company.

UNREGULATED SERVICES

SERVICES

N. SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (Continued)

6. RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
6.1. Call Forwarding Busy – Fixed, per client line arranged	*	**
6.2. Call Forwarding No Answer - Fixed, per client line arranged	*	**
6.3. Call Forwarding Busy/No Answer - Fixed, per client line arranged	*	**
6.4. Message Waiting Indication - Audible, per client line arranged	*	\$.50
6.5. Forwarded Call Information - Intraoffice, per client line arranged	*	1.00
6.6. Data Link, per data link arranged	\$500.00	300.00
6.7. Queuing, per trunk arranged	*	1.50
6.8. User Transfer, per trunk arranged	*	2.25
6.9. Message Waiting Indication-Visual per client line arranged	*	.50
6.10. Three Feature Package When services as shown in 6.3., 6.4. and 6.5. are ordered one each in a package for an individual subscriber's line	*	2.00

UNREGULATED SERVICES

SERVICES

O. ASSISTED CALLS

1. ASSISTED CALL CHARGES

1.1. LOCAL CALL

- a. From a public or semi-public telephone or coinless telephone service - In addition to the appropriate Assisted Call Charge, apply the Peak Rate from the Coin Telephone Rate Schedule. Discounts from the Coin Telephone Rate Schedule specified in Tariff M.P.S.C. No. 3R are not applicable.

- 1.2. MESSAGE TOLL CALL - Apply the rate specified under the appropriate Rate Schedule (i.e. Customer Dialed Direct, Customer Dialed Calling Card etc.) in Tariff M.P.S.C. No. 3R plus the appropriate Assisted Call Charge; Corrections Collect is listed below.

1.3. ASSISTED CALL CHARGES

	Charge Per <u>Call *</u>
Station Sent Paid	\$4.50
Customer Dialed Calling Card Station	0.95
Operator Assisted Station - Calling Card	2.50
Operator Assisted Station – Collect, Inmate	1.75
Operator Assisted Station – Collect	4.50
Operator Assisted Station - Third Number Billed	4.50
Operator Assisted Station - Time & Charges	3.50
Person-to-Person Calls	4.50
Corrections	3.25

(D)

(D)

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UNREGULATED SERVICES

SERVICES

O. ASSISTED CALLS (Continued)

1.4 Live Operator Fee (N)

a. General

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

This fee will not apply if:

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

b. Rates and Charges

Live Operator Fee, per occurrence

Nonrecurring Charge
\$1.50

(N)

(T)

1.5 Operator Service Definitions

c. Operator Assisted Station to Station

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

d. Collect

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

e. Person to Person

An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.

f. Operator Assisted Time and Charges

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

g. Operator Assisted – Corrections

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

h. Billed to Third Number

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

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UNREGULATED SERVICES

SERVICES

O. ASSISTED CALLS (Continued)

RESERVED FOR FUTURE USE

(D)

(D)

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UNREGULATED SERVICES

SERVICES

O. ASSISTED CALLS (Continued)

RESERVED FOR FUTURE USE

(D)

(D)

Issued under authority of commission order U-17428

Issued: October 19, 2018

Effective: October 21, 2018

By Jack D. Phillips, Government and External Affairs Director
14450 Burnhaven Drive, Burnsville MN 55306 Jack.Phillips@ftr.com

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UNREGULATED SERVICES

SERVICES

SERVICES

O. ASSISTED CALLS (Continued)

(D)

(D)

3.5. ASSISTED CALL CHARGES

- a. When the request for Interruption Service is made on a Sent-Paid basis, as described in 4. preceding, no other Assisted Call charge applies, providing the only operator handling involved is the performance of the Interruption procedure.
- b. When the calling party requests that the charge for Interruption Service be billed to a Calling Card, the appropriate Assisted Call charge applies in addition to the charge for Interruption Service.
- c. When the calling party requests that the Company operator complete the call to the desired line, after the line has been cleared through the Interruption procedure, all charges normally applicable for an assisted call to the called number apply in addition to the charge for Interruption service.

Issued under authority of commission order U-17428

Issued: October 19, 2018

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By Jack D. Phillips, Government and External Affairs Director
14450 Burnhaven Drive, Burnsville MN 55306 Jack.Phillips@ftr.com

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UNREGULATED SERVICES

SERVICES

P. CORRECTIONS COLLECT

1. GENERAL

Corrections Collect denotes a station-to-station collect call where the person originates the call from a correctional facility using special restricted corrections service.

2. APPLICATION OF CHARGES

The Corrections Collect rate schedule applies when the person originating the call is calling from a correctional facility using special restricted corrections service. In addition to the rate below, the assisted call charges above will apply.

3. RATES

Per Minute Rate	\$0.20
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* All assisted call charges are in addition to the Local or Message Toll Charges specified elsewhere in Tariff M.P.S.C. Nos. 1R and 3R.

UNREGULATED SERVICES

SERVICES

Q. NATIONAL DIRECTORY ASSISTANCE SERVICE

1. GENERAL

National Directory Assistance (NDA) will provide the customer with directory listings from Frontier's directory assistance database. This database will make all Frontier listings available to any operator workstation along with national listings from other provider database(s). Frontier will provide listings for residential, business, government, Frontier 1-800, and Frontier local emergency numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

2. CONDITIONS

- 2.1. The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.
- 2.2. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.
- 2.3. The customer will have access to any in- or out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
- 2.4. Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
- 2.5. National Directory Assistance calls made from hospitals that equip patient rooms for telephone service, or from hotels/motels that equip guest rooms for telephone service will be charged \$1.50 per call for National Directory Assistance service.
- 2.6. National Directory Assistance and Customer Name and Address Service will be available where technology permits.

3. RATES

- 3.1. For each call to the National Directory Assistance/

Customer Name and Address Service	\$1.50
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UNREGULATED SERVICES

SERVICES

R. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

1. GENERAL

Customized Multi-line Telephone Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. It is a central office based service arrangement, which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and features. A Customized Multi-line Telephone Service may not be provided for stand alone service only; access to the Company's exchange network must be provided. (T)

2. CONDITIONS

2.1. Customized Multi-line Telephone Service is available where central office and operating facilities and conditions permit. (T)

2.2. A minimum of 2 Customized Multi-line Telephone Service lines are required. (T)

2.3. A customer may select only one Customized Multi-line Telephone Service Feature Package per customer group. (T)

2.4. One bill will be rendered for each Customized Multi-line Telephone Service customer group. Separate bills are rendered monthly for Special Service access lines. (T)

2.5. The Company will furnish one alphabetical directory listing per Customized Multi-line Telephone Service customer group without charge. Additional listings may be purchased at rates listed under the Directory Listings Section of this tariff. (T)

2.6. Customized Multi-line Telephone Service is offered on a term basis commencing on the date the service is established. (T)

2.7. Customized Multi-line Telephone Service line and Feature Package rates apply each month from the time the customer group is placed in service. (T)

2.8. If remote units are required to provide switching capabilities for intercommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all customer group cabling used in association with Customized Multi-line Telephone Service are provided by and remain the property of the Company. (T)

2.9. Rotary dial stations may not be capable of accessing all Customized Multi-line Telephone Service features. (T)

UNREGULATED SERVICES

SERVICES

R. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)

2. CONDITIONS (Continued)

2.10. Rates and charges for Customized Multi-line Telephone Service contemplates the use of central office equipment selected by the Company. (T)

2.11. Customized Multi-line Telephone Service lines may not be terminated on a PBX/PABX or equivalent customer groups. (T)

2.12. All Customized Multi-line Telephone Service lines must be loop start. (T)

2.13. If a customer chooses to combine Customized Multi-line Telephone Service stations terminating at different locations into a single Customized Multi-line Telephone Service customer group, all stations must be served by the same central office. A central office is defined by the assignment of separate NXX codes for a serving area. (T)

2.14. A customer with multiple Customized Multi-line Telephone Service customer groups may link his customer groups with inter-office lines to permit intercom dialing. Inter-office line charges will apply. (T)

2.15. Where the Customized Multi-line Telephone Service station line is located in a different central office area of the serving exchange, the Foreign Central Office Service Charge as specified in Tariff M.P.S.C. No. 1R, is applicable. (T)

2.16. Where the Customized Multi-line Telephone Service station line of the same customer group is located in a different exchange area, the Special Transport and Special Access Line Charges apply for each interexchange channel as specified in Tariff M.P.S.C. No. 25R. (T)

2.17. Private Line arrangements, Special Access Services, or foreign dial tone connected with Customized Multi-line Telephone Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs. (T)

2.18. Certain optional feature capabilities may not be compatible with other Feature Packages or Optional Customer group features.

2.19. Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50o to 86o Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

UNREGULATED SERVICES

SERVICES

- R. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)
2. CONDITIONS (Continued)
- 2.20 Assigned Customized Multi-line Telephone Service Telephone Numbers (T)
- Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Frontier to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are "working at all times" to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.
- 2.21. Termination Liability
- In the event Customized Multi-line Telephone Service is terminated by the customer prior to completion of the initial term commitment period, the customer shall be liable for the termination liability charges, as set forth in the Tariff, M.P.S.C. No. 7R, GENERAL REGULATIONS, TERMINATION LIABILITY. (T)
- 2.22 If the Customized Multi-line Telephone Service falls below two lines, it will no longer be considered a Customized Multi-line Telephone Service. The remaining lines will be converted to individual business lines with no features. All existing tariff rules, regulations, rates and charges associated with the conversion will apply. (T)
3. FEATURES
- 3.1. Customized Multi-line Telephone Service offers Feature Package 1000 at the rates and charges set forth herein. Feature capabilities may vary depending on the host central office equipment. (T)
- 3.2. Customized Multi-line Telephone Service Basic Operating Features: Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, Station-to-Station Calling. (T)
- 3.3. Customized Multi-line Telephone Service Feature Package 1000 - Call Hold, Consultation Hold, Call Alternation, Speed Call 6 or 8 (Individual), Call Transfer, Call Forward (All, Busy, No Answer - Fixed/Variable), Call Waiting Originating, Call Waiting Terminating/Cancel, Dial Call Waiting, Three-Way Calling, Last Number Redial, Toll Restriction, Hunting (Pilot Number, Directory Number and Secretarial), Call Pick-Up (Extended, Direct, and Group), and Station Restriction. (T)
- 3.4. Customized Multi-line Telephone Service Basic Operating Features Descriptions (T)
- Automatic Identification of Outward Dial - Identifies all calls leaving the customer group by the station number from which calls are placed.
- Direct Inward Dialing - Allows incoming calls from the exchange network to reach a specific station without attendant assistance.
- Direct Outward Dialing - Allows station users to place external calls to the exchange network without attendant assistance.
- Distinctive Ringing - Permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

UNREGULATED SERVICES

SERVICES

R. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)

3. FEATURES (Continued)

3.4. Customized Multi-line Telephone Service Basic Operating Features Descriptions (Continued) (T)

Station-to-Station Calling - Allows station users to call each other using intercom dialing and is restricted to the serving wire center only for voice and circuit switched data calls.

Touch Call - Equips all station lines for touch call dialing.

3.5. Feature Package Descriptions

Call Alternation - Allows a station user to place one call on hold, make a second call, and talk alternately between the two parties.

Call Forwarding - Provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Fixed forwarding is established and changed by the Company. Variable forwarding is established and changed by the station user. This feature will forward all calls, or only those calls reaching a busy or no answer condition, to a predetermined number. Forwarding for hunt groups is available.

Call Hold - Allows a station user to place a call in progress on hold.

Call Pick Up-Direct - Permits a station user to pick up any ringing station in the business group by dialing a feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended - Permits a station user to dial a code to extend call pick up to groups other than its own.

Call Pick Up-Group - Permits a station user to dial a code to answer a call, which is ringing at another station within the call pick up group.

Call Waiting/Cancel - Allows a station user to cancel the Call Waiting feature for the duration of a single call.

UNREGULATED SERVICES

SERVICES

R. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued)

(T)

3. FEATURES (Continued)

3.5. Feature Package Descriptions (Continued)

Call Waiting Originating - Allows a station to send a Call Waiting tone when calling a busy station. Call Waiting Originating is restricted to calls both placed and received within the same central office.

Call Waiting Terminating - Alerts the called party, with a beep, that an incoming call is waiting.

Call Transfer - Allows a station user to transfer a call to another party.

Consultation Hold - Allows the initiator of a three way call or transfer to speak privately with the third party before completing the connection.

Dial Call Waiting - Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Hunting (Directory Number) - Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If the called line is busy, hunting will start with the called line and continue to the end of the list.

Hunting (Pilot Number) - Searches for an idle line beginning with the first member of the hunt group and ending with the last member.

Hunting (Secretarial) - Searches for an idle line beginning with the group member dialed and ending with the last member in the group.

Speed Calling 6 (Individual) - Allows a station user to dial an individual list of up to 6 telephone numbers by dialing an access code and one digit. (Available on 5-ESS central office switching equipment only).

UNREGULATED SERVICES

SERVICES

R. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)

3. FEATURES (Continued)

3.5. Feature Package Descriptions (Continued)

Speed Dialing 8 (Individual) - Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits. (Available on GTD-5 central office switching equipment only).

Station Restriction - Prevents a station user from making or receiving calls outside the business group. Calls cannot be routed beyond this restriction by an attendant or through any indirect means such as Call Transfer, Call Forwarding or Call Pick-Up.

Last Number Redial - Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number. (Not available on 5ESS central office switching equipment.)

Three Way Calling - Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll Restriction - Prevents customer designated stations from placing chargeable toll calls.

ISDN PRI Customized Multi-line Telephone Service Access – Provides the interface between the ISDN PRI (T) Tie Channel Services and the Customized Multi-line Telephone Service. ISDN PRI Access and Tie Channel (T) Service are required for this application. PRI's that only require Tie Channel Intercom functionality do not require the VOIP Customized Multi-line Telephone Service NRC. (T)

ISDN PRI Voice over IP (VOIP) Customized Multi-line Telephone Service Access is augmented with (T) Customized Multi-line Telephone Service features to integrate Customized Multi-line Telephone Service with (T) Voice over the Internet Protocol applications. ISDN PRI Access and Tie Channel Service are required for this application.

UNREGULATED SERVICES

SERVICES

R. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)

4. RATES

4.1. Service Line

Rates are determined by the total customer group size. The following rates apply during the term commitment period.

APPLY LOCAL LOOP LINE RATES FOR CUSTOMIZED MULTI-LINE TELEPHONE SERVICE AS INDICATED IN TARIFF M.P.S.C. NO. 2R, SHEET 14 IN ADDITION TO THE RATES SPECIFIED HEREIN. (T)

4.2. Feature Packages

1000 Package, Per Month, Per Line \$4.00

4.3. Data Base Changes

Nonrecurring
Charge*

Major Software Additions, per customer group \$100.00
Add Customized Dialing Plan
Add Customer Requested Data Base Profile

Routine Software Change** 50.00
Change Trunk Group
Change Customer Recording
Change ARS Translations
Change Translations Tables
Change Digital Customer group Configuration

* Data Base Additions or Changes not listed in this tariff will be charged a rate of \$50.00 per hour, or fraction thereof.

** Applies to changes to existing services.

UNREGULATED SERVICES

SERVICES

R. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (Continued) (T)

4. RATES

4.3. Data Base Changes (Continued)

	<u>Nonrecurring Charge*</u>	
Minor Software Change**	\$ 25.00	
Change Subgroup		
Hunt Groups		
ACD Hunt Group (1)		
Simulated Facility Group		
Queuing Groups (2)		
Night Answer (UNA/PNA) (3)		
Paging/Public Address/Code Calling (4)		
Conference Calling-6, 8, 12, 16, 18, 24 Ports		
Remote Access Directory Number (5)		
Authorization Code Validation (6)		
Music on Hold Access		
Dictation Link Access		
Standard Recording		
Extended Pick Up Code		
Executive Busy Override		
Add Line Features (7)		
ISDN PRI Customized Multi-line Telephone Service		(T)
Access per PRI (8)	200.00	
ISDN PRI Voice over Internet Protocol (VOIP)		
Customized Multi-line Telephone Service (8)		(T)
Per block of 20 DID or individual telephone numbers	235.00	
Each additional number added	2.50	

* Data Base Additions or Changes not listed in this tariff will be charged a rate of \$50.00 per hour, or fraction thereof.

** Applies to changes to existing services.

- (1) Additional minor change charge for recording, queuing, station changes.
- (2) Additional minor change charge for each trunk group.
- (3) Additional minor change charge for each PNA number, zone, area.
- (4) Additional minor change charge for each area.
- (5) Additional minor change charge for each authorization code.
- (6) Additional minor change charge for every two (2) codes.
- (7) Additional minor change charge to add toll control.
- (8) ISDN PRI Access and Tie Channel Service or Tie Channel to an Intermediary Customer Service is provided per MI. M.P.S.C. Section 2U, Section 6. For ISDN PRI VOIP the initial installation must use the NRC for a block of 100 DIDs, after initial installation then the NRC for the block of 100 DIDs or each additional number NRC may be used.

Issued: March 28, 2011

Effective: March 30, 2011

By Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

S. FRONTIER LOCAL CALLING PLAN/ FRONTIER LOCAL CALLING PLAN PLUS*

(C)

1. GENERAL

Frontier Local Calling Plan and Frontier Local Calling Plan Plus offer a combination of Custom Calling and CLASS features available to Residential Customers and includes unlimited calling via Basic Residential Exchange Service (found in M.P.S.C. No. 1R.)

Frontier Local Calling Plan and Frontier Local Calling Plan Plus are not offered in conjunction with:

- any other packaged or bundled offering on the same line
- measured line service
- employee concession service
- ISDN
- LCP (Local Calling Plan)

The predefined list of features as noted as available for the packages cannot be changed.

2. FEATURES

Customers who subscribe to Frontier Local Calling Plan may choose up to three of the following features:

Call Waiting / Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Automatic Busy Redial	Do Not Disturb
*69	Select Call Forwarding
Speed Dialing 8	Caller ID
Speed Dialing 30	Priority Call

The Frontier Local Calling Plan also includes unlimited directory assistance (DA) calls at no additional charge.

Customers who subscribe to Frontier Local Calling Plan Plus may choose four or more of the following features:

Call Waiting / Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Automatic Busy Redial	Do Not Disturb
*69	Select Call Forwarding
Speed Dialing 8	Caller ID
Speed Dialing 30	Priority Call

The Frontier Local Calling Plan Plus also includes unlimited DA calls at no additional charge.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

(N)

UNREGULATED SERVICES

SERVICES

S. FRONTIER LOCAL CALLING PLAN/FRONTIER LOCAL CALLING PLAN PLUS* (Continued)

3. RATES AND CHARGES

	<u>Monthly Rate</u> <u>Residential</u>	
Frontier Local Calling Plan	\$42.24	(l)
Frontier Local Calling Plan Plus	45.24	(l)

Service Ordering and Line Connection Charges, located in Tariff M.P.S.C. No. 1R, are not applicable to customers ordering Frontier Local Calling Plan or Frontier Local Calling Plan Plus. Features within Frontier Local Calling Plan and Frontier Local Calling Plan Plus cannot be substituted for other features.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

Issued: May 31, 2023

Effective: June 1, 2023

By: Leslie Zink, Compliance Manager
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UNREGULATED SERVICES

SERVICES

SA. FRONTIER REGIONAL CALLING PLAN **

1. GENERAL

This offering is a combination of services available as a package to residential customers only.

2. FEATURES

This offering includes the following services:

Flat-rated network access line with touch-tone calling

Direct dialed intraLATA regional toll:

Unlimited minutes of anytime usage per month

Waiver of Service Charges for following:

Establishment of Service, Per Order	-	New Account
Establishment of Service, Per Order	-	Existing Account
Line Connection, Per Line		

Choice of any of the listed Custom Calling Services:

Call Waiting/ Cancel Call Waiting

Caller ID

Speed Dialing 8

Speed Dialing 30

Three Way Calling

3. CONDITIONS

Frontier Regional Calling Plan is only available on flat-rated one-party single-line residential service.

