

Effective: JULY 1, 2010

Schedule of Rates and Charges Together  
With Rules and Regulations Applicable To  
Services Provided In The Territories Served By  
FRONTIER NORTH INC.  
(formerly Verizon North Inc. and GTE North Incorporated  
also known as Contel of Indiana, Inc.),  
and  
FRONTIER MIDSTATES INC.  
(formerly Contel of the South, Inc.  
d/b/a VERIZON NORTH SYSTEMS  
d/b/a GTE Systems of Indiana,  
also known as ALLTEL, Indiana, Inc.)  
Within The State Of  
Indiana

Effective: October 1, 2011

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EXPLANATION OF SYMBOLS

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

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## EXPLANATION OF TERMS

Access Line - The serving central office line equipment and all outside plant facilities needed to connect the serving central office with the customer premises to provide exchange service.

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

Airline Mileage - The standard form of measurement for computing mileage - the direct or airline distance point-to-point.

Authorized Protective Connecting Module - The term denotes a protective unit designed by the Telephone Company and manufactured under the control of Telephone Company quality assurance procedures, which unit is to be incorporated in a conforming answering device.

Authorized User - A person, firm, or corporation (other than the customer) on whose premise a telephone, Private Branch Exchange, or private line service or channel is located and who may communicate over such channels in accordance with the terms of this Product Guide.

Auxiliary Access Line - Individual access lines in addition to and with numbers in sequence with the main line which operate on an automatic hunting basis. Also referred to as rotary service.

Base Rate Area - The portion of an exchange area wherein urban grades of service are provided at uniform rates.

Bit - A binary digit. The smallest unit of information in a binary system of notation.

Bits per second (Bps) - The number of bits transmitted in a one-second interval. A measure of the speed of transmission of digital information.

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

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

Central Office Area - A geographical subdivision prescribed by the Company within which service is provided from a special central office or offices.

Channel - A path for communication between two or more stations or Company offices, furnished in such a manner as the company may elect, whether by wire, radio, or a combination thereof and whether or not by single facility or route.

Class of Service - A designation given exchange service dependent upon the nature of its use such as business or residence services.

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## EXPLANATION OF TERMS

Communications Systems - The term denotes channels or other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or Telephone Company stations.

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

Connecting Company - A firm operating one or more telephone central offices with which traffic is inter-changed by this Company at any point.

Continuous Property - A continuous plot of ground occupied by the customer which is not separated by a public thoroughfare.

Cost - Whenever the word "cost" is used in these Tariffs, it should be understood to mean the expense incurred in connection with providing service or equipment and includes labor, material, incidentals, supervision, etc

Customer - A person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc., receiving service from the Company.

Customer Designated Location (CDL) - A location specified by the customer for purposes of terminating network service. A CDL may be a customer premises or a building where an off premises extension terminates.

Customer Premise - A customer or user's premises, including a customer designated non-Company premises.

Customer-Provided Terminal Equipment - Denotes devices or apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically, or inductively.

Data - Information represented as characters in digital or analog form to which meaning can be assigned.

Data Access Arrangement - The term denotes a protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Section 2 of this Product Guide.

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

DS-0 - Facilities that provide for the two-way transmission of isochronous bipolar serial data at a rate of 56/64 Kbps. The particular speed available is dependent on availability of facilities.

DS-1 - Facilities that provide for the two-way transmission of isochronous bipolar serial data at a rate of 1.544 Mbps.

DS-3 - Facilities that provide two-way transmission of isochronous bipolar serial data signals at 44.736 Mbps. The service can be provided with either an optical or electrical interface as specified by the customer.

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## EXPLANATION OF TERMS

Exchange - A unit consisting of one or more central offices established for the administration of telephone service in a specified area which usually embraces a city, town, or village and its environs.

Exchange Area - A territory included within the boundaries of an exchange.

Exchange Service - This term refers to any and all of the various classes of service connected to the Company's central office switching apparatus.

Extended Area Service - A service arrangement whereby customers may place calls to other specified exchanges without incurring message toll charges.

Facilities - The physical plant necessary in connection with providing service.

Flat Rate Service - Service furnished at a fixed monthly rate.

Foreign Central Office - Any central office other than that which serves the area in which the customer is located.

Foreign Exchange - Any other exchange than that in which the customer is located.

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

Interexchange Channel - That portion of a channel which connects stations in two or more exchanges.

Island Base Rate Area - An area (village, community, town) formerly inside a Base Rate area which, through a central office merger or merger of exchanges, has now been segregated from the new Base Rate area. Customers of Island Base Rate areas continue to be provided the same services at the same rates as the actual Base Rate area.

Joint Tenant Service - A shared service arrangement which allows a business customer subscribing to Joint Tenant Service to resell local and toll service to individuals, firms, or corporations located within the Joint Tenant Service customer's premises.

Key Trunk - An individual exchange access line used in connection with Key Telephone Service arrangements furnished either by the company or the customer. (See Selective Access Line.)

Limited Service - Service and Equipment Grandfathered to existing customers at existing locations.

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## EXPLANATION OF TERMS

Local Calling Area - The area in which customers may call without the payment of message toll charges.

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

Main Station - Also referred to as "primary station," this is the first telephone or termination on an individual or party line connected to the switching apparatus in one of the Company's central offices.

Message - A completed customer telephone call.

Message Toll Service - The completion of calls via the toll network of this Company and Connecting Companies.

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

Network Control Signaling Unit - The term denotes the terminal equipment furnished, installed, and maintained by the Telephone Company for the provision of network control signaling.