Frontier Regional Calling Plan is not available:

- any other packaged or bundled offering on the same line
- employee concession service
- ISDN Service
- Foreign Exchange Service

4. RATES

Monthly Rate

\$55.24

(l)

** This service is currently grandfathered and is only available to existing customers at their existing locations.

UNREGULATED SERVICES

SERVICES

SB. REGIONAL CALLING EXTRA**

1. GENERAL

This offering is a combination of services available as a package to residential customers only. Services include those included in Regional Calling Extra plus additional services.

2. FEATURES

This offering includes the following services:

Flat-rated network access line with touch-tone calling

Unlimited Local Directory Assistance

Direct dialed intraLATA regional toll:

Unlimited minutes of anytime usage per month

Waiver of Service Charges for the following:

Establishment of Service, Per Order	-	New Account
Establishment of Service, Per Order	-	Existing Account
Line Connection, Per Line		

Choice of any of the listed Custom Calling Services

Anonymous Call Block	Three Way Calling
Automatic Busy Redial	Distinctive Ring
*69	Do Not Disturb
Call Block	Priority Call
Call Forwarding	Select Call Forwarding
Caller ID	Speed Dialing 8
Call Waiting/ Cancel Call Waiting	Speed Dialing 30

3. CONDITIONS

Regional Calling Extra is only available on flat-rated one-party single-line residential service.

Regional Calling Extra is not available:

- any other packaged or bundled offering on the same line
- employee concession service
- ISDN Service
- Foreign Exchange Service

4. RATES

Monthly Rate

\$60.24

(l)

** This service is currently grandfathered and is only available to existing customers at their existing locations.

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By: Leslie Zink, Compliance Manager
21 West Avenue, Spencerport, NY 1459 Leslie.Zink@ftr.com

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UNREGULATED SERVICES

SERVICES

SC. REGIONAL CALLING VALUE*

1. GENERAL

This offering is a combination of services available as a package to residential customers only.

2. FEATURES

This offering includes the following services:

Flat-rated network access line with touch-tone calling

Direct dialed intraLATA regional toll:

Unlimited minutes of anytime usage per month

Waiver of Service Charges for the following:

Establishment of Service, Per Order	-	New Account
Establishment of Service, Per Order	-	Existing Account
Line Connection, Per Line		

3. CONDITIONS

Regional Calling Value is only available on flat-rated one-party single-line residential service

Regional Calling Value is not available with:

- any other packaged or bundled offering on the same line
- Employee concession service
- ISDN Service
- Foreign Exchange Service

4. RATES

Monthly Rate¹

\$37.29

(l)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

UNREGULATED SERVICES

SERVICES

SD. REGIONAL ESSENTIALS*

1. GENERAL

This offering is a combination of services available as a package to residential customers only.

2. FEATURES

This offering includes the following services:

Flat-rated network access line with touch-tone calling

Direct dialed intraLATA regional toll:

Unlimited minutes of anytime usage per month

Waiver of Service Charges for the following:

Establishment of Service, Per Order	-	New Account
Establishment of Service, Per Order	-	Existing Account
Line Connection, Per Line		

Choice of any of the listed Custom Calling Services

Call Waiting / Cancel Call Waiting

Caller ID

Feature Package that includes Call Forwarding and Three-Way Calling when the customer also subscribes to a qualifying unlimited long distance calling plan.

3. CONDITIONS

Regional Essentials is only available on flat-rated one-party single-line residential service

Regional Essentials is not available with:

- any other packaged or bundled offering on the same line
- Employee concession service
- ISDN Service
- Foreign Exchange Service

4. RATES

Monthly Rate

\$42.29

(l)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

UNREGULATED SERVICES

SERVICES

SE. Reserved for future use

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UNREGULATED SERVICES

SERVICES

SF. REGIONAL CALLING VALUE PRICE GUARANTEE*

Qualified residential customers who (i) establish new dial tone service and agree to subscribe to Regional Calling Value bundled with an unlimited long distance calling plan, or existing customers who contact Frontier to disconnect their telephone service and agree to retain their service based on this offer and (ii) reside in a area not eligible for Frontier Online Broadband will be eligible to receive Regional Calling Value for a monthly rate of \$22.04.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Long Distance Posted Rates, Terms and Conditions.

The monthly rate is guaranteed for as long as the customer remains at the same service address.

Discontinuance of any one of the services listed above will result in immediate termination of this offer.

This offer is not eligible for Vacation Service.

Each product must be billed by Frontier Midstates.

This promotional offer may not be combined with any other promotional offers except as authorized by Frontier, and is limited to one offer per customer.

SG. FRONTIER COMMERCIAL VOICE UNLIMITED

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 9/20/17 and 12/31/17 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

SH. DIGITAL PHONE

Beginning July 30, 2018 through October 19, 2018, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up and a monthly rate of \$19.99 for two years.

SI. DIGITAL PHONE UNLIMITED

Beginning May 19, 2019 through November 19, 2019, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

(N)
|
(N)

* This service is currently grandfathered and is only available to existing customers at their existing locations.

UNREGULATED SERVICES

SERVICES

SJ. REGIONAL ESSENTIALS FEATURE PACK*

(C)

A Regional Essentials customer is eligible to receive a Feature Package at no additional charge when the customer also subscribes to a qualifying unlimited long distance calling plan. The feature package includes the following features:

Call Forwarding and Three-Way Calling

The Feature Package will automatically be provided to customers newly subscribing to Regional Essentials. The Feature Package will be provided to existing Regional Essentials customers upon customer request.

If the customer removes Regional Essentials or the qualifying unlimited long distance calling plan associated with Regional Essentials, the customer will lose the Feature Package. If the customer requests the removal of any of the individual features included in the feature package, the entire feature package will be removed.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Frontier Midstates Inc.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

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Issued: June 10, 2020

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952-435-1373

UNREGULATED SERVICES

SERVICES

RESERVED FOR FUTURE USE

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(D)

Issued on the authority of Public Act 179 of 1991, as amended

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By Jack Phillips, Director – Government and External Affairs
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UNREGULATED SERVICES

SERVICES

SK. UNLIMITED TOLL USAGE FOR BUSINESS*

(C)

1. GENERAL

The Unlimited Toll Usage for Business package is an optional, month-to-month calling plan available to business customers with Basic Exchange Access Line Business Service (B1), Customized Multi-line Telephone Service or Flexible Telephone System Service. The plan provides unlimited local and intraMSA toll voice usage for a flat monthly rate within the customer's home exchange, Extended Area Service exchanges, and intraMSA exchanges, where facilities permit.

2. CONDITIONS

2.1 Monthly rates for Unlimited Toll Usage for Business apply per line in addition to B1, Customized Multi-line Telephone Service or Flexible Telephone System monthly line rates.

2.2 Unlimited Toll Usage for Business is only available to business customers who subscribe to Frontier Midstates Inc. as their carrier for all local and intraMSA toll calls.

2.3 Unlimited Toll Usage for Business is available to business customers who subscribe to 25 or fewer Frontier Midstates Inc. lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited Toll Usage for Business for a maximum of ten (10) lines per customer location.

2.4 Unlimited Toll Usage for Business package is not available with the following services:

- ISDN Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground start lines or trunks

2.5 Unlimited Toll Usage for Business is not available in combination with other optional calling plans or virtual private network services.

2.6 Unlimited Toll Usage for Business does not apply to the following calls or services:

- Operator Handled Calls
- Calling Card Calls
- Per Activation Calls (Busy Redial, *69, Three-Way Calling, Call Trace)
- Directory Assistance Service (Local and National)
- Directory Assistance Call Completion Service
- Verification/Interrupt Services
- 555, 700, 900, 976 Services
- Mass announcement services
- Time, lottery or weather calls

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021.

(N)

UNREGULATED SERVICES

SERVICES

SK. UNLIMITED TOLL USAGE FOR BUSINESS* (Continued)

(C)

2. CONDITIONS (Continued)

2.7 This service may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing. Frontier Midstates Inc. reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service. Details on calls made will not be available for this service.

2.8 Unlimited Toll Usage for Business is available on a Month-to-Month basis or on a One-Year Term commitment. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive One-Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Frontier has provided 30 days notice of any change.

2.9 In the event the customer terminates service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges for the service previously on and no termination liability will be applied. If the customer terminates service after 60 calendar days and prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term per line.

An early termination charge will not apply under the following circumstances.

- a. Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- b. Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- c. Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021.

(N)

UNREGULATED SERVICES

SERVICES

SK. UNLIMITED TOLL USAGE FOR BUSINESS* (Continued)

(C)

3. FEATURE PACKAGES

- 3.1 Feature Package One is available for the customer with Unlimited Toll Usage for Business on a B1 line. Feature Package One includes Call Forwarding, Call Waiting/Cancel Call Waiting and/or Three-Way Calling. The customer may choose any single feature, a combination of any two features, or all three features for the same rate.
- 3.2 Feature Package Two is available for the customer with Unlimited Toll Usage on a B1 line, Flexible Telephone System or Customized Multi-line Telephone Service line. Feature Package Two includes Caller ID and/or Voice Mail. The customer may choose either or both features. If the customer selects Caller ID and also subscribes to Call Waiting, the customer may choose to have Call Waiting ID at the same rate.
- 3.3 Feature Package Three is available for the customer with Unlimited Toll Usage on a B1 line, Flexible Telephone System line or Customized Multi-line Telephone Service. Feature Package Three includes Caller ID and/or Voice Mail. The customer may choose either or both features. If the customer selects Caller ID and also subscribes to Call Waiting, Call Waiting ID will be offered for the same rate.

4. RATES

	<u>Monthly Rate</u>
4.1 Unlimited Toll Usage for Business ^{1,2}	
a. Month-to-Month	\$ 10.00
b. One-Year Term	6.00
4.2 Unlimited Toll Usage for Business Feature Packages ^{3,4}	
a. Feature Package One	9.00
b. Feature Package Two	15.00
c. Feature Package Three	18.00

¹ Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business do not include a B1, Customized Multi-line Telephone Service, or Flexible Telephone System line. Monthly rates for Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business apply in addition to the monthly line rates associated with these services.

² Nonrecurring charges, as set forth in tariff MPSC 1R, are not applicable for customers ordering Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business on an existing B1, Customized Multi-line Telephone Service or Flexible Telephone System line.

³ Monthly rates for Feature Packages apply in addition to the monthly rate for Month-to-Month or One-Year Term Unlimited Local and Toll Usage for Business.

⁴ Nonrecurring charges as set forth in tariff MPSC 1R are not applicable when ordering Feature Packages on existing B1, Customized Multi-line Telephone Service or Flexible Telephone System lines with Unlimited Local and Toll Usage for Business. Minor Software Change Charge as set forth in Section 6 of this tariff does not apply when added to a Customized Multi-line Telephone Service line.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021.

(N)

UNREGULATED SERVICES

SERVICES

SL. SINGLE LINE BUSINESS PACK* (C)

Frontier Midstates Inc. concurs in the regulations and rates for Single Line Business Pack as filed by Frontier North Inc. in its M.P.S.C. No. 2U Price List, Section S6, and to amendments authorized by the Michigan Public Service Commission or applicable law.

SM. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CENTRAPAK PACKAGES* (C)

1. GENERAL

Unlimited DTL and Unlimited CentraPAK Packages are optional business flat-rated usage packages with a network access line, calling features and voice mail services offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

1.1 The following two (2) options are available:

a. Unlimited DTL Basic Package includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited intraLATA toll calling
- Choice of one to five (1 - 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding,
Caller ID and voice mail service.

(1) Unlimited DTL Expansion Lines

At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, with unlimited intraLATA toll usage calling and a choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding,
Caller ID and voice mail service.

(b) Expansion Lines without unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, and choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding,
Caller ID and voice mail service.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)

UNREGULATED SERVICES

SERVICES

SM. UNLIMITED DIAL TONE LINE (DTL) AND CENTRAPAK PACKAGES* (Continued)

(C)

1. GENERAL (Continued)

1.1 The following two (2) options are available: (Continued)

b. Unlimited CentraPAK Basic Package includes the following:

- One (1) CentraPAK Line
- Unlimited intraLATA toll calling
- Choice of one or both of the following calling features:

Caller ID and voice mail service

(1) Unlimited CentraPAK Expansion Lines

At least one (1) CentraPAK Expansion Line is required with each Unlimited CentraPAK Basic Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

CentraPAK Expansion Lines are available for a monthly rate, per line, with unlimited intraLATA toll usage calling and a choice of one or both the following calling features:

Caller ID and voice mail service.

(b) Expansion Lines without unlimited calling

CentraPAK Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features:

Caller ID and voice mail service.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021.

(N)

UNREGULATED SERVICES

SERVICES

SM. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CENTRAPAK PACKAGES* (Continued)

(C)

2. REGULATIONS

- 2.1 Unlimited DTL and CentraPAK Basic Packages are available only where facilities and conditions permit.
- 2.2 Unlimited DTL and CentraPak Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.
- 2.3 Unlimited DTL and CentraPAK Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Long Distance and High Speed Internet. Each Expansion Line must also subscribe to a business long distance calling plan through Frontier Long Distance.
- 2.4 Unlimited DTL and CentraPAK Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated per customer location.
- 2.5 Customers must purchase at least one (1) Expansion Line with each Unlimited DTL Basic Package or Unlimited CentraPAK Basic Package. A customer may have up to nine (9) additional Expansion Lines with Unlimited Calling per customer location or up to 24 Expansion Lines without Unlimited Calling per customer location.
- 2.6 Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location, either with this plan or any other unlimited toll product offered by Frontier.
- 2.7 Unlimited DTL and CentraPAK Basic Packages are not available with the following services:
 - ISDN Service
 - Remote Call Forwarding Service
 - PBX Trunks
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
 - Corporate Rewards - Maximum Value Plan (MVP)
 - Customer Specific Pricing (CSP)
 - Maximum Value Plan (MVP)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021.

(N)

UNREGULATED SERVICES

SERVICES

SM. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CENTRAPAK PACKAGES* (Continued)

(C)

2. REGULATIONS (Continued)

2.8 Unlimited DTL and CentraPAK Basic Packages are not available in combination with other optional calling plans or virtual private network services.

2.9 Unlimited DTL and CentraPAK Basic Packages do not apply to the following calls or services:

- Collect Calls - Easy Number Service
- Calling Card - Emergency Interrupt
- Time, Lottery and Weather - Repeat Calls, Return Calls (per activation)
- 555,700, 900, 976 Service - Person-to-Person
- Third Number Billed - Busy Line Verification
- Mass Announcement Services - All other Operator Handled Calls
- Directory Assistance - Three-Way Calling (per activation)
- Connect Request Calls/Directory Assistance Call Completion
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- Busy Line Verification
- All other operator Handled Calls
- Three-Way calling (per activation)

2.10 Unlimited DTL and CentraPAK Basic Packages may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

2.11 Details on calls made will not be available for this service.

2.12 Service Connection Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or CentraPAK Basic Packages. Service Connection Charges will also be waived for customers subscribing to a three year term agreement.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021.

(N)

UNREGULATED SERVICES

SERVICES

SM. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CENTRAPAK PACKAGES* (Continued)

(C)

3. TERMINATION LIABILITY

Unlimited DTL and Unlimited CentraPAK Basic Packages are offered on a one-year or a three-year term agreement.

Early termination of a Unlimited DTL Basic Package or Unlimited CentraPAK Package term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement

\$75

3-year term agreement

\$225 for default within the 1st year of the term
\$150 for default within the 2nd year of the term
\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the core, Basic Package, and one Expansion Line) remain on the account. If the one Expansion Line is removed, the remaining elements will revert to tariff rates. If the Basic Package core line is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021.

(N)

UNREGULATED SERVICES

SERVICES

SM. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED CENTRAPAK PACKAGES* (Continued) (C)

4. RATES AND CHARGES

	<u>Monthly Rate</u>
a. <u>Unlimited DTL Basic Packages</u> ¹	1-Year Term: \$ 48.00
	3-Year Term 38.00
Expansion Line with Unlimited Calling, per line ²	35.00
Expansion Line without Unlimited Calling, per line ^{2,3}	30.00
b. <u>Unlimited CentraPAK Basic Packages</u> ¹	1-Year Term: 48.00
	3-Year Term 38.00
Expansion Line with Unlimited Calling, per line ²	35.00
Expansion Line without Unlimited Calling, per line ^{2,3}	30.00

¹ At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited CentraPAK Basic Package ordered.

² Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

³ Monthly Usage Rates apply in addition to the month rate.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of 12/09/2021. (N)

UNREGULATED SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (T)

1. GENERAL

Custom Line Telephone Service is a non-engineered Customized Multi-line Telephone Service based service, with a pre-positioned switch which does not require operations to provision at the time of the customer order and does not require the customer to use the "dial 9" access code to place calls. (T)

Custom Line Telephone Service is classified as a business service, and is offered as a complete service package only. The exchange access, intercommunication and features are not offered separately. (T)

Custom Line Telephone Service is customized for businesses with a minimum of 2 lines and a maximum of 30 lines except in the DMS 10 Central Office where there is a six-line limit. Custom Line Telephone Service provides an enhanced dial tone from the Central office to the customer's premises along with a menu of basic services. (T)

Custom Line Telephone Service is furnished from compatible digital-type switching equipment located on the Company premises and includes the facilities necessary for intercommunication between Customized Multi-line Telephone Service lines within the customer's system. Customized Multi-line Telephone Service includes Local Exchange Service (no dial "9" required), direct inward-dialing to Customized Multi-line Telephone Service lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Company, touch-tone Calling Service and intercept to the main listed number. Network Access Register (NARs) is not required for local access. (T)

No other Customized Multi-line Telephone Service Classes of Service and features can be mixed with Custom Line Telephone Service. The customer has the flexibility of adding any combination of standard individual lines and hunt groups that meets the communications needs of the business as well as choosing services from within the offered Custom Line Telephone Service package for each line or hunt group (T)

If the Custom Line Telephone Service system falls below two lines, it will no longer be considered a Custom Line Telephone Service system. The remaining line will be converted to an individual business line with no features. All existing tariff rules, regulations, rates and charges associated with the conversion will apply. (T)

2. SERVICE OPTIONS

- 2.1. Basic Standard Services – Services included with a Custom Line Telephone Service line:¹ (T)
- Assume Dial "9"
 - Call Transfer – (All Calls)
 - Call Hold
 - Consultation Hold
 - Direct Inward Dial (DID)
 - Direct Outward Dial (DOD)
 - Distinctive Ringing (Inside/Outside Ringing)
 - Intercom Dialing
 - Three-Way Calling

¹ The Custom Line Telephone Service line includes a Central Office Located Trunk with Touch-Tone and Direct Inward/Outward Dialing capability. An additional Central Office located trunk is not required. (T)

² This feature is specific to Custom Line Telephone Service. See Feature Descriptions for detail. (T)

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

2. SERVICE OPTIONS (Continued)

2.2. Selectable Standard Services¹ – Services listed in this section are available for each Custom Line Telephone Service line at no additional charge. A customer may customize service by selecting as many of the following services as desired for each individual Custom Line Telephone Service line: (T)
(T)
(T)

Automatic Callback (within system only)

Call Forwarding - Busy

Call Forwarding - No Answer

Call Forwarding (All Calls)

Call Restrictions:²

Call Restriction One

Call Restriction Two

Call Restriction Three

Call Restriction Four

Call Restriction Five

Call Restriction Six

Call Restriction Seven

Call Waiting/Cancel Call Waiting

Call Pick-up Directed

Call Pick-up Group

Dial Call Waiting-Originating

Hunting-Series

Hunting-Multiline

Speed Dialing (6 or 8)

Options not available in all areas.