Non-Selective Access Line - A central office line that provides communications capacity between the serving central office and communications switching equipment normally installed on the customer's premises that is arranged in such a manner that the station user has no control over which access line is connected to the station or other equipment for incoming or outgoing calls. The trunk rate will apply for a Non-Selective Access Line.

Premises - The property occupied by the customer or authorized user, either under lease or ownership.

Protocol - A set of conditions for conducting interactions between two or more terminals, host or peripherals. These conditions consist of syntax (header structure), semantics (actions and reactions that are supposed to occur) and timing (relative ordering and duration of states and events).

Principal Central Office - Refers to the central office in a signal 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 Interoffice and Interexchange Channel mileage.

Private Line Service - As opposed to exchange service, this refers to channels and equipment furnished to a customer for direct communication between various points without access to the Company's exchange switching network.

Private Right-of-Way - A facility route granted to the Company on or over private property.



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## EXPLANATION OF TERMS

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

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

Same Building - A structure on one foundation or structures on separate foundations with abutting walls and a direct access between structures through such walls.

Same Premises - All buildings on continuous property. In the case of a multi-office building, that portion occupied by the same customer on the same or separate contiguous floors of the building are considered same premises.

Selective Access Line - A central office line that provides communications capacity between the serving central office and communications switching equipment installed on the customer's premises that is arranged in such a manner that the station user has selective capability over which access line is connected to the station or other equipment for incoming or outgoing calls. The trunk rate will apply for a Selective Access Line.

Service - Any or all service(s) provided by the Company pursuant to this Product Guide.

Service Life - That period of time during which repair parts are readily available and during which maintenance can be accomplished without unreasonable costs.

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

Serving Central Office - The Central Office from which a customer or authorized user would normally be served for exchange telephone service.

Suburban Area - The territory surrounding the Base Rate Area in which Suburban and Rural Services are furnished and in which urban classes of service are furnished at established rates, plus Zone Mileage Charges.

Subscriber - See "Customer."

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## EXPLANATION OF TERMS

Tariff - The rates, charges, rules and regulations adopted and filed by the Telephone Company and approved by the Indiana Utility Regulatory Commission.

Telephone Company - A person, firm, partnership, cooperative organization, or corporation engaged in the business of furnishing telephone service to the public under the jurisdiction of the Indiana Utility Regulatory Commission.

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

Toll Line - Interexchange circuits used exclusively for the transmission of toll messages between points located in different local service areas.

Toll Rate - The initial period and overtime period charge for toll messages, based on the length of call and distance between the rate centers of the calling and called station.

Toll Service - See Message Toll Service.

Trunk - An individual exchange access line used in connection with Selective and/or Non-Selective Access Line arrangements furnished either by the Company or the customer. (See Selective Access or Non-Selective Access Line.)

Touch Calling - Provides for dialing a telephone by means of an instrument equipped with pushbuttons, each of which generates distinctive tones for the origination of calls. Touch Calling is furnished in connection with all classes of local exchange access line service.

Virtual Circuit - A logical transmission channel established to a network address. The logical channel exists for a period of time until either end of the channel terminates the transmission.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 1. GENERAL TERMS AND CONDITIONS APPLICABLE TO FRONTIER RETAIL TELECOMMUNICATION SERVICES IN INDIANA

Please read this important message carefully. Your use of FRONTIER NORTH INC. and FRONTIER MIDSTATES INC. ("Frontier") Services (as defined below) will constitute your agreement to be bound by the charges, terms and conditions set forth in the Product Guide (as defined below) including the general terms and conditions set forth below. For customers already subscribing to Frontier Services, you will no longer be governed by tariffs on file with any regulatory commission, but instead will be governed by the Product Guide. If you do not accept the provisions of the Product Guide, your sole option is to cancel your Services. You will be responsible for all usage charges, non-recurring charges, and the pro rata portion of monthly recurring charges incurred prior to the effective date of the cancellation.

You acknowledge that it is impractical to print in this document the complete Product Guide which contains all of the service descriptions, charges, and other terms and conditions applicable to the Services and that providing the complete Product Guide on Frontier's Website and making it available on request are reasonable means of notice and incorporation of those terms.

#### .1 APPLICATION

- .1.1 The Product Guide sets forth the terms and conditions under which Customers ("Customer," "you" or "your") agree to use the Services (as defined below) and under which FRONTIER NORTH INC. and FRONTIER MIDSTATES INC. ("Frontier", "Company" or "we") agrees to provide the Services to Customers, unless otherwise noted.
- .1.2 The Product Guide is set forth on the Frontier website (the "Website") at <http://www.frontieronline.com/tariffs> and you may request a printed copy of the terms and conditions applicable to the ordered Service by writing to us at Frontier, P.O. Box 1804, Marion, Ohio 43301-1804, Attention: Customer Relations.
- .1.3 The Product Guide becomes a binding contract following your acceptance of the terms and conditions applicable to the ordered Service. You are deemed to have accepted the terms of the Product Guide applicable to your Service upon your use of the Service following notification to you of the availability of the Product Guide either at the Frontier Website or upon request by telephone or by mail.
- .1.4 Unless expressly stated otherwise, the Product Guide also applies to Customers who have entered into a separate contract for Services for a specified time period; provided, however, in the event of a conflict between the terms in the separate contract and the terms in the Product Guide, the terms in the separate contract shall control with respect to Services subject to that contract.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