¹ Offered where facilities exist.

² No call restrictions are required with Custom Line Telephone Service. Call Restrictions One through Seven are specific to Custom Line Telephone Service. (T)
(T)

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

2. SERVICE OPTIONS (Continued)

2.3. Optional Services¹ are also available for each Custom Line Telephone Service line at an additional monthly recurring charge per feature: (T)

Busy Redial (*66)
*69
Call Block (*60)
Call Park
Call Park Directed
Caller ID-Number Only
Caller ID
Call Trace²
Executive Busy Override
Last Number Redial³
Select Call Forwarding
Priority Call

3. CONDIITONS

3.1. Term Options

Custom Line Telephone Service customers may select either a month-to-month or a two-year term. The term agreement becomes effective upon the installation date of the service. (T)

Custom Line Telephone Service payment options may be selected by billing account number within a customer's system. (T)

3.2. Adding Lines Under Term Option

Additional Custom Line Telephone Service lines may be added to an existing system, up to a maximum of 30, during the term period. For customers subscribing to the two-year term plan, the term obligation with respect to any additional lines will be coterminous with such two-year term. (T)

3.3 Term Option Nonrecurring Charge Waiver

The Establishment of Service - New Account, Per Order charge, the Establishment of Service - Existing Account, Per Order charge, and the Line Connection Charge, Per Line, will not apply to the initial installation of Custom Line Telephone Service when installed under a term commitment. Additional Service Order Charges (Tariff 1R) and the Minor Software Change Charge (Sheet No. 76 of this tariff) are applicable. (T)

¹ Offered where facilities exist.

² See Calling Services in this tariff for description and rate.

³ This feature is specific to Custom Line Telephone Service. (T)

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

2. SERVICE OPTIONS (Continued)

2.4. Termination Liability

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

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

- b. Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, the customer may terminate the service without incurring an early termination charge.

c. Renewal Options

Prior to the end of the term commitment period, the customer may:

- 1) Renew their term commitment,
- 2) Commit to a new term period,
- 3) Change service, or
- 4) May arrange for termination of the service at the end of term.

In the event the customer does not select one of the above renewal options, the customer will be converted to the shortest-term period available under tariff (i.e., month-to-month, one year, etc.) for the same service. If the customer is converted in this way, an early termination charge will not apply should the customer subsequently discontinue service.

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

2. SERVICE OPTIONS (Continued)

2.4. Termination Liability (Continued)

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

Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term.

Customer moves existing service to a new location where the service is unavailable.

Customer renegotiates a new term commitment plan for the same service before the initial term commitment expires and the value of the new term commitment is equal to or greater than the value of the initial term commitment.

Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:

- 1) The value of the new term commitment is of equal or greater monetary value than the initial term commitment.
- 2) The Company provides the new service via tariff or on an individual case basis (ICB).
- 3) The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

UNREGULATED SERVICES

SERVICES

- T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)
3. CONDITIONS (Continued)
- 3.5. Transfer of Term Option (T)
With the written permission of the Company, the obligation to pay the Custom Line Telephone Service charges for the remainder of the term period may be assigned to another customer, provided there is no change of location, and the new customer assumes all outstanding charges. Refer to the Termination Liability in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS, TERMINATION LIABILITY.
- 3.6. Custom Line Telephone Service System (T)
Custom Line Telephone Service lines sharing a common intercom arrangement and a primary Directory listing will be considered a Custom Line Telephone Service System. A system must have a minimum of two lines and may not exceed a maximum of thirty Custom Line Telephone Service lines. Custom Line Telephone Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and services are not offered separately. (T)
- 3.7. Subscriber Line Charge (T)
An applicable interstate Subscriber Line Charge will be applied to all Custom Line Telephone Service lines. Refer to the Subscriber Line Charge tariff in FCC Tariff No. 5 or FCC Tariff No. 6.
- 3.8. Incoming Toll Free Service Access Arrangement (T)
Incoming calls on Toll Free Service access lines can be terminated on a Custom Line Telephone Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Custom Line Telephone Service System. (T)
- 3.9. Off-Premises Lines (T)
Custom Line Telephone Service lines can be provided at a separate customer premise. No mileage charges apply to lines of the same Custom Line Telephone Service system that are located at different premises but situated within the same wire center serving area. (T)
- 3.10. Optional Custom Line Telephone Service Services (T)
Optional services may be available where Telephone Company facilities permit at the rates specified in Section D. following. These services descriptions and regulations are specified in Section C of this tariff. Only the Custom Line Telephone Service specified in this section will be available under Custom Line Telephone Service. Other Customized Multi-line Telephone Service are not available under the Custom Line Telephone Service. Other Custom Calling and CLASS services that are not specified in this tariff are not offered. (T)
- 3.11. Feature Restriction (T)
Call Transfer, Three-Way Calling, Call Forwarding Busy, Call Forwarding - No Answer and Call Forwarding may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer. (T)

Issued: March 28, 2011

Effective: March 30, 2011

By Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

3. CONDITIONS (Continued)

3.12. Customer Satisfaction Guarantee

When a customer subscribes to the month-to-month option or the 24-month term option of Custom Line Telephone Service, he must request that the Company disconnect the service within 30 calendar days of installation to be entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service. In addition, customers who are not satisfied with their Custom Line Telephone Service may have their previous Frontier service reinstalled, at no cost, in accordance with the following terms and conditions: (T)

Customers who had no previous service and subsequently elect to have their Custom Line Telephone Service disconnected will be converted by the Company to Frontier Business Lines or Trunks at no additional non-recurring charge to them. However, the lines cannot exceed the total number of lines in the Custom Line Telephone Service system that the customer is disconnecting, without incurring non-recurring charges. Customers will not be permitted to convert back to a service, which has been grandfathered. (T)

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. (T)

Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and not the individual Services offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) 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.

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

4. FEATURE DESCRIPTIONS

4.1. CUSTOM LINE TELEPHONE SERVICE BASIC STANDARD SERVICES (T)

The services listed here are automatically included on every Custom Line Telephone Service line, and are the backbone of Custom Line Telephone Service offering: (T)
(T)

Assume Dial "9" - Allows the customer to place calls outside the group without having to dial the access code "9".

Touch Tone - Provides push button tone signaling for dialing calls, and accessing services. Rotary dial telephones are not compatible with Custom Line Telephone Service. (T)

Direct Inward Dial (DID) - The ability of each member of the Custom Line Telephone Service group to receive calls from outside the group directly to their station. (T)

Direct Outward Dial (DOD) - The ability of each member of Custom Line Telephone Service group to place calls to locations outside the group without first having to dial a "9" access code or use an attendant. (T)

Distinctive Ringing (Inside/Outside Ringing) - This feature allows the user to distinguish between calls originating from within the Custom Line Telephone Service group and Calls originated from outside the Custom Line Telephone Service group. Calls originating from inside the group will receive one ring, and calls originated from outside the group will receive a double ring. (T)
(T)

Call Transfer – (All Calls) - The ability for a Custom Line Telephone Service line to transfer an established incoming call to another line. The "transfer to line" location may be inside the group or outside the group. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer. (T)
(T)

Call Hold - The ability to place an established call on hold for an extended period of time by dialing the feature code *01. This frees the line to place or receive another call. Only one call can be put on hold at a time per line.

Consultation Hold - A temporary or soft hold activated by a hook-switch flash or link button that will place a call in progress on hold and activate dial tone. The dial tone enables the user to make another call for private consultation or to activate a three-way call.

Three Way Calling - Provides the user with the ability to add a third party, from within the group or outside the group, to any established call for a three-way conference arrangement. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer. (T)

Intercom Dialing - Provides the customer with the ability to communicate between lines within your own Custom Line Telephone Service group by dialing a two digit code instead of having to dial the full 7 or 10 digit telephone number. (T)

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

4. FEATURE DESCRIPTIONS (Continued)

4.2. CUSTOM LINE TELEPHONE SERVICE SELECTABLE SERVICES (T)

The following services may be selected at no charge to the customer, and may be placed on any Line or Hunt Group of the customers chooses.

Automatic Call Back (within system only) - When a Custom Line Telephone Service user reaches a busy line within the Custom Line Telephone Service group, a code (*52) may be dialed which allows the call to be connected when both lines are idle. This feature is for use inside the Custom Line Telephone Service group only, and only one request at a time from a line is permitted. The request will remain active for a period of time not to exceed 30 minutes unless it is deactivated, by dialing a code (#52), earlier by the originator. (T)

Call Forwarding – Busy - A fixed feature, provisioned by the company using data provided by the customer, to automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is busy. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges billed to the Custom Line Telephone Service customer. (T)

Call Forwarding - No Answer - A fixed feature, provisioned by the company using data provided by the customer to automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is not answered in a predetermined number of rings/seconds. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges billed to the Custom Line Telephone Service customer. (T)

Call Forwarding (All Calls) - Allows the customer to have all incoming calls routed to another number (either inside or outside the group). The user chooses and provisions the forward to number, and may change the forward to number as often as they wish. The user also has the ability to turn the feature off and on. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges billed to the Custom Line Telephone Service customer. (T)

Call Waiting/ Cancel Call Waiting - When a busy Custom Line Telephone Service line receives an incoming call, a tone is heard announcing that an incoming call is being received. The user then has the option of either placing their present call on hold and answering the incoming call or to disregard the call. The calling party will receive ringing tone instead of a busy tone. The user may terminate the Call Waiting feature at any time by dialing the Cancel Call Waiting Code (*70). Canceling the Call Waiting Feature is good for only one call, and must be repeated for each call the user does not wish to be interrupted by the call waiting tone. (T)

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

4. FEATURE DESCRIPTIONS (Continued)

4.2. CUSTOM LINE TELEPHONE SERVICE SELECTABLE SERVICES (Continued) (T)

Dial Call Waiting-Originating - When a user calls another member of the Custom Line Telephone Service group, and reaches a busy signal, the user can dial a code (*54) to send a call waiting tone to the called line. The called line, upon hearing the tones, can terminate the call in progress, place the call in progress on hold, or disregard the call waiting tone. This feature can be activated or deactivated by the user. (T)

Call Pick-Up Directed - This feature enables a user to answer (pick-up) calls directed to any other line within the Custom Line Telephone Service group by dialing a code (*18) and the number of the ringing line, even if the user and the ringing line are not in the same call pick-up group. If more than one user tries to pick-up the call, only the first user will receive the call, and the others will receive a busy tone to identify the call was answered. (T)

Call Pick-Up Group - This feature allows the user to answer (pick-up) any call directed to any other line within the users Pick-Up Group simply by dialing a Call Pick-Up Code (*17).

Hunting (Series and/or Multi-line only) - Hunting allows the customer to eliminate busy signals and increase the Company's accessibility by expanding call coverage. Hunting begins with a call to a Lead number or Pilot number, and searches for an idle line beginning with the first number of a pre-assigned hunt group and ending with the last number in the group. Hunting for Custom Line Telephone Service Customers will be provided in a Series or Multi-line arrangement only, and must be programmed by Frontier from data provided by the customer. (T)

Note: Circular or any other type hunting sequence is not available to Custom Line Telephone Service customers. (T)

Speed Dialing (6 or 8) - This feature allows the user to make calls to frequently dialed numbers by using an abbreviated code for each number. The short list consists of (8) numbers in all switch types except the 5ESS, which will only provide (6). This is a customer programmable feature, and each user will have their own list.

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

4. FEATURE DESCRIPTIONS (Continued)

4.2. CUSTOM LINE TELEPHONE SERVICE SELECTABLE SERVICES (Continued) (T)

Call Restriction Options (8 options) - The customer has the option of choosing the type call restriction desired for each individual line. The customer request for each line must be identified on the service order so the line can be provisioned with the proper line class code, and call blocking services.

Types of Call Restrictions are:

No Call Restrictions - This option allows the user to make and receive calls without any restrictions of any kind.

Call Restriction One - This option block all outgoing chargeable toll calls including all operator calls. It does allow outgoing local calls (outside the group), 8XX calls, local DA calls, repair calls, and 911 calls only. This option allows all incoming calls with no restrictions.

Call Restriction Two - This option block all outgoing direct dialed chargeable toll calls, but allows outgoing operator handled calls for class call screening (3rd number, collect, or credit card only), local calls (outside the group), 8XX calling, local DA calls, repair calls, and 911 calls. This option allows all incoming calls with no restrictions.

Call Restriction Three - This option block all outgoing chargeable toll calls and all local calls (outside the group), and allows outgoing operator handled calls for class call screening (3rd number, collect, or credit card only), 8XX calling, local DA calls, repair calls, and 911 calls. This option allows all incoming calls with no restrictions.

Call Restriction Four - The user is not permitted to make any outgoing calls to numbers outside the Custom Line Telephone Service group (toll or local, including 911). This option allows all incoming calls with no restrictions. (T)

Call Restriction Five - The user cannot make or receive calls to or from outside the Custom Line Telephone Service group (including 911). Only inside the group (intercom) calling is allowed. (T)

Call Restriction Six – This option block all 900, 700 and 976 type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

Call Restriction Seven – This option block all casual dialing (101XXXX) type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

4. FEATURE DESCRIPTIONS (Continued)

4.3. CUSTOM LINE TELEPHONE SERVICE OPTIONAL SERVICES (T)

These services may be selected by the customer and may be added to any line or hunt group of the customers choosing, however there will be additional charges for these services.

Busy Redial - This feature allows the user that attempts a call to a busy line, within their defined calling area, to dial a code (*66) and be automatically connected to that line when both lines are idle. Once activated, a 30 minutes queuing process begins with a voice prompt advising the user that the network will attempt the call again. The user will be alerted with a special ring when the call is returned.

*69 - *69 allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, information 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. When a telephone number is announced, it may 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 automatically return all calls. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

This feature is offered on a monthly subscription or per activation basis. Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. The customer is billed for any call placed by means of this service.

General Disclaimer/Conditions

Custom Local Area Signaling Service are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

Rates & Charges

Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back.

Call Block - This feature provides the user the ability to block up to twelve external telephone numbers, of their choosing, from terminating a call to the users line. The numbers the user chooses to block must be from the users defined calling area. Calls from outside the users defined calling area and operator calls cannot be blocked. Once activated any calls from these twelve numbers will be routed to an intercept message instead of completing.

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

4. FEATURE DESCRIPTIONS (Continued) (T)

4.3. CUSTOM LINE TELEPHONE SERVICE OPTIONAL SERVICES (Continued)

Call Park - This feature allows the user to "park" a call against their own number, and then retrieve the call from any other station in the group. Only one call can be parked on any one number at a time.

Call Park Directed - This feature is an enhanced call park feature and enables the user to "park" a call on any number within the Custom Line Telephone Service group, except their own number, and then retrieve the call from the number the call was parked on. Only one call can be parked on any one number at a time. (T)

Caller ID-Number Only - This feature allows the user (with compatible CPE) to view (typically by the second ring) the telephone Number, of the incoming call, before answering the call or choosing to ignore the call. Telephone numbers of incoming callers will be forwarded for non-blocked calls subject to technical and other limitations, including the availability of the number for forwarding.

Caller ID - This feature allows the user (with compatible CPE) to view (typically by the second ring) the telephone number and listed name (LN), of the incoming call before answering the call or choosing to ignore it. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Frontier, (iv) for certain telephone numbers for which Frontier does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

Executive Busy Override - This feature allows the user, upon reaching a busy line inside the group, to dial a code (*40) to gain access to the busy line, thus establishing a Three-way call. The called number must be in the Custom Line Telephone Service group, and will receive a warning tone prior to the establishment of the three-way conference call. (T)

Last Number Redial - This feature enables the user to redial the last called number by dialing a code (#77) rather than having to dial the entire number. This feature is not available in the 5ESS.

Select Call Forwarding - This feature allows the user the ability to program up to twelve numbers of their choosing that they want call forwarded. When one of the numbers on the user list calls them, the call will be forwarded to the number the user has programmed to receive the call. Calls from all other numbers will be handled in the normal manner. If call forwarding all calls is activated, it will override this feature.

Priority Call - This feature provides the user the ability to identify up to twelve numbers they want to receive a special notification when a call comes is received from one of the numbers. A special ring (short-long-short) will be used to notify the user of a call from one of the numbers on their special list. This feature will not work on a hunt group Pilot number.

Call Trace - Allows the user to trace the number of the last calls received, and have the number automatically reported to the company.

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued)

5. RATES

5.1. CUSTOM LINE TELEPHONE SERVICE BASIC SERVICE

	<u>Monthly Rate</u>	<u>24-Month Term Rate</u>
Includes the following Basic Standard Features ^{1,2} :	\$29.48 (I)	\$5.36
Assume Dial "9"		
Call Transfer – (All Calls)		
Call Hold		
Consultation Hold		
Distinctive Ringing (Inside/Outside) ³		
Intercom Dialing		
Three-Way Calling		

b. Measured Line Rates			
	<u>Month to Month</u> ⁴	<u>24- Month</u> ^{5,6} <u>Term Rate</u>	<u>36 Month</u> ⁷ <u>Term Rate</u>
	\$19.94	\$19.48	\$17.48

¹ Additional Service Rates for Local Lines and Line Connection Charges are found in M.P.S.C. No. 2R, and M.P.S.C. 1R .
² The Custom Line Telephone Service line includes Touch Tone and Direct Inward/Outward Dialing capability.
³ This feature is specific to Custom Line Telephone Service.
⁴ Effective June 1, 2008.
⁵ Effective June 1, 2007.
⁶ The Custom Line Telephone Service 24-Month Term Option is no longer available to new subscribers as of June 19, 2010. Existing subscribers may move, add, or delete lines to their existing service and may continue their 24-Month term option up to December 18, 2012, or until the expiration of their current contract.
⁷ Effective June 19, 2010.

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

5. RATES (continued)

5.2. CUSTOM LINE TELEPHONE SERVICE SELECTABLE SERVICES¹ (T)

Monthly Rate

Automatic Callback (within system only)	--
Call Forwarding - Busy	--
Call Forwarding - No Answer	--
Call Forwarding (All Calls)	--
Call Restrictions: 2	--
Call Restriction One	--
Call Restriction Two	--
Call Restriction Three	--
Call Restriction Four	--
Call Restriction Five	--
Call Restriction Six	--
Call Restriction Seven	--
Call Waiting/Cancel Call Waiting	--
Call Pick-up Directed	--
Call Pick-up Group	--
Dial Call Waiting-Originating	--
Hunting-Series	--
Hunting-Multi-line	--
Speed Dialing (6 or 8)	--

¹ Offered where facilities are available.

² No call restrictions are required with Custom Line Telephone Service. Call Restrictions One through Seven are specific to Custom Line Telephone Service. (T)
 (T)

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Effective: March 30, 2011

By Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

5. RATES (continued)

5.3. CUSTOM LINE TELEPHONE SERVICE OPTIONAL SERVICES¹ (T)

	<u>Additional MRC Per Month</u>
Busy Redial (*66)	\$ 4.00
*69	4.00
Call Block (*60)	3.00
Call Park	3.00
Call Park Directed	4.00
Caller ID-Number Only	9.00
Caller ID	10.50
Call Trace, per line ²	
Executive Busy Override	4.00
Last Number Redial ³	4.00
Select Call Forwarding	4.00
Priority Call	3.00

¹ Offered where facilities are available.

² See Calling Services section in this tariff for description and rate.

³ This feature is specific to Custom Line Telephone Service.

(T)

UNREGULATED SERVICES

SERVICES

T. CUSTOM LINE TELEPHONE SERVICE (Continued) (T)

5. RATES (continued)

5.4. Foreign Exchange Telephone Service

When the Custom Line Telephone Service station line is located in a different central office area of the serving exchange, the Foreign Exchange Telephone Service Charge applies as specified in Tariff M.P.S.C. No.1R. (T)

5.5. Service Charges

Some Service Order charges will apply for Custom Line Telephone Service, as specified in Tariff M.P.S.C. No. 1R. (T)

If a customer elects to change from a business line or another Customized Multi-line Telephone Service to the Custom Line Telephone Service or from Custom Line Telephone Service to another Customized Multi-line Telephone Service, a Service Ordering Charge applies, rather than a Line Connection charge. (T)
(T)
(T)

No service charges will apply for Custom Line Telephone Service Custom Calling and CLASS Services, if installed initially with the Custom Line Telephone Service system. When services are added or rearranged on an existing line subsequent to the installation of the Custom Line Telephone Service System, the appropriate service charges, as specified in the General Exchange tariff will apply. (T)
(T)
(T)

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By Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

- U. DS1 CYBER SERVICE (T)
1. GENERAL
- 1.1. DS1 Cyber Service provides network dial tone service between a customer's premises and the local serving office on a channelized basis (DS0) over a single high-capacity (DS1) digital facility that terminates on the trunk side of the switch in the local serving office. DS1 Cyber Service is available for data dialed access use. (T)
- 1.2. DS1 Cyber Service is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal. (T)
- 1.3. DS1 Cyber Service provides a trunkside DS1 connection with 24 channels. DS1 Cyber Service does not provide the function of analog to digital (or vice versa) conversions and no service types can be specified on the DS1. (T)
- 1.4. DS1 Cyber Service is comprised of a DS1 Cyber Capacity component: (T)
- a. The DS1 Cyber Capacity will be at the rates and charges as specified in 7. following.
- b. DS1 Cyber Service customers will have to select capacity in increments of 24 digital channels. (T)
- 1.5. DS1 Cyber Service may be provided from a foreign exchange to the customer's local exchange at the customer's request. All rules and rates for Foreign Exchange Service in Section 4, Feature Group A (FGA) of Tariff M.P.S.C. No. 25R, are applicable. (T)
2. DIGITAL ARCHITECTURE
- 2.1. DS1 Cyber Service differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks. (T)
- 2.2. The time required to provision service is known as the service date interval. The service date interval for DS1 Cyber Service and related network services connected to DS1 Cyber Service will differ from the normal guidelines applicable to end-to-end services. (T)
- 2.3. DS1 Cyber Service will be available on a digital basis at the network interface on a customer's premises. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications on the 1.544 Mbps (DS1) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer. (T)

UNREGULATED SERVICES

SERVICES

U. DS1 CYBER SERVICE (Continued) (T)

3. DEFINITIONS

Channel Service Unit (CSU). The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

DS1 Cyber Capacity. A DS1 signal between the customer premises and the central office. This digital link can be used to transport switched data services. DS1 Cyber Service is available in increments of 24 digital channels. (T)

DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 6000 of the Technical Interface Reference Manual.

DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 6000 of the Technical Interface Reference Manual.

4. REGULATIONS

4.1. DS1 Cyber Service is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company. Clear Channel Capability (B8ZS) will be provided where available. (T)

4.2. DS1 Cyber Service is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. (T)

4.3. All DS1 Cyber Service must be channelized in a single equipment location on a customer's premises. DS1 Cyber Service be split between premises, or multiple locations within a premise. Standard network interfaces, without Integrated Services Digital Network (ISDN) signaling and without any line type features, will be provided by the Company for analog and digital services consistent with existing practices. (T)

4.4. The technical specifications and standard network interface for DS1 and associated channelized services are stated in Section 6000 of the Technical Interface Reference Manual.

UNREGULATED SERVICES

SERVICES

U. DS1 CYBER SERVICE (Continued) (T)

5. APPLICATION OF RATES

5.1. The DS1 Cyber Capacity rate is applicable to each DS1 Cyber Service. (T)

5.2. The DS1 Cyber Capacity element provides for the network facility to the customer premises and the central office channelization.

5.3. Unless specified herein, rules and regulations contained elsewhere in this Tariff are also applicable to DS1 Cyber Service. (T)

5.4. Customers under a Term / Volume Plan (TVP), may increase the number of DS1 Cyber Service during the term period. In the event customers under a TVP make subsequent DS1 Cyber Service increases or decreases that cause the total number of DS1 Cyber Service to fall within a different threshold level, all remaining DS1 Cybers will be billed at the applicable level rate for the remainder of the term period. TVP customers may not change a month-to-month or term commitment offering and must maintain the minimum threshold of six (6) DS1 Cybers for the term period to avoid incurring termination liability charges. Customers on a term commitment plan may convert to a TVP without incurring termination liability charges provided the new TVP length is equal to or greater than the existing term commitment plan and the customer has less than 12 months remaining on their existing term commitment plan. (T)
 (T)
 (T)

5.5 DS1 Cyber Credit

For each increment of 24 digital channels, a credit equal to 100% of the applicable interstate Subscriber Line Charge will be applied to 22 of the 24 channels.

6. TERMINATION LIABILITY

See Termination Liability in General Regulations, M.P.S.C. No. 7R.

7. RATES AND CHARGES

Threshold Level:	Monthly <u>Rate</u>	6-10 Units Monthly <u>Rate</u>	11-20 Units Monthly <u>Rate</u>	21+ Units Monthly <u>Rate</u>
DS1 Cyber Month-to-Month	\$750.00	\$750.00	\$750.00	\$750.00
1 Year Term Commitment	725.00	675.00	600.00	500.00
2 Year Term Commitment	675.00	625.00	550.00	450.00
3 Year Term Commitment	600.00	550.00	450.00	375.00

**A \$500 Nonrecurring Charge is applicable to all Term/Volumes.

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE* (C)

1. GENERAL

Digital (ISDN) Single Line Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. Digital (ISDN) Single Line Service is based on Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement, which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and features.

2. CONDITIONS

- 2.1. Digital (ISDN) Single Line Service is available where central office and operating facilities and conditions permit.
- 2.2. One bill will be rendered for each Digital (ISDN) Single Line Service.
- 2.3. Digital (ISDN) Single Line Service is offered on a contractual basis commencing on the date the service is established.
- 2.4. Digital (ISDN) Single Line Service Line and Feature Packages rates apply each month from the time the system is placed in service.
- 2.5. If remote units are required to provide switching capabilities for intra-communication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Digital Single Line Service are provided by and remain the property of the Company.
- 2.6. Rates and charges for Digital (ISDN) Single Line Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

2. CONDITIONS (Continued)

- 2.7. If ISDN is not available from a customer's normal serving central office, Frontier may choose, at the Company's discretion, to provide service from the nearest ISDN-capable office. If ISDN is available from a customer's normal serving central office, the customer must accept service from that office and ISDN Foreign Central Office/Foreign Exchange is not available to the customer.

At the Company's discretion, Digital (ISDN) Single Line Service may be provided to a non-capable central office. In this instance, if the customer is served from a central office/exchange, which has the same local calling area as his normal serving central office/exchange, no Foreign Central Office/Foreign Exchange charges as specified in Tariff M.P.S.C. No. 1R shall apply.

Should the customer be served from a different local calling area from the customer's normal serving central office/exchange, the applicable Foreign Central Office/Foreign Exchange charges as specified in Tariff M.P.S.C. No. 1R shall apply.

When ISDN service becomes available from the customer's normal serving central office, the customer will accept a number change to a number associated with the ISDN serving central office. The customer will be subject to calling areas associated with the normal serving central office, as specified in Frontier's tariffs. If the customer does not wish to take ISDN service from the normal serving central office after the service is available from their office, but continues to utilize service from an alternate serving central office, then charges as outlined above will continue to apply.

No charge will apply to transfer the customer back to their normal serving central office as set forth above.

Provisioning of ISDN from non-capable ISDN offices is solely at the discretion of the Company.

- 2.8. A minimum service period of three months is required for each ISDN Single Line service.
- 2.9. Private Line arrangements or Special Access Services connected with Digital Single Line Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs.
- 2.10. Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

2. CONDITIONS (Continued)

2.11. Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

2.12. Subsequent Additions, Deletions and Changes

Subsequent line additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

2.13. Termination Liability

Digital (ISDN) Single Line Service subscribers that contract a portion of their system under the Digital (ISDN) Single Line Service Term Payment Plan Option are subject to the following liability charges:

In the event Digital(ISDN) Single Line service is terminated by the customer prior to the completion of the initial term commitment period, the customer shall be liable for payment as set forth in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS, TERMINATION LIABILITY.

All non-contracted items (i.e., optional features) -- No Termination Liability will be applicable.

Network upgrades -- No Termination Liability will be applicable.

A Digital (ISDN) Single Line customer may at any time renew a contract for an equal or longer period at the current tariffed rates subject to the following conditions:

- Credit will not be given for payments made during the formerly selected period.
- Nonrecurring charges will not be reapplied.
- The new contract period begins with the first billing date following the renewal.
- Termination charges will not apply for the former term commitment period.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

2. CONDITIONS (Continued)

2.14. General

Services offered in accordance with this tariff are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Digital (ISDN) Single Line services will be provided where central office capabilities and conditions permit.

Customer-provided equipment used in conjunction with services provided in accordance with this tariff must conform with the technical specifications of the Company.

The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnections of Digital (ISDN) Single Line services are not permitted.

A change to Digital (ISDN) Single Line services will cause a temporary interruption of service.

A change in service from a basic exchange service to Digital (ISDN) Single Line service is a discontinuation of service and an establishment of service and will cause a temporary interruption of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Single Line services apply.

All voice/data calls will be charged blocks of time or usage at the charges stated elsewhere in this tariff.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

2. CONDITIONS (Continued)

2.15. Digital (ISDN) Single Line Service

Digital (ISDN) Single Line Service is composed of the following elements:

- Residence One-Party or Business One-Party Access Line
- Single line access
- Line Configuration: - choose one or combination of:

B-Voice/CSD, per line
B-Packet, per channel*
D-Packet, per channel*

- Usage Options - must choose one:

<u>Residence</u>	<u>Business</u>
Measured	Measured
Flat rate	400 hour block of time

Digital (ISDN) Single Line Service is digital exchange service.

Each Packaged Service is associated with a digital local loop, not with a channel.

Each digital local loop is arranged with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

Digital (ISDN) Single Line Access is a service, which terminates a digital local loop at the central office and permits access to the exchange network. Only one Digital (ISDN) Single Line access element is required for each digital local loop.

A customer may order multiple Single Lines.

The B-Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

The D-Packet Switched Data Channel allows transmission of packet-switched data over a D-Channel.*

(*) D-Packet Switched Data Channel service and B-Packet Switched Data Channel service are grandfathered as of November 19, 2005 and limited to existing customers at existing locations. No modification to these services is allowed.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

2. CONDITIONS (Continued)

2.15. Digital (ISDN) Single Line Service (Cont'd)

a. Additional Telephone Numbers

Up to two primary telephone numbers are provided with each activated Digital (ISDN) Single Line one for each of 2 channels. If an additional telephone number is required, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found elsewhere in this tariff.

b. Digital (ISDN) Single Line Access

Digital (ISDN) Single Line Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line.

Only one user will be connected to each B-Channel. Other users on the same digital local loop can access the D-Channel only.

Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

A maximum of eight terminals belonging to the same customer are permitted per Digital Single line.

2.16. One interexchange carrier must be selected for all voice and circuit switched data telephone numbers associated with the same digital local loop, however 10XXX access to other Carriers is provided. A separate interexchange carrier may be chosen for packet service.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE** (Continued) (C)

3. FEATURES

- 3.1. Definitions of the Smart Call Feature Packages and CLASS Features are provided elsewhere in this tariff.
- 3.2. Circuit Switched Data 1000 Package: Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
- 3.3. Circuit Switched Data 2000 Package: Data 1000 Package plus Data Circular Hunting, and Data Speed Call-Long List.
- 3.4. X.25 Basic Package*: X.25 Flow Control Parameters Negotiation, X.25 Incoming Calls Barred, X.25 Outgoing Calls Barred, X.25 Reverse Charge, X.25 Reverse Charge Acceptance, X.25 Throughput Class Negotiation, X.25 Transmit Delay Selection and Indication.
- 3.5. X.25 Deluxe Package*: X.25 Basic Service (X.25 Flow Control Parameters Negotiation, X.25 Incoming Calls Barred, X.25 Outgoing Calls Barred, X.25 Reverse Charge, X.25 Reverse Charge Acceptance, X.25 Throughput Class Negotiation, X.25 Transmit Delay Selection and Indication) plus X.25 Closed User Groups, X.25 Fast Select, X.25 Fast Select Acceptance, X.25 Hunt Groups, X.25 One-Way Outgoing Logical Channel, and X.25 Permanent Virtual Circuit.
- 3.6. The following feature matrices indicate the availability of each feature with Digital (ISDN) Single Line Service.

Basic Operating Features #	<u>Digital</u>
<u>Feature Name</u>	
Direct Inward Dialing	X
Direct Outward Dialing	X
Automatic Identification of Outward Dial	X
Distinctive Ringing	X
Touch Call	X
Calling Number Identification	X

An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Single Line may subscribe to Feature packages 2300, 4400, 4900, not Digital (ISDN) Single Line Multi-button Key Set (MBKS) feature packages. An MBKS feature package may be supplemented with Feature packages 2300, 4400, 4900 by adding those packages to the Digital (ISDN) Single Line rate. Applicable charges will apply as stated elsewhere in this tariff.

(*) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

** Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
 (N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE** (Continued) (C)

3. FEATURES (Continued)

3.6. Feature Matrices (Cont'd)

Voice Packages Features *	<u>MBKS</u> <u>BASIC</u>
<u>Feature Name</u>	
Analog Shared Directory Number	X
Call Alternation	X
Call Forwarding	X
Conference Calling	X
Drop	X
Feature Inspect	X
Hold	X
Key System Coverage for Analog Lines	X
Multiple Directory Number Buttons	X
Shared Call Appearance of Directory Numbers	X
Speed Calling	X
Time and Date Display	X

* Feature package 2300, 4400, or 4900 can be used with Digital (ISDN) Single Line Service.

** Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE** (Continued) (C)

3. FEATURES (Continued)

3.6. Feature Matrices (Cont'd)

Data Packages Features	<u>CSD1000</u>	<u>CSD2000</u>	<u>X.25</u>	<u>X.25 DELUXE</u>
<u>Feature Name</u>				
Data Speed Call - Short List	X	X		
Data Call Forward	X	X		
Data Toll Restriction	X	X		
Data Multi-Line Hunt Group	X	X		
Data Circular Hunt		X		
Data Speed Call - Long List		X		
X.25 Flow control Parameters Negotiation*	X	X		
X.25 Incoming Calls Barred*			X	X
X.25 Outgoing Calls Barred*			X	X
X.25 Reverse Charge*			X	X
X.25 Reverse Charge Acceptance*			X	X
X.25 Throughput Class Negotiation*			X	X
X.25 Transmit Delay Selection/ Indication*			X	X
X.25 Closed User Groups*				X
X.25 Fast Select*				X
X.25 Fast Select Acceptance*				X
X.25 Hunt Groups*				X
X.25 One-Way Outgoing Logical Channel*				X
X.25 Permanent Virtual Circuit*				X

(*) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

** Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
 (N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE** (Continued) (C)

3. FEATURES (Continued)

3.7. Definitions

a. Digital (ISDN) Single Line

B-Channel (Bearer Channel). A channel used to carry digitized voice and data information at a speed of 64 kbps.

B-Packet*. A service, which permits a customer to use a B-Channel for packet switched data.

Basic Rate Interface (BRI). BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability. The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel. The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel* (Delta Channel). A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25 packet data.

D-Packet*. A service which permits a customer to use a D-Channel for packet switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

Digital (ISDN) Single Line. Single Line Service provided by ISDN-BRI. One line includes 2 B-Channels and 1-D-Channel.

Integrated Services Digital Network (ISDN). A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

(*) D-Packet Switched Data Channel service, B-Packet Switched Data Channel service and X.25 service are grandfathered as of November 19, 2005 and limited to existing customers at existing locations. No modification to these services is allowed.

** Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

3. FEATURES (Continued)

3.7. Definitions (Continued)

a. Digital (ISDN) Single Line (Continued)

Digital (ISDN) Single Line Access. The central office termination of a BRI Line arranged for access to the public switched network.

Kbps. Kilobits Per Second.

Mbps. Megabits Per Second.

User. A member of a business system.

MBKS. Multibutton Key Set.

b. Circuit Switched Data 1000 Package

Data Call Forward allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call-Short List allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

c. Circuit Switched Data 2000 Package - includes CSD 1000 Package plus

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Speed Call-Long List allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE** (Continued) (C)

3. FEATURES (Continued)

3.7. Definitions (Continued)

d. X.25 Basic Package*

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call.

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls.

X.25 Reverse Charge permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance allows a called party to accept charges for incoming calls.

X.25 Throughput Class Negotiation allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

(*) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

** Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE** (Continued) (C)

3. FEATURES (Continued)

3.7. Definitions (Continued)

- e. X.25 Deluxe Package*: Includes Basic package plus the following:

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member can not communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

X.25 Fast Select allows a data terminal to send as many as 128 bytes of data in addition to call setup and clearing packets.

X.25 Fast Select Acceptance allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

X.25 Hunt Groups allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

- f. Individual Services

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

(*) X.25 service is grandfathered as of November 19, 2005 and is limited to existing customers at existing locations. No modification to X.25 service is allowed.

** Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

4. MKBS BASIC SERVICE

4.1. MBKS Basic Service consists of the following:

Drop - Allows a user to disconnect the last party added to a conference call, or the other party if only two parties are conferenced.

Hold - Allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Key System Coverage for Analog Lines - Allows an analog station set to share calls with the ISDN station set.

Multiple DN Buttons - Provide access to more than one Directory Number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

Blocks of Time - Flat-rated usage for a predefined number of hours (25 or 50).

Shared Call Appearances of DN - Allows several MBKS station sets to share one or more DNs. Originating and terminating events on one station set affect all stations sharing that DN. The shared DNs can have multiple call appearances, multiple calls can exist on one DN, and more than one station sharing the DN can have a call active on that shared DN.

Time and Date Display - Is a subscription feature for ISDN attendants and ISDN station set users. The 5ESS Switch provides the time and date to the ISDN station set.

Analog Shared Directory Number allows analog lines that share directory numbers with ISDN multibutton keysets to be assigned to switching modules that do not contain ISDN software.

Call Forwarding allows the MBKS set user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward All Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

Conference Calling allows the MBKS set user to set up a conference call. The user presses the button and dials the directory number (DN) of the party to be added to the conference. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected simultaneously.

Call Alternation Allows a station user to place one call on hold, make a second call, and talk alternately between the two parties.