1. **GENERAL TERMS AND CONDITIONS APPLICABLE TO FRONTIER RETAIL TELECOMMUNICATION SERVICES IN INDIANA (Continued)**
  - .2 GENERAL TERMS AND CONDITIONS
    - .2.1 Services. "Service" or "Services" means all retail telecommunications products or services offered by Frontier in Indiana.
    - .2.2 Prices. You are responsible for all charges associated with the Services and rate plan selected, including all taxes, usage charges, telecommunications surcharges (e.g., Universal Service Fund fees) or other applicable governmental charges due on account of the Services. Such taxes, fees and/or surcharges are subject to change without notice to Customer except as may be required by law. Charges for ancillary services, including but not limited to, charges for installation, change orders, directory assistance and operator services used by Customer will be imposed at Frontier's current rates and such charges are also subject to change without notice to Customer except as may be required by law. Promotional pricing and terms will expire in accordance with the terms applicable to each promotion, without further notice to you.
    - .2.3 Credit Check/Deposit. Customer authorizes Frontier to conduct a credit search which Frontier will use to determine the credit worthiness of the Customer. Frontier may terminate any or all Services if, in the sole opinion of Frontier, Customer's financial condition is deemed unacceptable. Frontier's additional credit measures will be in accordance with Frontier's existing policies that are subject to change without notice to the Customer.
    - .2.4 Unauthorized Use. Frontier shall not be liable for any damages, including charges for Services that Customer may incur as a result of the unauthorized use or misuse of the Services by Customer's family, guests, employees, third parties, or the public. Customer shall remain responsible for such charges.
    - .2.5 Indemnification. Customer agrees to defend, indemnify and hold Frontier, our employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever, arising from any use of the Services by you or any person you permit to use the Services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, any combination of the Services with other products or services not provided by Frontier, any modification of the Services or any infringement of intellectual property.
    - .2.6 **Warranty Disclaimer. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE PRODUCT GUIDE, FRONTIER DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF WE KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. YOU AGREE THAT THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. FRONTIER DOES NOT WARRANT THAT THE SERVICES WILL MEET YOUR NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.**

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 1. GENERAL TERMS AND CONDITIONS APPLICABLE TO FRONTIER RETAIL TELECOMMUNICATION SERVICES IN INDIANA (Continued)

#### .2 GENERAL TERMS AND CONDITIONS (Continued)

##### .2.7 Limitation of Liability

- a. EXCEPT FOR DAMAGES RESULTING FROM THE UNAUTHORIZED OR ILLEGAL USE OF THE SERVICES BY YOU OR YOUR FAMILY, GUESTS OR EMPLOYEES, NEITHER PARTY (NOR ITS SUPPLIERS OR AFFILIATES) SHALL BE LIABLE TO THE OTHER PARTY FOR PUNITIVE, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES INCLUDING WITHOUT LIMITATION, LOSS OF BUSINESS PROFITS, OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING OUT OF THE USE OR INABILITY TO USE THE SERVICES, EVEN IF THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- b. FRONTIER'S LIABILITY TO YOU FOR ANY OTHER DAMAGES DUE TO FAILURES OR DISRUPTIONS IN THE SERVICES ARISING FROM OUR NEGLIGENCE OR BREACH OF OUR OBLIGATIONS UNDER THE PRODUCT GUIDE SHALL BE LIMITED TO THE CHARGES FOR THE SERVICES AFFECTED BY THE FAILURE FOR THE PERIOD OF SUCH FAILURE. THIS LIABILITY SHALL BE IN ADDITION TO ANY AMOUNTS THAT MAY OTHERWISE BE DUE YOU UNDER THE TERMS OF THE PRODUCT GUIDE AS AN ALLOWANCE FOR INTERRUPTIONS. THIS SHALL BE YOUR EXCLUSIVE REMEDY FOR SUCH FAILURES OR DISRUPTIONS.
- c. IN THE EVENT THE DISCLAIMER OF CERTAIN WARRANTIES, THE LIMITATION OF LIABILITY OR THE EXCLUSION OF CERTAIN DAMAGES, OR ANY PORTIONS THEREOF, ARE UNENFORCEABLE FOR ANY REASON, OUR LIABILITY SHALL BE LIMITED TO THE MAXIMUM EXTENT PERMITTED BY LAW.

.2.8 Termination of Services. Frontier may discontinue or limit use of the Services by a Customer without liability and without notice, for the following reasons: a) The Services are being used in violation of any applicable law or regulation; b) The Services are being used in an unauthorized or fraudulent manner; c) The use of the Services adversely affects Frontier's equipment or its service to others; or d) Such action is necessary to meet the exigencies of an emergency. Frontier may discontinue the Services without liability and with notice as required by law if a) Customer fails to pay undisputed charges for Services provided; b) Customer fails to perform any other material obligation or violates any material term or condition of this Product Guide, and such failure or violation is not cured within thirty (30) calendar days following notice by Frontier; or c) Frontier has other good cause to terminate service. Termination of the Services, for any cause, shall not release Customer from any liability which at the time of termination had already accrued to Customer or which thereafter accrues for any act or omission occurring prior to the termination or from an obligation which, by its nature, survives termination.

.2.9 Performance Excused. Frontier's performance shall be excused if said performance is delayed or prevented due to events known as force majeure, acts of any third party, or any cause(s) beyond our reasonable control, including, but not limited to, fire, vandalism, cut cable, power failures or labor difficulties.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 1. GENERAL TERMS AND CONDITIONS APPLICABLE TO FRONTIER RETAIL TELECOMMUNICATION SERVICES IN INDIANA (Continued)

#### .2 GENERAL TERMS AND CONDITIONS (Continued)

.2.10 Customer Responsibilities. You agree to provide us with the access and support required to allow us to implement, maintain and provide the Services. You shall ensure that the facilities or equipment provided by you are properly interconnected with the Services, facilities and equipment provided by Frontier. Frontier shall not be liable for any damages or losses caused by the failure of equipment, inside wire or other facilities provided by you or a third party and you shall be liable if such facilities cause damage to Frontier, our customers, and/or our providers. You are solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of Services and Frontier shall have no liability therefore.

#### .2.11 Miscellaneous.

- a. The Product Guide, including these general terms and conditions, constitutes the entire agreement of the parties with respect to the Services and takes the place of all prior agreements, negotiations, and representations, whether written or oral, concerning the Services. Frontier may revise the terms and conditions of this Product Guide. We may decrease prices without prior notice. Increases to the prices or material changes to the Product Guide shall be effective no sooner than thirty (30) days after notice is provided in a bill insert, as a message printed on your bill, in a separate mailing, by Email, or by any other reasonable method at our discretion. If you do not agree to the revision(s), you must terminate your Service(s) immediately, subject to the termination provisions of the Product Guide. By continuing to use the Service(s) after revisions are in effect, you are accepting and agreeing to all revisions.
- b. Either party's failure to enforce any of the provisions of the Product Guide or to exercise any right or option is not a waiver of any such provision, right, or option, and shall not affect the validity of the Product Guide. Any waiver must be written and signed by the Parties. The invalidity or unenforceability of any part of the Product Guide will not affect the other parts thereof, and the remaining terms and conditions of the Product Guide shall continue to apply as necessary to reflect the original intention of the parties.
- c. Customer shall not transfer, assign or resell the Services without the prior written consent of Frontier. Frontier may freely assign or transfer all or part of our rights under the Product Guide without notice.
- d. Services are offered in locations where made available by Frontier in its sole discretion.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 2. ESTABLISHMENT AND FURNISHING OF SERVICES

#### .1 APPLICATIONS

- .1.1 Applications for initial or additional services may be made verbally or in writing. Such applications become contracts upon acceptance by the Company. See also Paragraph 2.4.2 following for customer responsibility when an application may be cancelled prior to establishment of service.
- .1.2 The Company may refuse service to any applicant who is indebted to the Company for service previously rendered until satisfactory arrangements have been made for payment of such indebtedness.
- .1.3 Any change in rates or regulations prescribed by the Commission modifies the terms and conditions of contracts to the extent of such change.

#### .2 ADVANCE PAYMENTS

- .2.1 At the time of application for service, an applicant may be required to pay an amount equal to at least one month's rental plus all service and installation charges in addition to such special construction charges as are to be borne by the applicant.
- .2.2 Federal, State or Municipal Governmental Agencies may not be required to make advance payments.

### 3. DEPOSITS

- .3.1 Applicants or customers whose credit rating is, or may become, unsatisfactory may be required to make a suitable deposit as security for payment of future bills. Such a deposit may be requested at any time at the option of the Company.
- .3.2 Interest at an annual rate set by the Commission in December of each year based upon the then-existing rate for one-year United States treasury bills rounded to the nearest one-half of one percent will be paid on each deposit from the date it is received by the Company until the customer's service is terminated or the deposit is refunded to the customer, whichever occurs first. Such interest will be refunded annually if a customer has met satisfactory payment requirements.
- .3.3 The deposit will be refunded along with all accrued interest after the customer's service has been disconnected and all amounts due the Company have been paid. If amounts due the Company have not been paid, they will be subtracted from the deposit plus interest and the balance, if any, refunded. A deposit may also be refunded at any time prior to the discontinuance of service at the option of the Company.
- .3.4 The fact that a deposit is made does not preclude an advance payment. Neither is it in any way a waiver or modification of the Company's regulations pertaining to disconnection of service for non-payment.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 2. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

#### .4 PROVISION OF EQUIPMENT AND FACILITIES

- .4.1 All equipment and facilities necessary for the provision of a given service will be furnished as specified in Part 68 of the Federal Communications Commission's Rules and Regulations.
- a. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. The Company is not required to install its equipment where in its judgment the equipment may be subject to damage or destruction.
  - b. When commercial power is used for the operation of Telephone Company facilities, the customer will provide the necessary power wiring, power outlets, and commercial power. The customer assumes all responsibility for the safe condition of the power wiring, power outlets, and commercial power. The customer will allow the Company access to the power supply, if necessary.
  - c. While the Company's local exchange access line service may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service.
- .4.2 When the Company has ordered equipment for the specific needs of a customer as a result of a written or verbal application by or on behalf of the customer, certain charges will be assessed under conditions that follow.
- a. If the application is cancelled prior to the delivery of the equipment from the supplier(s), the customer will be liable for the costs incurred by the Company in preparing and cancelling the equipment order in addition to any penalty charges that may be assessed by the supplier(s) for such cancellation.
  - b. If the customer causes a delay in the equipment installation, the customer will be liable for the carrying charges on such equipment for the period of delay.
  - c. If the application is cancelled during or after the equipment installation but prior to the start of service, the customer will be liable for the associated nonrecoverable costs.
  - d. In no event will the above charges be greater than those that would apply if service had actually been established.
- .4.3 In the event neutralizing transformers or other protective equipment should be required at customer's locations where excessive ground potential exists, the following conditions shall apply:
- a. Charges will apply for all future installations based on special assembly rates per location.
  - b. The customer's equipment will be interconnected with Telephone Company lines under specification and supervision of the Telephone Company.
  - c. Where no charges have been applied to existing installations, the customer should be advised of the alternatives of a. and b. preceding in connection with subsequent requirements for such protective equipment.