Feature Inspect provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: (1) The Inspect feature button is depressed and (2) the feature or call appearance button to be inspected is depressed. The feature assigned or, for call appearances, call related information is displayed.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

5. RATES

5.1. Home Digital (ISDN) Single Line Service

	<u>Month-to-Month Monthly Rate</u>	<u>12 Month Contract Monthly Rate</u>	<u>36 Month Contract Monthly Rate</u>
Nonrecurring Charge (1)	\$ 200.00	\$ 100.00	\$ 0.00
Flat (2,4,5)	96.90	66.90	46.90
Measured (2,4,5)	27.25	27.25	27.25
Plus Measured Rate per minute of use listed below.			
Usage (3)	.025/Min/B-Channel	.02/Min/B-Channel	.015/Min/B-Channel

- (1) Nonrecurring charges shown here are in lieu of those listed in Tariff M.P.S.C. No. 1R.
- (2) Monthly access includes b-voice/circuit switched data on both b-channels.
- (3) Usage applies to all originating voice/circuit switched data calls terminating within the local calling area. Applicable toll charges apply as required, in addition to block of time, flat rate or measured service.
- (4) All originating local voice and circuit switched data calls apply. Block of time or flat rate does not apply to packet. Applicable toll charges apply as required, in addition to blocks of time, flat rate or measured service.
- (5) Local exchange rates as specified in Tariff M.P.S.C. No. 1R apply in addition to the monthly access rates.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
 (N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE* (Continued) (C)

5. RATES

5.2. Business Digital (ISDN) Single Line Service

	<u>Month-to-Month Monthly Rate</u>	<u>12 Month Contract Monthly Rate</u>	<u>36 Month Contract Monthly Rate</u>
Nonrecurring Charge (1)	\$ 200.00	\$ 100.00	\$ 0.00
400 Hour Block of Time (2,4,5)	101.73	71.73	51.73
Each Minute over 400 Hours per Month (3)	0.05	0.05	0.05
Measured (2,4,5)	25.03	25.03	25.03
Plus Measured Rate per minute of use listed below.			
Usage (3)	.025/Min/B-Channel	.02/Min/B-Channel	.015/Min/B-Channel

- (1) Nonrecurring charges shown here are in lieu of those listed in Tariff M.P.S.C. No. 1R.
- (2) Monthly access includes b-voice/circuit switched data on both b-channels.
- (3) Usage applies to all originating voice/circuit switched data calls terminating within the local calling area. Applicable toll charges apply as required, in addition to block of time, flat rate or measured service.
- (4) All originating local voice and circuit switched data calls apply. Block of time or flat rate does not apply to packet. Applicable toll charges apply as required, in addition to blocks of time, flat rate or measured service.
- (5) Local exchange rates as specified in Tariff M.P.S.C. No. 1R apply in addition to the monthly access rates.

* Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
 (N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE** (Continued) (C)

5. RATES (Continued)

5.3. Optional Features

	<u>Month-to-Month Monthly Rate</u>	<u>12 Month Contract Monthly Rate</u>	<u>36 Month Contract Monthly Rate</u>	<u>Nonrecurring Charges</u>
D-Packet, per channel*	\$ 5.00	\$ 5.00	\$ 5.00	--

5.4. Packaged Services

MBKS Basic Service, per line	6.00	6.00	6.00	\$ 25.00
Data 1000, per line	3.00	3.00	3.00	15.00
Data 2000, per line	5.00	5.00	5.00	15.00
X.25 Basic*	NC	NC	NC	NC
X.25 Deluxe*, per line	5.00	5.00	5.00	15.00

5.5. Individual Services

Data Direct Connect, per line	1.00	1.00	1.00	--
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(*) D-Packet Switched Data Channel service and X.25 service are grandfathered as of November 19, 2005 and limited to existing customers at existing locations. No modification to these services is allowed.

** Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
 (N)

UNREGULATED SERVICES

SERVICES

V. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE***** (Continued) (C)

5. RATES (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
5.6. Interoffice/intraexcahng Transport(per mile or Fraction thereof), per ISDN Single Line****	6.00	--
5.7. Optional Features		
Additional Directory Numbers, each	2.00	--
5.8. Foreign Exchange, per ISDN line	25.00*	--
5.9. Data Base Changes		
Software Changes*** Add Line Features		25.00**

* Apply Foreign Exchange (FX) Mileage Charges as indicated in Tariff M.P.S.C. No. 1R.

** Data Base Additions or Changes not listed in this tariff will be charged a rate of \$50.00 per hour or fraction thereof.

*** Applies to changes to existing services.

**** Reference Frontier Midstates Inc. Tariff M.P.S.C. No. 25R, Section 5 for interexchange mileage.

***** Integrated Services Digital Network (ISDN) - Digital (ISDN) Single Line Service is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
 (N)

UNREGULATED SERVICES

SERVICES

W. DIGITAL CHANNEL SERVICE (T)

1. GENERAL

1.1. Digital Channel Service provides a digital common line connection between the end user's premises and the local serving wire center. The digital transmission rate available is either DCS - 24 CHANNEL SYSTEM (1.544 Mbps) or DCS - 672 CHANNEL SYSTEM (44.736 Mbps). (Digital Channel Service connections may be made to another central office, owned by the Company, subject to 6.3. following.) (T)

1.2. Digital Channel Service will be used by the customer to aggregate the customer's telecommunication services onto a digital local loop. The services which can be combined include private line and switched services, intraexchange, intraLATA and interLATA services. A representative list of services which can use Digital Channel Service facility includes: (T)

- a. Exchange Dial Tone service, e.g., exchange lines/trunks.
- b. Analog Transmission Services, e.g., Foreign Exchange Service, Private Line, Off-premise Extensions, Tie Lines, Intrastate WATS.
- c. Digital Data Services (2.4, 4.8, 9.6, 56 or 64 Kbps)
- d. DCS - 24 CHANNEL SYSTEM (1.544 Mbps) Services
- e. DCS - 672 CHANNEL SYSTEM (44.736 Mbps) Services

1.3. Digital Channel Service is comprised of the following components: (T)

Digital Channel Capacity
Service Activation

- a. The Digital Channel Capacity and Service Activation will be at the rates and charges as specified in 6. following.
- b. Digital Channel Service customers will order capacity in quantities of DCS - 24 CHANNEL SYSTEM or DCS - 672 CHANNEL SYSTEM facilities, (increments of 24 channels for a DCS - 24 CHANNEL SYSTEM facility or increments of 28 channels for a DCS - 672 CHANNEL SYSTEM facility). Customers will be offered a Term Payment Plan of 12, 36, 60 or 84 months. (T)

UNREGULATED SERVICES

SERVICES

- W. DIGITAL CHANNEL SERVICE (Continued) (T)
2. DIGITAL ARCHITECTURE
- 2.1. Digital Channel Service provides only the common line link between the End User and the local serving wire center. End-to-end private line and exchange services will utilize this digital link to the customer's premise, rather than the analog loop, which might otherwise be provided. This architecture is intended to promote more efficient connectivity of analog and digital networks in the future. (T)
- 2.2. The time required to provision service is known as the service date interval. The service date interval for Digital Channel Service and related network services connected to Digital Channel Service will differ from the normal guidelines applicable to end-to-end services. (T)
- 2.3. Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like off-premises stations and PBX trunks, can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DCS - 24 CHANNEL SYSTEM bit stream. Under those conditions, they will be provided as DSO channels by the Company. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications of the 1.544 Mbps (DCS - 24 CHANNEL SYSTEM) or 44.746 Mbps (DCS - 672 CHANNEL SYSTEM) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DCS - 24 CHANNEL SYSTEM or DCS - 672 CHANNEL SYSTEM loop. Compatible digital to channelized conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer. (T)

UNREGULATED SERVICES

SERVICES

W. DIGITAL CHANNEL SERVICE (Continued)

(T)

3. DEFINITIONS

- 3.1. Channel Service Unit (CSU). The term CSU denotes network channel terminating equipment provided by the customer to terminate digital facilities on a customer's premises.
- 3.2. Digital Channel Capacity. A multifunctional DCS - 24 CHANNEL SYSTEM or DCS - 672 CHANNEL SYSTEM signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated multijurisdictional services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in quantities of DCS - 24 CHANNEL SYSTEM or DCS - 672 CHANNEL SYSTEM facilities.
- 3.3. DSO. The term DSO denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmission rates may be limited to 56 Kbps by existing or available central office equipment. The required format and interface specifications are stated in Section 6000 of the Technical Interface Reference Manual.
- 3.4. DCS - 24 CHANNEL SYSTEM. The term DCS - 24 CHANNEL SYSTEM denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 6000 of the Technical Interface Reference Manual. DCS - 24 CHANNEL SYSTEM facilities are normally provided on copper transmission medium.
- 3.5. DCS - 672 CHANNEL SYSTEM. The term DCS - 672 CHANNEL SYSTEM denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 44.736 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. The required format and interface specifications are stated in Section 6000 of the Technical Interface Reference Manual. DCS - 672 CHANNEL SYSTEM facilities are provided on fiber optic transmission medium.
- 3.6. Service Activation. A Service Activation is the connection between Digital Channel facility and the network service accessed.

UNREGULATED SERVICES

SERVICES

W. DIGITAL CHANNEL SERVICE (Continued) (T)

4. REGULATIONS

- 4.1. Digital Channel Service is furnished subject to the availability and type of digital equipment located in a central office building owned or leased by the Company. Service inquiries will be necessary to determine availability. (T)
- 4.2. Special Construction Charges as specified in Tariff M.P.S.C. No. 1R may be applicable.
- 4.3. The 1.544 Interoffice Channel mileage as specified in Section 5 of Tariff M.P.S.C. No. 25R will apply when a customer's request for Digital Channel Service is provisioned in a central office other than the customer's local serving wire center. Either FX/FCO mileage or 1.544 Special Transport mileage applies when service resides in another central office. (T)
- 4.4. The customer may activate any number or combination of digital channels within the limitations as set forth in 4.7. following. Digital channels may be activated coincident with or at any time subsequent to the initial installation of Digital Channel Service. Once activated, a digital channel is subject to a minimum service period. (T)
- 4.5. All Digital Channel Service capacity/ facilities must be terminated at a single equipment location on a customer's premises. Digital Channel Service capacity cannot be split between premises, or multiple locations within a premises. (T)
- 4.6. When individual digital channels are activated to provide the local loop link for services offered in other sections of the Company's Tariffs, the regulations, rates, and charges specified in this Section will apply.
- 4.7. The total number of digital channels activated by the customer may not, at any time, exceed the total Digital Channel Capacity. Additionally, there are some types of service which require two DS0 channels to be combined. This restructuring of the channels within the DCS - 24 CHANNEL SYSTEM or DCS - 672 CHANNEL SYSTEM signal will reduce the normal quantity of channels available. The Company will notify the customer when the Digital Channel Capacity is altered by the types of services activated.
- 4.8. Clear Channel (B8ZS, ESF) is offered where available at the applicable rates in Tariff MPSC No. 25R, Section 5, Sheet 6.

UNREGULATED SERVICES

SERVICES

W. DIGITAL CHANNEL SERVICE (Continued) (T)

4. REGULATIONS (Continued)

4.9. Central Office Channelization (component of Digital Channel Capacity) generally provides analog to digital conversion to permit individual exchange services and multijurisdictional dedicated services to be combined and transported over digital high capacity facilities. This channelization is also intended for use at Company locations where different high capacity digital network links terminate in the same Central Office and must be converted to individual analog or digital channels before the service links can be cross-connected.

4.10. Channelization on a customer's premises will be provided by the customer.

4.11. Joint provisioning of channelized services introduces joint responsibilities between the customer and the Company as specified following:

a. Responsibilities of the Company:

- (1) The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.
- (2) The Company will provide the customer with information regarding the type and the manufacturer of Central Office (C.O.) channelization equipment to be used in each application.
- (3) The Company will attempt to limit its selection of Central Office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.
- (4) The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
- (5) The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover, if required.
- (6) Digital synchronization timing for Digital Channel Service will be provided by the Company. (T)

UNREGULATED SERVICES

SERVICES

W. DIGITAL CHANNEL SERVICE (Continued) (T)

4. REGULATIONS (Continued)

4.11. (Continued)

b. Responsibilities of the Customer:

- (1) The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.
- (2) The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.

c. Trouble resolutions:

- (1) The Company will assist the customer in resolving any installation or day-to-day channel service problems. However, the Company does not assure responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Premise Visit Charge as specified in Tariff M.P.S.C. No. 1U.

4.12. The technical specifications and standard network interfaces for DCS - 24 CHANNEL SYSTEM, DCS - 672 CHANNEL SYSTEM, and associated channelized services are stated in Section 6000 of the Technical Interface Reference Manual. Channelized DCS - 24 CHANNEL SYSTEM service is available only with D4 channel bank equipment or compatible, equivalent equipment.

4.13. Emerging technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DCS - 24 CHANNEL SYSTEM signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer under a Special Service Arrangement.

UNREGULATED SERVICES

SERVICES

W. DIGITAL CHANNEL SERVICE (Continued) (T)

4. REGULATIONS (Continued)

4.14. When a customer's Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro-rata adjustment of the monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in the Company's Tariffs. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work. (T)

5. APPLICATION OF RATES

5.1. Two basic rate elements, Digital Channel Capacity and Service Activation, are applicable to each Digital Channel Service. (T)

5.2. The Digital Channel Capacity element provides for the transport between the end-user premises and the serving central office. Digital Channel Capacity is offered with 12, 36, 60, or 84 month Term Payment Plan periods.

5.3. Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Service Activation is offered on a month-to-month basis. For DCS - 24 CHANNEL SYSTEM services, a DCS - 24 CHANNEL SYSTEM Service Activation charge is applicable.

5.4. Monthly rates and charges as specified in 6. following for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point in time.

5.5. Rates and charges specified in other sections for services such as Custom Calling Services, DID Service etc., are in addition to the monthly rates for Digital Channel Service. (T)

5.6. The rates and charges for other services connected or extended beyond Digital Channel Service (i.e., off-premises stations and private lines, etc.) are in addition to the rates specified in this section for the Digital Channel Service portion necessary to provide customer end-to-end service. This will also apply to Nonrecurring Charges and Service Connection Charges as specified in other sections for activities involving the non-Digital Channel Service portion of the customer end-to-end service. (T)

UNREGULATED SERVICES

SERVICES

W. DIGITAL CHANNEL SERVICE (Continued) (T)

5. APPLICATION OF RATES (Continued)

- 5.7. Digital Channel Capacity is available under Term Payment Plans only for rate periods of 12 months, 36 months, 60 months, or 84 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).
- a. The customer may order additional Digital Channel Capacity(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.
 - b. Service Activation charges are available on a month-to-month basis.
- 5.8. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan or on a month-to-month basis at the expired payment plan rates. Rates for service under these options will be the current rates as specified in this section.
- 5.9. A Termination Liability Charge will be applicable should the customer discontinue service prior to the end of the Term Payment Plan. This is subject to the following exemptions:
- a. No Termination Liability Charge will be applicable for the Digital Channel Capacity when the customer renegotiates a new Term Payment Plan for the same equipment or larger system at the same location for a period of time greater than the time remaining on the existing Term Payment Plan, subject to payment periods contained in 5.7. preceding.
 - b. All Digital Channel Service Components are coterminous with the Digital Channel Capacity with which they are associated. Any activations subscribed to on a month-to-month basis have a minimum service period of one month and no associated Termination Liability Charge. (T)
- 5.10. In the event Digital Channel Service is terminated by the customer prior to completion of the initial term commitment period, the customer shall be liable for termination liability charges as set forth in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS, TERMINATION LIABILITY. (T)
- 5.11. Should customers request interconnection between different Digital Channel Services provisioned in two or more different local serving offices, 1.544 Interoffice Channel mileage as specified in Section 5 of Tariff M.P.S.C. No. 25R will apply. This charge will apply in addition to Digital Channel Service charges for each premises for which Digital Channel Service is provisioned. (T)

UNREGULATED SERVICES

SERVICES

W. DIGITAL CHANNEL SERVICE (Continued) (T)

6. RATES AND CHARGES

6.1. Nonrecurring Charges

a. Nonrecurring charges are one time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Digital Channel Service are those listed below. (T)
 (T)

(1) Service Establishment Charge. This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Digital Channel and Service Activations. This charge includes common centralized testing, coordination and accounting activities.

(2) Service Change Charge. This charge is applied per Digital Channel service payment plan and is associated with a customer request for modifications to an existing Digital Channel Service. This would include activities such as but not limited to: (T)
 (T)

- Change of associated channel assignment.
- Additions of supplemental features.
- Activate/Deactivate Digital Channel Activations.
- Activate/Deactivate Service Activations.

(3) Installation of Digital Channel Service. These are nonrecurring charges associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities. These charges apply at initial installation and for additions to existing service. (T)

In addition to these charges, the appropriate Service Ordering Charge as specified in Tariff M.P.S.C. No. 1R will also apply.

(4) Service Ordering Charges:

	Nonrecurring Charge	
1. Service Establishment Charge, per Digital Channel Service Order	\$300.00	(T)
2. Service Change Charge, per Digital Channel Service Change Order	150.00	

UNREGULATED SERVICES

SERVICES

W. DIGITAL CHANNEL SERVICE (Continued) (T)

6. RATES AND CHARGES (Continued)

6.2. Digital Channel Capacity

The monthly and nonrecurring rates for Digital Channel Capacity without Activated Services are as follows:

a. Per System

	<u>12</u> <u>Month</u>	<u>36</u> <u>Month</u>	<u>60</u> <u>Month</u>	<u>84</u> <u>Month</u>
1st DCS - 24 CHANNEL SYSTEM				
Facility (24 DS0 Channels)				
Nonrecurring Charge	\$ 250.00	250.00	250.00	250.00
Monthly Rate	200.00	145.00	115.00	105.00
Each Additional DCS - 24 CHANNEL SYSTEM				
Facility (24 DS0 Channels)				
Nonrecurring Charge	250.00	250.00	250.00	250.00
Monthly Rate	200.00	145.00	115.00	105.00
DCS - 672 CHANNEL SYSTEM				
Facility (672 DS0 Channels)				
Nonrecurring Charge	7,000.00	7,000.00	7,000.00	7,000.00
Monthly Rate	2,000.00	2,000.00	1,800.00	1,700.00

UNREGULATED SERVICES

SERVICES

W. DIGITAL CHANNEL SERVICE (Continued)

6. RATES AND CHARGES (Continued)

6.3. Service Activations - Per Network Service

a. Analog Service

	<u>Monthly Rate</u>	
(1) Access Line/Trunk (1)	\$15.00	
(2) Customized Multi-line Telephone Service Line		
- Under 100 Lines	9.25	
- 100 Lines or More	9.00	
(3) Switched Data Line (2)	10.00	
(4) Foreign Exchange	12.00	
(5) Off-Premises Extension	12.00	
(6) Private Line	12.00	
(7) Tie Line	12.00	
(8) WATS*	12.00	(C)

b. Digital Data Service

(1) 2.4 Kbps	40.00
(2) 4.8 Kbps	40.00
(3) 9.6 Kbps	40.00
(4) 19.2 Kbps	40.00
(5) 56 Kbps	40.00
(6) 64 Kbps	40.00

c. DCS - 24 CHANNEL SYSTEM Service
 1.544 Mbps 75.00

1. DID Service as specified in Tariff M.P.S.C. No. 2R is applicable for those Access Lines/Trunks used for DID Service.
2. Network Usage Charges as specified in Section 6, Sheet 108 of Frontier Midstates Inc. Tariff M.P.S.C. No. 2U are applicable to Switched Data Service.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

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UNREGULATED SERVICES

SERVICES

X. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (ISDN-PRI)

1. GENERAL

- 1.1. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a central office based service arrangement that is an alternative for individual access services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800/888 Services, Wide Area Telecommunications Services, and local business trunks.
- 1.2. ISDN-PRI is provisioned on a clear channel 1.544 megabit per second (Mbps) facility and uses the ISDN architecture of 23 "B" channels and one "D" channel or 24 "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport.
- 1.3. ISDN-PRI provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 Kbps over any "B" channel. One "D" channel can control up to 20 PRI trunks. In these cases, a single "D" channel in one ISDN-PRI trunk handles all signaling and control functions of the other trunks in the arrangement, which allows supplemental trunks to consist of 24 "B" channels.