Effective: December 16, 2022

## GENERAL REGULATIONS

### 2. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

#### .4 PROVISION OF EQUIPMENT AND FACILITIES (Continued)

##### .4.4 Where fiber facilities to the customer premises are deployed:

- a. Commercial power will be furnished by the customer as provided in Paragraph 2.4.1b.
- b. A back-up power supply will be installed by the Company at the customer premises or a location negotiated with the building owner. The back-up power supply is regulated network equipment owned by the Company.
- c. Ownership and maintenance of the battery is the customer's responsibility.

##### .4.5 Charges Applicable for Facility Extension

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

(N)

(N)

Effective: November 9, 2022

## GENERAL REGULATIONS

### 2. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

#### .5 CUSTOMER BILLING

.5.1 The initial minimum period for which monthly rates shall apply will be thirty days.

- a. Special contractual arrangements as specified elsewhere in this Product Guide will be developed as required for special equipment and special assemblies of equipment.
- b. In lieu of required contract periods, a customer may arrange to pay special installation charges or termination charges.

.5.2 The customer is responsible for all charges in conjunction with the service furnished him, including collect toll messages which have been accepted at his telephone.

- a. Bills are due when rendered unless otherwise specified on the bill and may be paid at any business office of the Company to any agency authorized to receive such payments. The customer will be required to assume responsibility and to pay, in accordance with the Telephone Company's established billing practice, all charges for service and equipment including charges for local service and toll messages. A Late Payment Charge of \$9.00 or three percent (3.0%) of the unpaid balance, whichever is greater, will be charged to residence customer accounts and \$14.00 and three percent (3.0%) of the unpaid balance will be charged to business customer accounts with an unpaid balance carried forward on any bill thirty (30) or more days past due.

(R)  
(I)

- b. The Company may temporarily disconnect service in the event the customer fails to pay amounts due for deniable services, following written or verbal notification to the customer of the intention to suspend service.

The Company may, at its option and with proper notice, suspend the customer's access to long distance services in lieu of disconnection once certain criteria for toll usage have been exceeded. New customers will receive a credit limit based on their creditworthiness, which may be established by the use of credit reporting agencies and they will be notified of that amount at the time of their application for service. Once a customer has been a customer of the Company for at least 6 months, the credit limits for that customer will be established solely on that customer's payment history with the Company, which will be examined monthly. Existing customers will have credit limits established as a result of their payment history with the Company, and they will be notified of their initial credit limit amount. Credit limits will be examined monthly based on billing and payment history for up to the preceding twelve months. The Company will notify the customer by mail of any subsequent changes in credit limit amount.

When a customer exceeds the established credit limit, access to 1+, 0+, and all 900/976/700/800 calls will be blocked where facilities are available. In addition, the Company will block all collect, credit card, third number billing calls. Access to local calling area and emergency services will not be blocked. Notification that such blocking will occur will be mailed to the customer along with information as to payment amount required, where to pay the billing, and the location of the nearest in-person customer contact location. Recordings will advise the customer that the blocking limit has been exceeded when attempts are made to bill calls to the number. A recording will advise the customer and provide a telephone number with directions for service restoral. A Service Restoral Charge is not applicable when the customer's toll service is unblocked.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 2. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

#### .5 CUSTOMER BILLING (Continued)

##### .5.2 (Continued)

- c. The Company reserves the right to remove the telephone service of a delinquent account without the benefit of temporary disconnection, but not without benefit of proper notice, when previous treatment history indicates recurring disconnections for nonpayments.

.5.3 Monthly recurring charges are billed in advance and toll charges in arrears. Special billing arrangements may be established for service provided to governmental agencies.

.5.4 For billing purposes each month is presumed to have 30 days.

.5.5 Where necessary fractions of a cent are rounded off to the nearest cent.

.5.6 In the event of overbilling by the Company or the incorrect application of a regulation, a full refund will be made to the known date of error or eighteen months whichever is less.

.5.7 When a check, issued by a customer as payment for service, is returned to the Company because of nonsufficient funds, a charge will apply as set forth in Section 3 of this Product Guide.

#### .6 USE OF SERVICE

.6.1 Customer's telephone service, equipment and facilities (as distinguished from public and semipublic telephone service) are furnished only for communications by the customer, the customer's family, employees or representatives, or persons residing in the customer's household. The use of the service may be extended to joint users.

.6.2 The service may not be used for any purpose for which a payment may be extracted, directly or indirectly, from any person by any other party other than the Telephone Company except as provided in this Product Guide or otherwise authorized by the Company in writing.

.6.3 The Company reserves the right to refuse to install customer's service or to permit such service to remain on premises of a public or semipublic character, where the location of the instrument is such that the public in general or patrons of the customer may make use of the service. At such location, however, customer's service may be installed provided the instrument is so located that it is not accessible to the public.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 2. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

#### .6 USE OF SERVICE (Continued)

.6.4 All operating of telephone equipment at the customer's premises must be performed at the expense of the customer and must conform with the rules and regulations which the Company may adopt to maintain a proper standard of service.

.6.5 The Company reserves the right to limit the length of the conversation or message and to discontinue the connection when an emergency exists or when in the Telephone Company's judgment such action is necessary to assure equitable use of the facilities.

.6.6 The Company shall determine if business or residence rates apply to a customer's service.

a. Business rates apply to the following:

a.1 Where the listing, including designation indicates use of a business nature.

a.2 Where one or more of the instruments are located in a place of business or in proximity thereto.

a.3 When the telephone number is habitually advertised for business purposes or when used in conjunction or association with any technology for which a fee, charge, and/or contribution is requested or implied.

a.4 In all locations of a business nature including clubs, lodges, agencies and other similar institutions.

a.5 When the service is provided by the customer primarily for the use of patrons, members, patients, or the general public.

b. Residence rates apply to the following:

b.1 In private residences, including the individual apartments of hotels, apartment houses, and dormitory rooms where the service would not be classified under Paragraph 2.6.6a. preceding as a business service.

b.2 Service for which the residence listing carries the designation of a profession, where the person subscribes also to business service or is affiliated with a business subscriber at the same or different location.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 2. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

#### .7 ABUSE OR FRAUDULENT USE OF SERVICE

.7.1 Service is furnished subject to the condition that there will be no abuse or fraudulent use of the service.

.7.2 Abuse or fraudulent use includes:

- a. The use of service or facilities of the Company to transmit messages or to locate a person or otherwise give or obtain information without payment of the applicable charge.
- b. The obtaining or attempting to obtain or assisting another to obtain or attempt to obtain service by rearranging, tampering with or make connection with any facilities of the Company, or by trick, scheme, false representation or false credit device, or by or through any other fraudulent means or device whatsoever with intent to avoid payment, in whole or in part of the regular charge for service.
- c. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another.
- d. The use of profane or obscene language.
- e. The use of the service in such a manner as to interfere unreasonably with the use of service by one or more other customers.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 2. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

#### .8 TERMINATION OF SERVICE

.8.1 The Company may refuse to furnish or may terminate service and remove its equipment under the following circumstances, provided suitable notice has been given the customer.

- a. Upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is or is to be used for an illegal purpose.
- b. Upon failure to make suitable deposit as required by this Product Guide.
- c. Upon the use of a service in such a manner that, in the opinion of the Company, constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property or service.
- d. In the event the character of use is not in accordance with the class of service for which the customer contracted and he refuses to contract for the proper service.
- e. Upon the use of any service for the purpose of performing a service in competition with the service which the Company offers.
- f. Upon a violation of any regulations governing the furnishing of a service.

.8.2 The following conditions apply to termination of service, either in cases described in 2.8.1 preceding or at the customers request.

- a. Service may be terminated prior to the expiration of the contract period upon notice in writing being given to the Company a reasonable period in advance, and upon payment of the termination charges in addition to all charges for the period service has been rendered.
- b. Termination charges are computed as follows:
  - b.1 In the case of service for which the contract period is one month, the charge is the amount due for the balance of the month.
  - b.2 For services for which the contract period is in excess of one month, the charge is the balance due to the end of the contract period, subject to any special conditions specified in the contract or elsewhere in this Product Guide or other Company tariffs.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 2. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

#### .8 TERMINATION OF SERVICE (Continued)

##### .8.2 (Continued)

- c. With respect to the original contract, minimum and termination charges are waived where a new customer takes over the contract (for the unexpired period thereof) for the service and facilities to be furnished at the same location without lapse of service, and assumes all unpaid charges on the original contract. Minimum and termination charges involved in the original contract are also waived where a new customer takes over the service and facilities covered by the original contract under the conditions stated, except as to payment of unpaid charges and executes a new contract for the full required minimum period. In either case, minimum and termination charges apply for any service or facilities furnished under the original contract which are not retained by the new customer.
- d. The customer is required to pay only the charges for the period during which service or facilities have been furnished, but with no minimum or termination charges being applied, when the use of the service or facilities is terminated because of the condemnation, destruction, damage of property by fire, or other causes beyond the control of the customer, which renders the premises unfit for occupancy.

#### .9 TELEPHONE NUMBERS

- .9.1 The customer has no property right to the telephone number nor any right to continuance of service through any particular central office.
- .9.2 The Telephone Company reserves the right to change the customer's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

#### .10 DIRECTORIES

- .10.1 The Telephone Company will furnish to its customers, without charge, such directories as are necessary for the efficient use of the service. Copies of other directories may be provided at a nominal charge.
- .10.2 Directories regularly furnished to customers shall remain the property of the Telephone Company. No binder, holder, or auxiliary cover, except as provided or authorized by the Telephone Company, shall be used in conjunction with any directory furnished by the Telephone Company.
- .10.3 No liability for damages from errors in or omissions of directory listings, or listings obtained from the Directory Assistance Operator shall attach to the Telephone Company. In the case of listings for which a charge is made, its liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.
- .10.4 The Company reserves the right to determine the information and listings to be shown in the information pages of its telephone directories. Emergency listings included in these pages will be for those numbers associated with Local, State, and Federal governmental agencies.

Effective: January 7, 2016

GENERAL REGULATIONS

3. OBLIGATION OF TELEPHONE COMPANY

.1 FURNISHING OF SERVICE

.1.1 The Company's obligation to furnish service is dependent upon its ability to secure and retain without unreasonable expense suitable facilities and rights-of-way; however, the Company may refuse to furnish a service having a limited demand and involving large capital expenditures which are deemed not in the public interest or which would place an undue burden on the general body of customers.

.1.2 When a special type of construction or facilities beyond those normally required are provided to satisfy customer requests, special construction charges may be applicable. These charges may be in the form of a one-time nonrecurring charge, a recurring monthly rate, or both. Nonrecurring charges are generally payable in advance. Special construction is involved where one or more of the following conditions are present:

a. The Company will apply the terms and conditions set forth in the following paragraphs for the extension of its facilities: (N)

Public Right-of-Ways

Construction charges for extension of facilities may apply to provide exchange service on public right-of-ways.