2. REGULATIONS

- 2.1. ISDN-PRI service is available from serving central offices equipped with the necessary "clear channel" facilities to provide ISDN-PRI service. Feature availability and service capabilities are dependent on the facilities and the digital technology providing the service.
- 2.2. Customer Provided Equipment (CPE) must be NI-2 compliant. Any CPE that requires custom switch features not supported in the NI-2 specification may be supported as an exception and priced on an individual case basis. Custom ISDN features based in specific switch types may be provided on individual case basis.
- 2.3. The service is available from central offices that have the necessary facilities to provide ISDN-PRI service and the customers serving wire center is ISDN-PRI technically capable. In the event, the local serving office is not so equipped, Frontier will provide PRI service from an alternate (or foreign) serving central office (determined by Frontier), within the same calling scope at no additional charge to the customer.

When a customer's serving Central Office is part of a Remote Switching Cluster, Frontier will provide PRI service from the Host Central Office at no additional cost to the customer, provided the Host Switch is equipped with the PRI service and the customer's local calling area and telephone numbers are those provided from the remote switch.

A Remote Switching Cluster exists when the remote switch is dependent on the host switch for its software processing. A remote switch can process only intra-office calls with the host switch.

UNREGULATED SERVICES

SERVICES

X. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

2. REGULATIONS (Continued)

- 2.4. When a customer's serving office is suitably equipped and the customer chooses to subscribe to ISDN-PRI Service from another Frontier designated ISDN-PRI central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. The PRI Access and PRI Facility charges will apply in addition to the special transport mileage charges.

This Tariff provides for PRI switching capabilities only and additional services must be subscribed to under separate sections of this Tariff. Each ISDN-PRI trunk group is provided with one telephone number per channel.

Additional numbers may be purchased at the rates specified in the DID service section of Tariff M.P.S.C. No. 2R. Rates and charges for DID service apply.

- 2.5. This tariff does not provide for the transmission of packet data on the "B" or "D" channels, but can be provided on an individual case basis.
- 2.6. PRI Station Detail billing is only available with message/measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.

The customer's ISDN Primary Service must be equipped with Calling Party Default Directory Number with the Calling Party Screening option. Customers will not have the option to change the Calling Party Number and CPN may not be deleted. Customers will have the option to define a partial listing in the screening list. Specific call details will not be provided for stations not included in the screening list. The screening list may not include 800 numbers, fictitious numbers, private network numbers or Centrex Dialing Plan numbers defined in the screening tables. Station Call Details will only be provided for valid telephone numbers within the switch providing the customer's ISDN Primary Service.

- 2.7. Where a customer's ISDN-PRI Service interconnects with an intermediary customer (IC) (interexchange carrier or other service provider), PRI Access is only permitted within a single customer's ISDN-PRI Service arrangement. Access to Frontier's network exchange or switched services is not permitted.
- 2.8. Customers under a term option who disconnect PRI services before the expiration of the term commitment period, shall pay an early termination liability charge as set forth in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS, TERMINATION LIABILITY. Termination Liability does not apply to optional features. The termination liability charge will not apply when a customer converts from PRI Access and Facility to a PRI Access only when the PRI is connecting to an alternate high capacity facility
- 2.9. During the initial contract period, the customer may add PRI services at the same monthly rate specified in the customer's original contract.
- 2.10. If a customer discontinues other Frontier services and establishes ISDN-PRI that utilizes the same facilities (i.e., Digital Channel Service) the nonrecurring charge associated with the ISDN-PRI facilities (DS1 facilities) will be waived for the same quantity replaced by the ISDN-PRI facilities to which the customer currently subscribes. The nonrecurring charges associated with the ISDN-PRI access portion of the new service applies in all instances.

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By Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

X. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

2. REGULATIONS (Continued)

- 2.11. The PRI Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks.
- 2.12. Customers may utilize alternate high capacity digital facilities, (i.e. DS3, or any other higher speed compatible capacity digital facility that meets specifications as determined by the company) in lieu of the local PRI Switched Facility specified herein. The applicable rules, regulations, and rates from the appropriate company tariff when riding intrastate facilities and Frontier Telephone Companies Tariff FCC No. 14 when riding interstate facilities) will apply for the alternate higher capacity digital facilities.
- 2.13. Two Way Service provides an option to the dedicated channel configuration by allowing two way calls on all channels.

3. PRI STANDARD FEATURES

The following B-channel features are offered to the customer.

- 3.1. Calling Number Identification allows the customer to have access to the directory number of the calling party.
- 3.2. "D" Channel Back-Up automatically takes over for a failed "D" channel in case of trouble. This may be subscribed to as part of a 23B+D Channel Back-Up arrangement.
- 3.3. Call-by-Call Service Selection provides an option to the dedicated channel configuration by allowing channels to be configured to access multiple services on a per call basis. With this feature, separate facilities are not required for individual services, such as DID and DOD services. This option will not be provided after July 8, 2008. Existing customers and locations may keep this service until they disconnect.
- 3.4. Clear Channel Capability allows the customer to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits using the "Bipolar with Eight Zero Substitution" method of providing bit sequence independence.
- 3.5. Non-Facility Associated Signaling (NFAS) allows the D-channel signaling entity to assign calls to channels on more than one interface (including the one containing the D-channel). The collection of these B-channels and the controlling D-channel is called a PRI group. Multiple Facilities can be assigned to a PRI group.

UNREGULATED SERVICES

SERVICES

X. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

4. PRI OPTIONAL FEATURES

- 4.1. Calling Line Identification with Name allows the customer to have access to the directory number and name of the calling party. Compatible CPE is required. Calling Line Identification with Name is available only where facilities and conditions permit. Rates for Calling Line Identification with Name are available for term commitment of 1, 3 or 5 years for customers subscribing to ISDN-PRI on a term commitment basis.
- 4.2. Tie Channels to an Intermediary Customer (IC) Services: "B" channels may be dedicated or allowed to interconnect with various services provided by other service providers, such as Interexchange Carriers or Competitive Access Providers. The customer shall be responsible for the ordering of these services. In this situation the customer or the IC will require a 1.544 Mbps high capacity digital services facility ordered from the appropriate Company tariff, to be connected in the applicable serving central office with PRI Access for a single customer's ISDN-PRI Service Arrangement.
- 4.3. Tie Channel Service provides intercom capability on "B" Channels of ISDN-PRI Arrangements and other Customized Multi-line Telephone Service systems within the same subscriber network (central office to central office). This feature provides the capability to communicate on a private facility basis, as a tie line between Customized Multi-line Telephone Service systems served from different central offices. Tie Channels on a single ISDN-PRI Arrangement can be configured for intercom calling to a Customized Multi-line Telephone Service system and local exchange access for the CPE. Intercom calls between an ISDN-PRI Arrangement and a Customized Multi-line Telephone Service system does not incur usage charges. Calls to telephone numbers outside of a Customized Multi-line Telephone Service system without intercom capability may incur usage charges. Tie Channel Service is available where facilities and conditions permit. Tie Channel Service will not be provided on a Call by Call Access basis. (T)
- 4.4. PRI Station Detail Billing – provides individual station call details for all stations utilizing a customer's ISDN Primary Service at an account level on a monthly basis. These details are provided with the normal customer bill or on the Frontier Communications Inc. website via the Internet. PRI Station Detail billing is only available with message / measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill. (T)

UNREGULATED SERVICES

SERVICES

X. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

5. ISDN-PRI TERM AND VOLUME PLANS

- 5.1 ISDN-PRI Service is offered on a optional 1, 2- or 3-year Term and Volume Plan (TVP). The ISDN-PRI Access TVP includes the ISDN-PRI Access, Standard Features and Channel Activations except for Tie Channel. Packages are available with or without the ISDN-PRI DS1 Facility and are offered as flat rate voice and measured data or measured voice and measured data. Available PRI Access configurations are 23B + D, 23B + Backup D or 24B. Tie Channels are in addition to the Term and Volume Plan.
- 5.2 During the term commitment period, the customer may add PRI services at the same monthly rate as specified in the initial contract or the customer may add PRI services on a month-to-month or term commitment basis.
- 5.3 Customers under an existing TVP may convert to a new TVP option without incurring termination liability charges provided the value of the new term commitment is of equal or greater value than the remaining value of the existing commitment.
- 5.4 All of a customer's Company provided TVP ISDN-PRI within the state under this tariff will count toward the volume commitment threshold. TVP customers may change the number of ISDN-PRI during the TVP period. In the event customer under a TVP plan make subsequent ISDN-PRI increases or decreases that cause the total number of ISDN-PRI to fall within a different threshold level, all remaining ISDN-PRI will be billed at the applicable level rate for the remainder of the TVP period.
- 5.5 The customer must provide the account information of the ISDN-PRI included in the TVP at the time of the initial installation of service and with each change to the service under the TVP.
- 5.6 Regulations set forth in Paragraph 2.7 preceding are applicable to ISDN-PRI on a TVP. Customers shall be liable for termination liability charges as set forth in Tariff M.P.S.C. No. 7R, GENERAL REGULATIONS. Termination Liability does not apply to optional features. The termination liability charge will not apply when a customer converts from PRI Access and Facility to a PRI Access only when the PRI is connecting to an alternate high capacity facility
- 5.7 Two-year contract customers may subscribe to 3-year contract PRI features and facilities when 2-year contract rates are not available.

UNREGULATED SERVICES

SERVICES

X. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

6. RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
6.1. ISDN-PRI DS1 Facility ¹		
12-Month Term ⁵	\$ 196.00	\$ 400.00
60-Month Term	160.00	400.00
6.2. ISDN-PRI Access		
12-Month Term ⁵	426.05	500.00
36-Month Term ²	386.05	500.00
60-Month Term	346.05	500.00
6.3. Channel Activations, per channel		
Voice Channel Activation (Flat Rate/Measured Data)	15.00	-
Voice/Data Channel Activation (Measured)	5.00	
Tie Channel Service to Customer Premises or Central Office to Central Office ⁴		
Per "B" Channel	10.00	-
Per PRI (11+"B" Channels Activated)	100.00	-
Tie Channel Service to Intermediary Customer (IC), each ⁴		
Per "B" Channel	10.00	-
Per PRI (11+"B" Channels Activated)	100.00	-

¹ Customers may utilize alternate higher capacity digital facilities in lieu of the local ISDN-PRI Facility specified herein. The rules, regulations and rates from prevailing tariff apply.

² The ISDN-PRI Access rate for 36-month Terms will be grandfathered as of June 30, 2005.

³ Applies in addition to PRI Access and Switched Facility charges.

⁴ ISDN PRI Customized Multi-line Telephone Service Access or ISDN PRI Voice over Internet Protocol (VOIP) Customized Multi-line Telephone Service Access NRCs from Tariff M.P.S.C. No. 2U, Section 6 are required for Tie Channels and Tie Channels to an Intermediary Carrier. These NRCs always apply. Tie Channels are in addition to the normal channel charges. (T)

⁵ The ISDN-PRI Access rate for 12-month Terms will be grandfathered as of July 8, 2008. (T)

UNREGULATED SERVICES

SERVICES

X. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

RATES AND CHARGES (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
6.4. Channel Usage ¹ Voice/Data Channel Usage	-	-
6.5. Subsequent Activity Charge, per occurrence	-	200.00
6.6. Calling Line Identification with Name, Per ISDN-PRI Access		
1-Year Contract ²	75.00	100.00
3-Year Contract ²	70.00	100.00
5-Year Contract ³	65.00	100.00
Term and Volume ⁴	40.00	-
6.7. Optional Features		
PRI Station Detail Billing per Account	100.00	-

¹ The applicable rates and charges for Voice/Data Channel Usage are the Network Usage rates found in this tariff, MPSC 2U, Section 6, Switched Data Service.

² Calling Line ID with Name Term for 12 and 36 months is grandfathered as of July 1 2008.

³ Nonrecurring Charges do not apply to the initial installation of the Service. The NRC applies for addition of the service after the initial PRI Access installation. The subsequent activity charge does not apply when this NRC is charged.

⁴ Nonrecurring Charges do not apply to the initial installation of the Service. The Subsequent Activity Charge does apply for addition of the service after the initial PRI Access installation.

UNREGULATED SERVICES

SERVICES

X. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

6. RATES AND CHARGES (Continued)

6.8 Term and Volume Rates: ¹

	<u>Two Year</u> <u>MRC</u>	<u>Three Year</u> <u>MRC</u>
PRI Access System – Flat Rate ²		
Ports –23B + D, 23B+Backup D, 24B, each		
Package 1, 1 to 10 PRIs	\$ 756.05	\$ 726.05
Package 2, 11 to 20 PRI	706.05	691.05
Package 3, 21+ PRIs	681.05	656.05
PRI Access System – Flat Rate ²		
w/o ISDN-PRI DS-1 Facility, each		
Ports –23B + D, 23B+Backup D, 24B, each		
Package 1, 1 to 10 PRIs	621.05	591.05
Package 2, 11 to 20 PRI	596.05	576.05
Package 3, 21+ PRIs	576.05	546.05
PRI Access System – Measured ³		
Ports –23B + D, 23B+Backup D, 24B, each		
Package 1, 1 to 10 PRIs	511.05	456.05
Package 2, 11 to 20 PRI	476.05	431.05
Package 3, 21+ PRIs	441.05	411.05
PRI Access System – Measured ³		
w/o ISDN-PRI DS-1 Facility, each		
Ports –23B + D, 23B+Backup D, 24B, each		
Package 1, 1 to 10 PRIs	396.05	341.05
Package 2, 11 to 20 PRI	356.05	316.05
Package 3, 21+ PRIs	321.05	296.05

¹ Nonrecurring Charges do not apply to the initial installation of a Term and Volume Plan. Normal Service Charges are applicable. Subsequent Activity Charges apply to all change made after the initial installation if no other NRC applies.

² Flat Rate TVP Service will not generate Usage Charges on voice and data usage is measured. Refer to the tariff reference in Note 3 for the rates.

³ The applicable rates and charges for Voice/Data Channel Usage are the usage rates found in MPSC 2U – Unregulated Price List, Section 6, Switched Data Service.

UNREGULATED SERVICES

SERVICES

X. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

6. RATES AND CHARGES (Continued)

6.10 Term and Volume Rates: ¹

	<u>One Year MRC</u>
PRI Access System – Flat Rate ² Ports –23B + D, 23B+Backup D, 24B, each Package 1, 1 + PRIs	\$ 830.00
PRI Access System – Flat Rate ² w/o ISDN-PRI DS-1 Facility, each Ports –23B + D, 23B+Backup D, 24B, each Package 1, 1 + PRIs	680.00
PRI Access System – Measured ³ Ports –23B + D, 23B+Backup D, 24B, each Package 1, 1 + PRIs	600.00
PRI Access System – Measured ³ w/o ISDN-PRI DS-1 Facility, each Ports –23B + D, 23B+Backup D, 24B, each Package 1, 1 + PRIs	450.00
6.11 Interoffice Transport	
Special Transport Termination	85.00
Special Transport Mileage	10.00

¹ Nonrecurring Charges do not apply to the initial installation of a Term and Volume Plan. Normal Service Charges are applicable. Subsequent Activity Charges apply to all change made after the initial installation if no other NRC applies.

² Flat Rate TVP Service will not generate Usage Charges on voice and data usage is measured. Refer to the tariff reference in Note 3 for the rates.

³ The applicable rates and charges for Voice/Data Channel Usage are the usage rates found in MPSC 2U – Unregulated Price List, Section 6, Switched Data Service.

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By Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

Y. RESERVE TELEPHONE NUMBERS

1. Reserve Telephone Numbers are telephone numbers reserved by a customer for future use.
2. Reserve Telephone Numbers are offered subject to availability for a period not to exceed 180 days, and are not guaranteed until activated in the network.
3. Appropriate Service Charges as listed in Tariff M.P.S.C. No. 1R are applicable.

UNREGULATED SERVICES

SERVICES

Z. FRONTIER DIGITAL PHONE ESSENTIALS 3 – 2010*

1. GENERAL

The Frontier Digital Phone Essentials 3 - 2010 is a package offering available to residential customers and includes one residential flat rate access line and the customer's choice of the features and service listed below under Basic Bundle. The Unlimited Feature Pack can be purchased in addition to the bundle at the rate listed in the Rates and Charges section.

a. Basic Bundle

- | | |
|----------------------------------|-----------------------|
| Flat Rate Access Line | Three-way Calling |
| Call Waiting/Cancel Call Waiting | Extended Area Calling |
| Call Waiting ID | Touch Tone |
| Caller ID Name and Number | |

b. Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 3 bundle at a special price listed in the rates and charges section. The following features are available:

	Distinctive Ring
Automatic Busy Redial	Call Block
Priority Call	Select Call Forwarding
Speed Call 8	Last Number/Save Number Redial
Call Forward Busy Line/Don't Answer	Caller ID
Anonymous Call Block	Call Forwarding Busy Fixed
Call Trace	Call Waiting
Call Forwarding	Special Call Waiting
Call Forwarding No Answer - Fixed	Speed Calling 30

(D)

2. REGULATIONS

1. The Frontier Digital Phone Essentials 3 - 2010 is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. Frontier Digital Phone Essentials 3 is a residential service offering only.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

*This service is limited to existing customers at existing locations.

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UNREGULATED SERVICES

SERVICES

Z. FRONTIER DIGITAL PHONE ESSENTIALS 3 - 2010* (Continued)

2. REGULATIONS

- 8. The bundles are offered on a month to month basis.
- 9. The bundle will appear as a single line item on the bill.

3. RATES AND CHARGES

	<u>Monthly Rate</u>	
Frontier Digital Phone Essentials 3 -2010 Package	\$23.99	(l)
Unlimited Feature Pack	\$6.49	

*This service is limited to existing customers at existing locations.

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UNREGULATED SERVICES

SERVICES

AA. FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 3*

1. GENERAL

The Frontier Digital State Unlimited with Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

a. Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Touch Tone	Automatic Busy Redial
Caller ID Name and Number	Call Waiting ID
Call Forwarding	
Speed Call 8	

2. REGULATIONS

1. The Frontier Digital State Unlimited with Essentials 3 is available to residential customers where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. The following features are available at the rate specified below.
 - Speed Calling 30
 - Anonymous Call Acceptance
 - Call Trace
 - Three-Way Calling
 - Last Number/Save Number Redial

3. RATES AND CHARGES

Frontier Digital State Unlimited with Essentials 3	\$25.99	(I)
One Feature	6.49	
Two Features	7.99	
Three Features	9.99	
All listed features	12.99	

*This service is limited to existing customers at existing locations.

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UNREGULATED SERVICES

SERVICES

AB. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 3 – 2010*

1. GENERAL

The Frontier Digital Phone Nationwide Unlimited with Essentials 3 - 2010 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

a. Basic Bundle

Call Forward Busy/No Answer (Variable)	Automatic Redial
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return

(D)

b. Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rates and charges section.

Speed Calling 30	Selective Call Rejection
Call Forwarding Busy/No Answer (Fixed)	Selective Call Acceptance
Call Forwarding Busy Line (Fixed)	
Three-Way Calling	

2. REGULATIONS

1. The Frontier Digital Phone Nationwide Unlimited With Essential 3 - 2010 Service is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.

*This service is limited to existing customers at existing locations.

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UNREGULATED SERVICES

SERVICES

AB. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 3 – 2010* (Continued)

3. RATES AND CHARGES

	Monthly Rate	
Frontier Digital Phone Nationwide Unlimited with Essentials 3 -2010	\$31.99	(l)
Enhanced Feature Pack	\$6.49	

*This service is limited to existing customers at existing locations.