Private Right-of-Ways

Construction charges for facilities provided on private right-of-ways will not apply to provide standard exchange service for the first 250 feet. The construction of the first 250 feet shall be of the type normally used to provide exchange service. The provision of any facilities beyond the first 250 feet may be charged to the customer applicant and is payable in advance of construction taking place. When a customer requests a different than normal type of installation for these facilities, the customer may be charged the differential of cost between the two types of construction. The customer will be responsible for providing all the necessary private right-of-ways for construction. (N)

b. The customer requests a type of facility other than that which the Company would normally utilize in the furnishing of its service. (T)

c. Facilities are requested over a route other than that which the Company would normally utilize in the furnishing of its service. (T)

d. The customer requests facilities in a quantity greater than that which the Company would normally construct to serve the customer's requirements. (T)

e. Facilities are not available and, at the customer's request, the Company constructs temporary facilities for the period during which the permanent facilities are under construction. (T)

f. Facilities are not available and, at the customer's request, the Company constructs facilities and there is no other requirement for the facilities so constructed. (T)

g. Facilities are not available and, at the customer's request, the Company expedites construction of facilities at a greater expense than would otherwise be incurred. (T)

Some material previously appearing on this sheet now appears on 2nd Revised Sheet 15. (N)



Effective: January 7, 2016

GENERAL REGULATIONS

3. OBLIGATION OF TELEPHONE COMPANY (Continued)

1. FURNISHING OF SERVICE (Continued)

- .1.3 When attachments are made to poles of other utility companies in place of buried wire, line wire, or aerial pole line construction for which the customer may be charged, the cost to the Company of such attachments and the cost of obtaining the use of such poles is borne by the customer. The decision as to whether poles of other utility companies are suitable for the attachment of the Company's facilities rests with the Company. (S)
- .1.4 The Company will determine the type of facilities to be provided for the furnishing of a service.
- .1.5 The customer does not obtain any rights of ownership in facilities provided by the Company, whether or not construction charges are applied. (S)
- .1.6 Extension of Facilities to Remote or Undeveloped Areas Outside the Base Rate Area.
  - a. The Company may extend its line wire facilities outside the base rate area without charge, but charges for pole line construction or buried wire may apply. Such charges are not refundable and no credit will be allowed for future installations on lines or cable provided under these regulations.
  - b. Measurements shall follow the route of the pole line or cable, but shall not include the distance between the last pole and the building in which the telephone is located.
  - c. (Reserved for Future Use)
  - d. Where extension of facilities requires, the applicant(s) may be required to secure and clear necessary right-of-way or reimburse the Company for doing so.
- .1.7 Temporary or Speculative Service
  - a. Line extensions to provide service to an applicant engaged in temporary or speculative business will be made on the condition that the applicant pay the Company the total cost of the construction and removal of the lines necessary in furnishing the service less the salvage value of the material used.

Some material now appearing on this sheet previously appeared on 1st Revised Sheet 14.

(N)

Effective: August 28, 2012

### GENERAL REGULATIONS

#### 3. OBLIGATION OF TELEPHONE COMPANY (Continued)

##### .1 FURNISHING OF SERVICE (Continued)

##### .1.8 Construction on Private Property

- a. (Reserved for Future Use) (C)  
(D)
- b. If additional entrance or distribution facilities are required; if the conditions are such as to require special equipment, maintenance or methods of construction; if the stability of the customer has not been established; if the installation is for a temporary or semi-permanent purpose or if for any other reason the construction costs are excessive as compared with the revenue to be derived, the applicant may be required to pay the costs over and above those applicable for a normal installation. (C)
- c. The customer will provide the Company without charge written permission for the placing of the Company's facilities on the property.
- d. When feasible conduit will be furnished by the Telephone Company at cost, or conduit may be provided by the applicant subject to the Telephone Company's specifications. Conduit used for telephone company facilities may not be used for any other purpose without the consent of the Telephone Company. The distance between the conduit and any Electric Light or Power Conduit or Conductor shall be in accordance with Telephone Company's specifications. The customer may be required to pay the entire cost of maintenance of conduit including subsequent excavations and replacements necessary because of damage resulting from negligence on the part of the customer or his representatives or from freezing or improper drainage. (C)
- e. The cost of relocating underground entrance facilities at the customer's request will be borne by him.

##### .1.9 Telecommunications Service Priority (TSP) System

- a. The Telecommunications Service Priority (TSP) System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. NSEP telecommunications services are defined by the Federal Communications Commission (FCC) as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. The TSP System applies only to NSEP services and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

Regulations, rates and charges for TSP System Service are as set forth in the Facilities for Intrastate Access Tariff I.U.R.C. No. T-3.

Effective: August 28, 2012

GENERAL REGULATIONS

3. OBLIGATION OF TELEPHONE COMPANY (Continued)

.1 FURNISHING OF SERVICE (Continued)

.1.10 Requirements for Subdivisions

(C)

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

(N)  
|  
(N)

- a. "Subdivision" means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.
- b. The Company may assess construction charges to the land developer, individual or party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.
- c. Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
- d. Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
- e. The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

(C)  
|  
(C)  
(N)  
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|  
|  
|  
|  
(N)