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UNREGULATED SERVICES

SERVICES

AC. STAY CONNECTED SEASONAL SERVICE*

(C)

1. GENERAL

Stay Connected Seasonal Service allows the customer to suspend the Frontier Digital Phone Essentials 3 -2010, Frontier Digital State Unlimited with Essentials 3 Frontier Digital Phone Nationwide Unlimited with Essentials 3 – 2010, Frontier Digital Phone Essentials (leader and Challenger), Frontier Digital Phone Unlimited (Leader), Frontier Digital Phone Unlimited (Challenger), Frontier Digital Phone Unlimited Plus (Leader), or Frontier Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

2. REGULATIONS

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The monthly rate includes the Federal Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Stay Connected Seasonal Service is a residential service offering only.
9. All other surcharges and taxes will apply.
10. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

3. RATES AND CHARGES

	<u>Monthly Rate</u>
Stay Connected Seasonal Service Rate	\$9.99

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

(N)

UNREGULATED SERVICES

SERVICES

AD. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II**

(T)

1. GENERAL

Frontier Business Nationwide Unlimited Service II is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. Frontier Business Nationwide Unlimited Service II features and services are listed below.

a. Basic Bundle

Single Party Flat Rate Access Line
Call Forwarding Busy Line/Don't Answer

Caller ID Name and Number
Six features from the Frontier Business All In feature package listed below

b. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30	Caller ID Blocking
Distinctive Ringing	Automatic Busy Redial
Multiline Hunt Service	Call Forwarding-Variable
Anonymous Call Block	Call Forwarding-Busy
Call Forward-No Answer	Call Waiting ID
Priority Ringing	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

2. REGULATIONS

1. The Frontier Business Nationwide Unlimited Service is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Call Detail will not be displayed on the customer's monthly telephone bill.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered within the bundle without incurring a service order charge.
6. The bundle rate will appear as a single line item on the customer's bill.

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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UNREGULATED SERVICES

SERVICES

AD. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II (Continued)** (T)

2. REGULATIONS (Continued)

7. The bundle cannot be used in association with a PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, or Foreign Exchange Services.
8. The bundle is offered on a month-to-month basis.
9. Up to eleven additional bundles can be purchased at rates specified below.
10. Frontier Business Nationwide Unlimited Service II is a business service offering only.
11. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
12. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

3. RATES AND CHARGES

Frontier Business Nationwide Unlimited Service II

	<u>Monthly Rate</u>
Basic Bundle	\$52.99
Additional Bundle	\$46.99
Business All In Feature Package	\$4.99

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

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UNREGULATED SERVICES

SERVICES

AE. FRONTIER BUSINESS LOCAL UNLIMITED II**

(T)

1. GENERAL

Frontier Business Local Unlimited II is a package offering available to Business customers including the features and services listed below.

a. Basic Bundle

Flat Rate Business Line

Two features from the Frontier Business All in Feature package listed below

b. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting

Three-Way Calling

Speed Calling 8 or 30

Distinctive Ringing

Multiline Hunt Service

Anonymous Call Block

Call Forward-No Answer

Priority Ringing

Selective Call Acceptance

Call Return

Call Transfer

Caller ID Blocking

Automatic Busy Redial

Call Forwarding-Variable

Call Forwarding-Busy

Call Waiting ID

Selective Call Forward

Selective Call Rejection

2. REGULATIONS

1. The Frontier Business Local Unlimited II is available where technically feasible.
2. The bundles are offered on a month to month basis.
3. The features are provided subject to the descriptions and regulations as specified elsewhere in this tariff.
4. Call Detail will not be displayed on the customer's monthly telephone bill.
5. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
6. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge.
7. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.
8. The bundle cannot be used in association with PBX Service, or ISDN Service.

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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UNREGULATED SERVICES

SERVICES

AE. FRONTIER BUSINESS LOCAL UNLIMITED II (Continued)**

(T)

2. REGULATIONS (Continued)

9. All Federal End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

10. Frontier Business Local Unlimited Service II is a business service offering only.

3. RATES AND CHARGES

Frontier Business Local Unlimited II

	<u>Monthly Rate</u>
Basic Bundle	\$35.99
All In Feature Package	\$4.99

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

1. GENERAL

1. Versaline Centrex Service (Versaline) is a digital central office based switching system that provides premium, versatile, and advanced communication features and service to multi-line business customers. Versaline includes various features and the ability to establish groups of lines with common and/or unique characteristics.
2. Versaline Service is only offered from digital central offices and is subject to availability of required facilities, conditions and central office technology.
3. Frontier Communications (the Company) will determine what type of central office configuration is required to conform to facility standards of the Company, including transmission requirements. Additional charges for special arrangements to meet signaling and transmission requirements may apply.

Feature availability is based on central office technology serving any given exchange.
4. Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Company. CPE provided by the customer must be compatible with Versaline features.
5. Directory listings for Versaline Service will be provided in accordance with regulations and rates as specified in this tariff.
6. Service charges as specified in this tariff apply to all customer requested moves and changes performed at the customer's premises.
7. Maintenance of Service Charges, as set forth in this tariff apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities for equipment.
8. The Local Exchange Calling scope for Versaline stations will be the Business Premium Calling Plan as specified in this tariff.
9. Temporary suspension of service, vacation service, or seasonal service does not apply to Versaline Service.
10. Versaline stations of the same system but located in different exchanges will be subject to foreign exchange mileage as specified in this Tariff.
11. Versaline Service features are available to PBX and Key System customers. Versaline Service cannot be used as a surrogate for the Automatic Access Line or Business Line serving a PBX or Key System.
12. The rates contained herein are for central office facilities and local intercom loops only. The applicable interexchange mileage and termination charges will be charged for private line, foreign exchange lines, tie lines, and WATS.
13. Federal Subscriber Line charges will be billed to each Versaline Service Line as set forth in FCC tariff.

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By: Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGMENTS

1. Subscription Components

(a) Versaline Station Line Service

Monthly Rate includes:

- Versaline loop
- Local exchange calling
- Versaline system and station features
- Versaline station-to-station calling

(b) System Size Bands:

- 2 lines and greater

(c) Contract Terms:

Contract Periods

- 12 Months
- 24 Months
- 36 Months

(d) Optional Add-On Features listed in this tariff apply. The contract period for the Optional Features is based upon the initial contract period for the Digital Versaline System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features

(a) System and Station Features

System Features

- Automatic Identification of Outward Dialing (AIOD)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Equal Access
- Intercept Announcements - Common
- Intercom Dialing (Station to Station 4 digit)
- Local Exchange Calling *
- Off Premises Stations **
- Touch Calling
- 911 Emergency Service
- Blind Transfer Recall
- Busy/No Answer Split
- Call Forward Busy, fixed, variable, No Answer Variable, and No Answer (30 Seconds)
- Caller ID Name and Number
- Call Hold – Code Dialed
- Call Park Directed or Multiple
- Call Pick Up – Directed, Directed Any Station, Directed Barge In or Directed Exempt
- Call Transfer
- Call Waiting – All Calls, Cancel, Dial, Inhibit or Originating
- Consultation Hold
- Data-Call Protection
- Direct Line – Hot Line, Manual Line, Or Warm Line
- Directed Call Pickup
- Distinctive Call Waiting Tones
- Distinctive Ringing
- Do Not Disturb
- Executive Busy Override
- Executive Busy Override – Exempt
- Group Intercom (dependent on customer Equipment)
- Hunting (Customer Specific) – Circular, Stop, Uniform Call Distribution (UDC) or Sequential

* Refer to the Calling Plan as specified in the Local Exchange Calling scope.

** Applicable only to Off Premises Stations within the exchange and served from the same Central Office.

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By: Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features (Continued)

(a) System and Station Features (Continued)

System Features

- Last Number Redial
- Line Restriction – Fully, Semi, Toll, Code or Multi-level
- Make Busy
- Remote Activation – Variable or Of Call Waiting Call
- Ring Again
- Speed Call - Short List (8) Long List (30) or Group List
- Station-to-station Dialing (4 digit)
- Three Way Calling
- Touch Tone

(b) Optional Add-On Features

- Authorization Codes (AC)
- Automatic Call Distribution (ACD)
- Automatic Route Selection (ARS)
- Conference Calling – Six Port
- Custom Intercept Announcement
- Customer Data Changes (CDC)
- Delay Announcements for Queued Calls
- FX Facilities Access
- Meet-Me-Conference (Up to 30 ports)
- Multiple Appearance Directory Numbers (MADNs) – Single Call or Multiple Call Arrangement
- Music On Hold
- OutWATS Access
- Paging Access – Loudspeaker Access, Code Access or Radio Access
- Private Line Facilities Access
- Queuing for Multiline Hunt Groups
- Special Service Facilities Access
- Station Message Detail Recording (SMDR)
- Tie Facility Access
- 800 Service Access

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

2. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features (Continued)

(c) Attendant Feature Packages

- Access to Paging
- Autodial
- Automatic Recall
- Busy Verification
- Call Hold
- Call Park
- Call Selection
- Camp-On
- Conference
- Console Activation of Call Forward
- Console Test
- Control of Trunk Group Access
- Delayed Operation
- Display of Queued Calls by ICI Key
- Flexible Console Alerting
- Locked-Loop Operation
- Lockout
- Multiple Listed Directory Numbers
- Position Busy
- Priority Console Alerting
- Recorded Announcement
- Secrecy
- Serial Call
- Speed Call
- Transfer
- Two-Way Split
- Wildcard Key

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

3. TERMS AND CONDITIONS

1. Terms

- (a) Versaline Service is provided for a minimum of one month, beginning on the service installation date. Month-to-month rates are subject to changes per approval of the appropriate regulatory agency.
- (b) Versaline Service is also offered on a contractual basis, commencing on the date that service is installed, for fixed terms of twelve months (one year), twenty-four months (two years), or thirty-six months (three years). For the contract period, Versaline rates offered by the Company will not change. Versaline customers who subscribe to fixed term contracts will receive reduced pricing to the Versaline Station Line month-to-month rate as stated in this tariff.
- (c) A Versaline customer is required to retain as a minimum, the initial number of lines under their original contract. Subsequent Versaline Station Line additions will be rated at the existing contract rates as an addendum to the existing contract for the remainder of the initial term.
- (d) In the event that Versaline service is terminated by the customer prior to completion of the initial contract period, a termination charge will apply. The termination charge will be an amount representing the difference between (1) the charges billed for services provided pursuant to the contract, and (2) the charges applicable under the Company's month-to-month Versaline rates, for a period representing the greater of 50% of the term of the contract or the actual number of months in which service was provided pursuant to the Contract. The termination charge is payable immediately upon termination of a contract.
- (e) When the contract term expires, a Versaline Customer may select a new contract period or continue with month-to-month service at rates offered in the tariff in effect at that time.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

4. DEFINITIONS

1. Versaline Station Line Service - Includes the following:

- System and station features
- Intercom (station to station) calling
- Loop facilities from the system dial switching equipment to the Network interface of the Versaline station line
- Local exchange network access calling

2. System and Station Features

(a) System Features Definitions

Automatic Identification of Outward Dialing (AIOD) identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing (DID) allows a station user to receive local or long distance calls from outside of the business group, without the aid of an attendant.

Direct Outward Dialing (DOD) allows a station user to place local or long distance calls outside of the business group, without the aid of an attendant.

Equal Access provides the ability to access an long distance carrier of choice.

Intercept Announcements - Common alerts callers when stations are disconnected with a standard office intercept announcement.

Intercom Dialing (Station to Station) allows abbreviated (4 digits) dialing between Versaline stations.

Local Exchange Calling provides a station user exchange network calling to and from a Versaline station.

Off Premises Stations allows for stations served from the same central office to be located in a building(s) other than the one housing primary Versaline.

Emergency Service allows a station to report an emergency by dialing 911.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

4. DEFINITIONS

2. System and Station Features (Continued)

(b) Station Features Definitions

Blind Transfer Recall allows a set user to transfer a call to another party without waiting for that party to answer. If the party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

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

Call Forward Fixed provides an automatic connection between a calling station going off hook and a predetermined terminating number.

Call Forward No Answer allows an incoming call to be forwarded to a predetermined number within the customer group if the called station does not answer within a designated number of ringing cycles.

Call Forward Busy/No Answer Split is a single feature that allows the customer to specify the destination of a forwarded call.

Call Forward Remote Activation allows a station to activate and deactivate Call Forward from his station. Activation\ deactivation can be performed from another phone served by their own central office, or from another central office.

Call Forward Variable allows a station user to redirect all incoming calls for that line to another directory number. The number that calls are forwarded to is restricted by the line's class-of-service. Activation\deactivation and the forward-to destination are controlled by the station user.

Call Forward No Answer (30 seconds) allows incoming calls to a Versaline line to be automatically routed to a preselected Versaline line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

Call Forward No Answer Variable Timer allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group

Call Forward of A Call Waiting Call allows a station user to have calls that are enqueued against their busy station for a set period of time to automatically be forwarded to a pre-determined station

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

4. DEFINITIONS

2. System and Station Features (Continued)

(b) Station Features Definitions (Continued)

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

Call Park allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

Call Park Directed allows a station user to park calls against another DN within the customer group by flashing the hook switch and dialing the Call Park Directed access code. The parked call can be retrieved from any station by dialing the retrieval access code and the parked DN.

Call Park Multiple allows a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer group.

Call Pick-Up allows a station to answer incoming calls to another station within a defined call pickup group by completing a pickup dial code. This feature is provided on individual stations within a customer group.

Directed Call Pick-Up allows a Versaline line user to answer calls directed to a specific Versaline line from any other Versaline line in the customer group by dialing a feature code and the number of the ringing station.

Call Pick-Up Directed Any Station is a terminating line option which allows any station in the business group to answer/pick-up on the incoming calls terminating at the station assigned with the feature.

Call Pick-Up Directed Barge-In allows a station user to answer a call that is ringing on any other line within the same customer group. To answer the station user dials the access code, receives a special dial tone, and then dials the extension number of the station to be picked-up or barged into.

Call Pick-Up Directed Exempt allows a station user to answer a call that is ringing on any other line within the same customer group. Once the call is picked-up this feature will not allow the call to be barged into.

Call Transfer allows a station user to transfer calls to another station either within or outside the business group by flashing the switchhook and dialing the transfer-to number.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

4. DEFINITIONS

2. System and Station Features (Continued)

(b) Station Features Definitions (Continued)

Call Waiting All Calls allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon one of the calls.

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

Call Waiting Cancel permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call.

Call Waiting Dial allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

Call Waiting Inhibit prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

Call Waiting Originating allows a station user to impose Call Waiting tones on a called station within the customer group.

Consultation Hold permits the transferring party to talk privately with the destination before transferring the call.

Data - Call Protection allows the assignment to individual lines within the customer group of No Double-Connect. This option does not allow the connection of test or busy-verification circuits to the line while the line is busy. This option protects data calls from interruption.

Direct Line - Hot Line allows a station user to automatically place a call to a pre-selected DN by lifting the receiver.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

4. DEFINITIONS

2. System and Station Features (Continued)

(b) Station Features Definitions (Continued)

Direct Line - Manual Line - automatically places a call to an operator when the station user goes off hook.

Direct Line - Warm Line is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a Hot Line.

Distinctive Call Waiting Tones permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

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

Do Not Disturb allows station users to prevent incoming calls from ringing their station. Calls can be diverted to an attendant, another station, a busy tone or a recorded announcement.

Executive Busy Override allows a single-line set user to gain access to a busy station by flashing the switchhook (during busy tone), and dialing a feature code.

Executive Busy Override Exempt will not allow Executive Busy Override to be activated against the line by a station user within the customer group.

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

Directory Number Hunting (DNH) - may be either circular or sequential

- Circular hunting hunts all lines in the group regardless of the starting point.
- Sequential hunting starts at the number dialed and ends with the last number in the group.

Multi-Line Hunting - Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from the pilot number to the last number in the group.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

4. DEFINITIONS

2. System and Station Features (Continued)

(b) Station Features Definitions (Continued)

Distributed Line Hunting (DLH) - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

Last Number Redial allows a station user to redial the last number dialed by utilizing an access code rather than dialing the entire number.

Line Restriction Fully permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It also prevents the customer from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the customer group.

Line Restriction Semi permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and/or receive calls via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

Line Restriction Toll permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

Line Restriction Code allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

Line Restriction Multi-Level allows the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NXX) or a six-digit area code (NPA) and (NXX) basis.

Make Busy allows a station user to temporarily make a particular station appear busy to incoming callers. Make Busy causes the hunt feature to skip over a station during the search for an idle station. Make Busy can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

4. DEFINITIONS

2. System and Station Features (Continued)

(b) Station Features Definitions (Continued)

Ring Again allows a station user when encountering a busy station within the customer group to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

Speed Calling Short List provides a Versaline line user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

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

Speed Calling Group List allows two or more station users within a customer group to have access to the same Speed Calling list. The list can be from 10 up to 69 numbers and can only be updated from a specified line, called the controller.

Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will stop the search for an idle line at that station. Stop Hunt can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

Touch Tone equips all station lines for touch call dialing.

Three Way Calling permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

4. DEFINITIONS

3. Optional Add-On Features

Authorization Codes (AC) allows the customer to define a set or sets of dialing privileges and associated dialing codes for each set or sets. AC permits certain dialing privileges to authorized personnel.

Automatic Call Distribution (ACD) provides advanced call distribution and queuing capabilities as an integrated function of Versaline Service.

Automatic Route Selection (ARS) allows an outgoing call to be completed automatically by the most cost effective route available. The caller is alerted by a tone if the outgoing call is accessing an expensive call route for completion.

Conference Calling - Six Port allows station users to establish a conference call consisting of more than three conferees without the assistance of the attendant. The conferees can include lines in the same customer group, lines belonging to another customer group, and stations reached through trunks.

Custom Intercept Announcements - allows a custom announcement to be provided to a business group. These announcements are applicable on originating calls that violate restrictions or the dialing plan and terminating calls to nonworking directory numbers assigned to the business group.

Customer Data Changes (CDC) - provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

Delay Announcements for Queued Calls informs a caller that their call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

Meet-Me-Conference (Up to 30 ports) allows conferees to hold a conference on a thirty-party conference bridge by dialing a directory number at a specified time.

Multiple Appearance Directory Numbers (MADNs) is a software number that has no real switch hardware attached, but is given all the database characteristics associated with a normal line. MADNs can be configured in either a single-call-arrangement (SCA) or a multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADNs at any given time. The MCA allows more than one set in the MADNs group to be simultaneously active. MCA is available only within a Versaline customer group.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

4. DEFINITIONS

3. Optional Add-On Features

Music On Hold allows a customer group to have music and/or an announcement applied to a calling line while on hold.

Paging Access provides a central office interface to customer provided paging equipment such as loudspeaker, code, and radio.

Queuing for Multiline Hunt Groups allows calls to hunt groups with all lines busy to be queued with an announcement or music.

Special Service Facilities Access allows station users to gain access to the following by dialing an access code:

- **Foreign Exchange (FX) Facilities Access** provides access to and from an InterLATA or IntraLATA Foreign Exchange circuit or Foreign Central Office Circuit.
- **OutWATS Access** provides the customer access to an interexchange carrier for bulk toll calling.
- **Private Line Facilities Access** provides the customer access to a Private Line or Dedicated Circuit.
- **Tie Facility Access** provides the customer access to and from an InterLATA or IntraLATA tie facility.
- **800 Service Access** permits 800 Service Access to terminate in the Versaline Service System.

Station Message Detail Recording (SMDR) provides a detailed customer report of calling activity of chargeable and non-chargeable calls for each customer group.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

4. DEFINITIONS

4. Attendant Feature Package

These features will be provided where facilities are available.

Access to Paging - allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

Autodial - permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

Automatic Recall - allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

Busy Verification - feature allows an attendant to determine whether stations or trunks are busy or idle.

Call Hold - allows an attendant to hold a call manually on the loop by pressing a key.

Call Park - allows the attendant to park calls against any directory number in the customer group.

Call Selection - enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

Camp-On - allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Code Calling Line Termination - Allows the attendant to access customer provided code-call equipment using an access code and a called party code.

Conference - allows the attendant to establish a conference with up to 30 conferees.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

4. DEFINITIONS

4. Attendant Feature Package

Console Activation of Call Forward - allows attendants to activate, deactivate, and program Call Forwarding for stations.

Console Test - allows attendant to test the functional operations of a console.

Control of Trunk Group Access - allows the attendant to control the access to all stations and incoming trunks to various trunk groups by operating corresponding keys.

Delayed Operation - allows the attendant to place a call for a calling station while the calling station waits on hook.

Display of Queued Calls by ICI Key - provides console operators with a visual indication of the number of calls queued to be answered.

Flexible Console Alerting - allows an attendant to be alerted to a call requiring attention.

Interposition Calls - allows an attendant to call, speak to, and transfer a call to another attendant.

Locked-Loop Operation - allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, automatic and manual. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

Lockout - prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

Multiple Listed Directory Numbers – allows each directory number to be assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

Position Busy - allows the attendant to make the console unavailable to additional queued calls.

Priority Console Alerting - allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

4. DEFINITIONS

4. Attendant Feature Package

Recorded Announcement - feature permits the routing of either originated or extended attendant calls to an optional announcement.

Secrecy - allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

Serial Call - allows an attendant to extend a call to more than one station.

Speed Call - allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

Transfer - allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

Two-Way Split - allows the attendant to talk privately to either the calling party of the called party.

Wildcard Key - allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

5. RATES AND CHARGES

a. Recurring Charges

a. Versaline Station Line Service

The following monthly rates and charges are in addition to the non-recurring rates and charges as referenced in this tariff.

<u>Period</u>	<u>Monthly Recurring Charge</u>
Month to Month	\$45.00
12 Month Contract	\$44.00
24 Month Contract	\$43.00
36 Month Contract	\$42.00

Issued: September 29, 2011

Effective: October 1, 2011

By: Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

5. RATES AND CHARGES

1. Recurring Charges

b. Monthly Credits

Monthly Credit will be applied to the monthly rate for Versaline Customers who purchase Frontier Long Distance Service and/or Frontier Business DSL or Dedicated Internet Service.

1. A \$1.00 per month credit will be applied to each Versaline, if the customer selects Frontier Long Distance as their Interlata and Intralata preferred interexchange carrier (PIC).
2. A \$1.00 per month Credit will be applied to each Versaline if the customer subscribes to Frontier Business DSL or Dedicated Internet Service.
3. A \$2.00 per month credit will be applied to each Versaline if the customer subscribes to both, Frontier Long Distance and Frontier Business DSL or Dedicated Internet Service (1. and 2. preceding).

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

5. RATES AND CHARGES

1. Recurring Charges

c. Optional Add on Features

<u>Optional Add-On Features</u> ^a	<u>MRC</u> [#]	<u>NRC</u> [*]
Authorization Codes (AC), per group 100	\$ 0.30	\$ 3.00
Automatic Call Distribution (ACD) ¹	ICB	ICB
Automatic Route Selection(ARS) ¹	ICB	ICB
Conference Calling (Six Port)	40.00	100.00
Custom Intercept Announcements, Each	40.00	50.00
Customer Data Changes (CDC) ¹	ICB	ICB
Delay Announcements for Queued Calls, per announcement	40.00	50.00
Meet-Me-Conference (Up to 30 ports)	450.00	100.00
Multiple Appearance Directory Numbers (MADNs)		
Single-Call-Arrangement (SCA) Each	6.00	-
Multiple-Call-Arrangement (MCA) Each ²	6.00	-
Music on Hold ³	25.00	4.00

Notes:

- a Optional features are available only were facilities and conditions permit.
- # Monthly Recurring Charge - MRC
- * Non-recurring Charge - NRC
- 1 Offered on an Individual Case Basis (ICB) arrangement.
- 2 Available only within a Versaline customer group.
- 3 Does not include music source.

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By: Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

AF. VERSALINE CENTREX SERVICE

5. RATES AND CHARGES

1. Recurring Charges

c. Optional Add on Features

<u>Optional Add-On Features</u> ^a	<u>MRC</u> [#]	<u>NRC</u> [*]
Paging Access		
Loudspeaker Access	\$40.00	\$25.00
Code Access	40.00	25.00
Radio Access	40.00	25.00
Queuing for Multiline Hunt Groups	2.50	
Special Service Facilities Access ¹		
FX Facilities Access	Note 1	Note 1
OutWATS Access ³	Note 1	Note 1
Private Line Facilities Access	Note 1	Note 1
Tie Facility Access	Note 1	Note 1
800 Service Access	Note 1	Note 1
Station Message Detail Recording (SMDR) ²	Note 1	Note 1

(C)

Notes:

- a Optional features are available only were facilities and conditions permit.
- # Monthly Recurring Charge - MRC
- * Non-recurring Charge - NRC
- 1 Refer to other company Tariffs for mileage and termination charges
- 2 Offered on an Individual Case Basis (ICB) arrangement.
- 3 Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

5. RATES AND CHARGES

1. Recurring Charges

d. Attendant Feature Package

<u>Attendant Feature Package</u>	<u>MRC</u>
Attendant Feature Package ¹ Per attendant	\$65.00
<hr/>	
See this tariff for package features	ICB

e. PBX and Systems*

System and Station Versaline Service features may be extended to PBX and Key System customers at the applicable Automatic Access Line or Business Line rates as specified in Section S3 and the following:

<u>Attendant Feature Package</u>	<u>MRC</u>
Versaline PBX Add-On Rate - Per Trunk	\$7.95
<hr/>	
Versaline Business Line Add-On Rate - Per Line	\$7.95

Notes:

* Rates are subject to volume discounts.

¹ Available where facilities and conditions permit.

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

5. RATES AND CHARGES

2. Database Modifications

	Nonrecurring Charge
Additions, changes, or deletions per hour, or fraction thereof	\$50.00

6. TELEPHONE NUMBERS AND FACILITIES RESERVED FOR FUTURE USE

1. General

- a. A customer may reserve pre-assigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.
- a. Telephone numbers reserved for future use services include pre-assigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.
- b. The assignment of telephone numbers and the sequence of numbers assigned to a Versaline system is made at the discretion of the Company.
- c. The service is furnished subject to the availability of facilities and telephone numbers.
- d. Calls to reserved (unassigned) telephone numbers will be routed to intercept over Versaline common recorded announcement facilities as specified in this tariff.
- e. Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Versaline main station.
- f. Reserved numbers not assigned to a main station as agreed in this tariff will be billed at the following rates until removed from reserved status or billed as an active Versaline main station.

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By: Kenneth Mason, Vice President

Rochester, New York

UNREGULATED SERVICES

SERVICES

AF. VERSALINE CENTREX SERVICE

6. TELEPHONE NUMBERS AND FACILITIES RESERVED FOR FUTURE USE (Continued)

2. Rates and Charges

a. Reserved Versaline Telephone Numbers

	<u>Reserved Numbers</u>	<u>MRC #</u>
Month-to-Month		\$15.24
12 Month Contract		14.34
24 Month Contract		13.86
36 Month Contract		13.41

UNREGULATED SERVICES

SERVICES

AG. FRONTIER DIGITAL PHONE ESSENTIALS (LEADER AND CHALLENGER)

1. GENERAL

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes One Basic Residential Access Line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

Basic Bundle

Flat Rate Access Line	Call Waiting ID
Extended Area Calling	Call ID Plus Name
Touch Tone	Call Waiting/Cancel Call Waiting

Feature Package

Three Way Calling	Call Forward	
Busy Number Redial (*66)	Speed Call 8 or 30	(T)
Call Return (*69)	Distinctive Ring	(T)
Anonymous Call Rejection	Call Waiting	
Call Forward Variable or Fixed	Call Forward Busy	
Selective Call Forwarding	Selective Call Rejection	
Selective Call Acceptance	Priority Ring	

2. REGULATIONS

1. The Frontier Digital Phone Essentials is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off

Issued on the authority of Public Act 179 of 1991, as amended

Issued: July 15, 2014

Effective: July 20, 2014

By: Jack Phillips, Director - Government and External Affairs
14450 Burnhaven Dr, Burnsville MN Jack.Phillips@ftr.com

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UNREGULATED SERVICES

SERVICES

AG. FRONTIER DIGITAL PHONE ESSENTIALS (LEADER AND CHALLENGER)

3. RATES AND CHARGES

	Monthly Rate	
Frontier Digital Phone Essentials	\$21.99	
Feature Pack	\$6.49	(l)
Stay Connected Seasonal Offering*	\$9.99	

- (1) Periodically, the Company may offer various "Save Incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

Issued on the authority of Public Act 179 of 1991, as amended
Issued: February 28, 2023

Effective: March 1, 2023

By: Leslie Zink – Regulatory Affairs Manager
21 West Avenue, Spencerport, NY 14559; Leslie.Zink@ftr.com

585-777-4717

UNREGULATED SERVICES

SERVICES

AH. FRONTIER DIGITAL PHONE UNLIMITED (LEADER)

1. GENERAL

The Frontier Digital Phone Unlimited Service (Leader) is a package offering available to residential customers and includes one residential access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Busy Number Redial (*66)	Call Waiting ID
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return (*69)

Feature Package

Three Way Calling	
Call Forward	Speed Call 30
Distinctive Ring	Anonymous Call Rejection
Priority Ring	Call Forward Variable or Fixed
Call Forward Busy	Selective Call Forwarding
Selective Call Rejection	Selective Call Acceptance

2. REGULATIONS

1. The Frontier Digital Phone Unlimited (Leader) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Leader) do not apply. (N)

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UNREGULATED SERVICES

SERVICES

AH. FRONTIER DIGITAL PHONE UNLIMITED (LEADER)

3. RATES AND CHARGES

	Monthly Rate	
Frontier Digital Phone Unlimited (Leader)	\$33.99	(I)
Feature Pack	\$6.49	
Stay Connected Seasonal Offering*	\$9.99	

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

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UNREGULATED SERVICES

SERVICES

AI. FRONTIER DIGITAL PHONE UNLIMITED PLUS (LEADER)

1. GENERAL

The Frontier Digital Phone Unlimited Service (Leader) is a package offering available to residential customers and includes two residential access lines, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Busy Number Redial(*66)	Call Waiting ID
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return (*69)

Feature Package

Three Way Calling	
Call Forward	Speed Call 30
Distinctive Ring	Anonymous Call Rejection
Priority Ring	Call Forward Variable or Fixed
Call Forward Busy	Selective Call Forwarding
Selective Call Rejection	Selective Call Acceptance

2. REGULATIONS

1. The Frontier Digital Phone Unlimited Plus (Leader) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus (Leader) do not apply. (N)
(N)

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UNREGULATED SERVICES

SERVICES

AI. FRONTIER DIGITAL PHONE UNLIMITED PLUS (LEADER)

3. RATES AND CHARGES

	Monthly Rate	
Frontier Digital Phone Unlimited Plus (Leader)	\$33.99	(I)
Feature Pack	\$6.49	
Stay Connected Seasonal Offering*	\$9.99	

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

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UNREGULATED SERVICES

SERVICES

AJ. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)

1. GENERAL

The Frontier Digital Phone Unlimited Service (Challenger) is a package offering available to residential customers and includes one residential access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Call Waiting ID
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting

Feature Package

Call Forward	
Busy Number Redial (*66)	Speed Call 8 or 30
Call Return (*69)	Distinctive Ring
Anonymous Call Rejection	3-Way Calling
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring

2. REGULATIONS

1. The Frontier Digital Phone Unlimited (Challenger) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Challenger) do not apply. (N)

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UNREGULATED SERVICES

SERVICES

AJ. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)

3. RATES AND CHARGES

	Monthly Rate	
Frontier Digital Phone Unlimited (Challenger)	\$21.99	
Feature Pack	\$6.49	(I)
Stay Connected Seasonal Offering*	\$9.99	

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

UNREGULATED SERVICES

SERVICES

AK. FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)

1. GENERAL

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a package offering available to residential customers and includes two residential access lines, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Call Waiting ID
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting

Feature Package

Call Forward	
Busy Number Redial (*66)	Speed Call 8 or 30
Call Return (*69)	Distinctive Ring
Anonymous Call Rejection	3-Way Calling
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring

2. REGULATIONS

1. The Frontier Digital Phone Unlimited Plus (Challenger) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. The bundle will appear as a single line item on the bill.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus (Challenger) do not apply. (N)
(N)

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UNREGULATED SERVICES

SERVICES

AK. FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)

3. RATES AND CHARGES

	Monthly Rate	
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99	
Feature Pack	\$6.49	(l)
Stay Connected Seasonal Offering*	\$9.99	

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

UNREGULATED SERVICES

SERVICES

AL. FRONTIER SIMPLY UNLIMITED SERVICE (CHALLENGER)**

(T)

1. GENERAL

Frontier Simply Unlimited Service (Challenger) is a package offering available to Business customers that subscribe to a maximum of twelve Business Lines per customer location. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

- One Business Access Line
- Extended Area Service (where applicable)
- Call Forwarding busy/Don't Answer
- Caller ID with Name
- Four features from the Frontier Business All In Feature Package listed below

Business All In Feature Package

- | | |
|----------------------------------|-----------------------------|
| Call Waiting/Cancel Call Waiting | Anonymous Call Rejection |
| Busy Number Redial (*66) | Call Return (*69) |
| Selective Call Acceptance | Selective Call Rejection |
| Selective Call Forwarding | Priority Call |
| Distinctive Ring | Speed Call 8 or 30 |
| Three-Way Calling | Call Transfer |
| Caller ID Blocking | Call Waiting ID* |
| Multi-Line Hunting | Call Forwarding |
| Call Forwarding –Busy | Call Forwarding - No Answer |

2. REGULATIONS

1. The Frontier Simply Unlimited Service (Challenger) is for business customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Frontier Simply Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
4. The bundle will appear as a single line item on the customer's bill.
5. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
6. The bundles are offered on a month-to-month basis.
7. Bundles four through twelve are given an additional discount.

* This service has been grandfathered

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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UNREGULATED SERVICES

SERVICES

AL. FRONTIER SIMPLY UNLIMITED SERVICE (CHALLENGER) (Continued)**

(T)

3. RATES AND CHARGES

1. The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.

	Monthly Rate
Frontier Simply Unlimited Service (Challenger) (Lines 1 to 3)	\$38.99
Each Additional Package (Lines 4 to 12)	\$23.99
Frontier Business All in Feature Package	\$4.99

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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UNREGULATED SERVICES

SERVICES

AM. FRONTIER SIMPLY UNLIMITED SERVICE (LEADER)**

(T)

1. GENERAL

Frontier Simply Unlimited Service (Leader) is a package offering available to Business customers that subscribe to a maximum of twelve Business Lines per customer location. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

- One Business Access Line
- Extended Area Service (where applicable)
- Call Forwarding Busy/Don't Answer
- Caller ID with Name

(T)

Eight features from the Frontier Business All In Feature Package listed below

Business All In Feature Package

(*69) (T)

- | | |
|----------------------------------|-----------------------------|
| Call Waiting/Cancel Call Waiting | Anonymous Call Rejection |
| Busy Redial (*66) | Call Return |
| Selective Call Acceptance | Selective Call Rejection |
| Selective Call Forwarding | Priority Call |
| Distinctive Ring | Speed Call 8 or 30 |
| Three-Way Calling | Call Transfer |
| Caller ID Blocking | Call Waiting ID* |
| Multi-Line Hunting | Call Forwarding |
| Call Forwarding –Busy | Call Forwarding - No Answer |

2. REGULATIONS

1. The Frontier Simply Unlimited Service (Leader) is for business customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Frontier Simply Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
4. The bundle will appear as a single line item on the customer's bill.
5. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
6. The bundles are offered on a month-to-month basis.
7. Bundles four through twelve are given an additional discount.

* This service has been grandfathered

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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UNREGULATED SERVICES

SERVICES

AM. FRONTIER SIMPLY UNLIMITED SERVICE (LEADER) (Continued)**

(T)

3. RATES AND CHARGES

1. The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.

	Monthly Rate
Frontier Simply Unlimited Service (Leader) (Lines 1 to 3)	\$48.99
Each Additional Package (Lines 4 to 12)	\$33.99
Frontier Business All in Feature Package	\$4.99

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

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UNREGULATED SERVICES

SERVICES

AN. FRONTIER ONEVOICE

1. GENERAL

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Features and Services

Single Party Flat Rate Access Line
Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID
Anonymous Call Rejection
Call Forward
Multi-line Hunting
3-Way Calling

Premium Feature Package

Call Return (*69)
Call Transfer
Distinctive Ring
Busy Number Redial (*66)
Priority Call
Selective Call Forward
Selective Call Acceptance
Selective Call Rejection
Speed Call 30

2. REGULATIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Call detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

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UNREGULATED SERVICES

SERVICES

AN. FRONTIER ONEVOICE (Continued)

6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, or one year term basis. (C)

3. RATES AND CHARGES

1. Surcharges and taxes will be billed separately from and are in addition to the package rate.
2. New customers will incur a non-recurring charge up to \$95.00 per account. This charge supersedes the Initial Order and Connection charges.

Monthly Rate Basic Bundle	\$57.99	(I)
Term Price with 1 year commitment	\$42.99	(I)(C)
Premium Feature Package	\$9.99	

UNREGULATED SERVICES

SERVICES

AO. FRONTIER COMMERCIAL VOICE UNLIMITED**

(T)

1. General

Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. The bundle also includes the Subscriber Line charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

Basic Bundle
Single Party Flat Rate Access Line
Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
(Call Waiting ID) where applicable
Three Way Calling
Hunting

2. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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UNREGULATED SERVICES

SERVICES

AO. FRONTIER COMMERCIAL VOICE UNLIMITED (continued)**

(T)

2. Regulations (continued)

- 9. The bundle is offered on a month-to-month, one year, or two year term basis.
- 10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- 11. At the end of the one year term, customers will be moved to the month to month pricing.

3. Rates and Charges

- Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

Monthly Rate	
Basic Bundle	
Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(T)

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UNREGULATED SERVICES

SERVICES

AP. VACATION GET AWAY SERVICE

1. General

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

2. Conditions

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers. (D)(C)

2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.

3. Vacation Get Away Service will not be made available for periods of less than two (2) months.

4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.

5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.

6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of restoral.

7. Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.

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

9. Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

3. Rates

Nonrecurring Charge

\$39.99

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UNREGULATED SERVICES

SERVICES

AQ. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

(N)

1. General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications Online and Long Distance, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touchtone

2. Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The bundle is offered on a month-to-month basis.

(N)

UNREGULATED SERVICES

SERVICES

AQ. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (continued)

(N)

2. Conditions (continued)

8. The bundle will appear as a single line item on the bill.
9. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

3. RATES AND CHARGES

1. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
3. Frontier Residential Unlimited Voice Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Residential Unlimited Voice Service	\$20.00

(N)

UNREGULATED SERVICES

SERVICES

AR. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

(N)

1. General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications Online and Long Distance, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

2. Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.

(N)

UNREGULATED SERVICES

SERVICES

AR. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (continued)

2. Conditions (continued)

- H. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
- K. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
- L. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

3. Rates and Charges

- A. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. An Activation charge of \$35.00 will replace the Initial Service Order and CO Connection Charge.
- C. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Unlimited Voice and Feature Bundle	\$50.00

AS. FRONTIER ONEVOICE PROMOTION

Between August 22, 2021 and November 19, 2021, New fiber based Frontier OneVoice customers who purchase a qualifying broadband service will be give a \$29.99 discount for the first local OneVoice line. Customers must agree to a two year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible.

(N)
|
(N)

UNREGULATED SERVICES

PROMOTIONS

The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering.

(N)

(N)