.1.11 Change or Relocation of Facilities

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

.2 MAINTENANCE AND REPAIR

- .2.1 The Company's obligation to maintain its facilities is contingent upon its ability to obtain the necessary replacement parts from the manufacturer's regular stock. When replacement parts are no longer available and when in its judgement further attempts to repair its equipment would be useless, the Company retains the right to remove its equipment.
- .2.2 All expense of maintenance and repair, in connection with facilities and services furnished by the Company, unless otherwise specified in this Product Guide, is borne by the Company.
- .2.3 In case of damage, loss (including theft) or destruction of any of the Company's facilities or equipment not due either to ordinary wear and tear or to fire, storm or other like casualty, the customer shall be responsible for the value of such facilities, or equipment lost or destroyed, or for the cost of restoring the facilities or equipment to its original condition, as the case may be.
- .2.4 A customer (or authorized user) may not rearrange, disconnect, reconnect, remove or attempt to repair, or permit others to rearrange, disconnect, reconnect, remove or attempt to repair any facilities furnished or owned by the Company, except upon the written consent of the Company or unless otherwise specified in this Product Guide.
- .2.5 Access to customer's premises will be given to representatives of the Company at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

Effective: July 24, 2015

## GENERAL REGULATIONS

### 3. OBLIGATION OF TELEPHONE COMPANY (Continued)

#### .3 ALLOWANCE FOR INTERRUPTIONS

- .3.1 If service is interrupted for more than 48 hours other than by the negligence or willful act of the customer, an allowance at the minimum rate for the telephone facilities and class of service affected at the time of the interruption shall be made for the time such interruption continues. (C)
- .3.2 Any adjustment shall apply only to the period the interruption continues beyond 24 hours after due notice of the interruption is received by the Telephone Company. No other liability shall in any case attach to the company on account of interruptions of service. (C)

#### .4 LIABILITY

- .4.1 The liability of the Company for damages arising out of mistakes, omissions interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by 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 mistakes, omissions, interruptions, delays or errors or defects in transmission occurs.
  - a. If the initial installation is defective or if service is interrupted otherwise than by the negligence or willful act of the customer, an allowance at the minimum rate for the telephone facilities and class of service at the time of installation or interruption, shall be made for the time such outage continues after notice and demand to the Company. No other liability shall in any case attach to the Company.
- .4.2 The customer indemnifies and saves the Company harmless against the following:
  - a. Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
  - b. Any defacement or damage to the customer's premises resulting from the existence of the Company's instruments or apparatus on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.
  - c. Any accident, injury, or death occasioned by its equipment or facilities, when such is not due to negligence of the Company.
  - d. Claims for libel, slander, or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
  - e. Liability for failure to provide service except as provided in Commission Rules.
  - f. Liability for telephone directories is covered in Paragraph 2.10 preceding.
  - g. In the event of a power failure at the customer premises where fiber facilities are used for service, no allowance is made for interruption of service, and the Company shall not be held liable for such an interruption of service. Nor shall the Company be liable for any property damage or personal injury, or any other alleged damage or injury, caused by any customer-provided power supply, wiring, or power outlet.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 4. SPECIAL EQUIPMENT OR SPECIAL ASSEMBLIES OF EQUIPMENT

- .1 Special equipment and arrangements for which provision is not otherwise made in Company tariffs are furnished, wherever practicable, if in connection with and not detrimental to any of the services furnished by the Company under these tariffs at charges equivalent to the estimated cost of furnishing such equipment arrangements.
  - .1.1 Customers will be assessed a minimum \$100 (maximum \$500) one-time charge, for each request, for the development of a price quotation for an item of special equipment or special assemblies of equipment. Full allowance for the assessed charge will be credited in the computation of the price quotation.
  - .1.2 Estimated cost consists of an estimate of the following items to the extent that they are applicable.
    - a. Cost of maintenance.
    - b. Cost of operation.
    - c. Depreciation on the estimated cost installed of any facilities provided based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
    - d. Administration, taxes, and uncollectible revenue on the basis of reasonable average charges for these items.
    - e. Any other specific items of expense associated with the particular situation.
    - f. A reasonable amount computed on the estimated cost installed of any facilities provided, for return and contingencies.
  - .1.3 Estimated cost installed as mentioned in 4.1.2c. and 4.1.2f. above includes cost of equipment and materials specifically provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and any other items which are chargeable to the capital accounts.
  - .1.4 In particular cases where warranted by the circumstances, the charge may be in the form of a nonrecurring charge only, or a monthly charge only, or both, or a termination charge may be applied in lieu of a nonrecurring charge.
- .2 In connection with Marketing and Sales studies, Marketing and Sales programs, the Company reserves the right to waive service connection charges, move and change charges, and recurring monthly service charges within specified areas for such periods of time as designated by the Company.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 5. OPTIONAL PAYMENT PLANS

#### .1 GENERAL

- .1.1 The Company may, at the request of the customer, offer optional plans for the payment of standard tariff rates and charges.
- .1.2 Optional payment plans will be designed to reflect the time value of money.
- .1.3 Optional payment plans are available to customers having special budgetary situations whereby they may elect to alter the method of payment for certain portions of their costs for telephone service.

#### .2 TIME PAYMENT OPTION

##### .2.1 Conditions

- a. The time payment option is a plan whereby the customer may elect to extend the payment of nonrecurring installation and/or service charges over a predetermined period of time specified and agreed upon by both the Company and the customer. The minimum period over which payments may be extended is twelve (12) months, and the maximum period is thirty-six (36) months.
- b. The time payment option is available to any customer whose credit is satisfactory to the Company and when the amount of the one-time charge exceeds five hundred (\$500) dollars.
- c. Customers wishing to contract for the time payment option must inform the Company of their desire prior to the start of the installation of the service involved.

##### .2.2 Rates

- a. The amount of the monthly payment due under this plan will be computed by adding interest at an annual percentage rate of 12% to the sum of the service charges and dividing the total by the number of months in the payment plan.
  - a.1 In the event the customer moves or discontinues service, or defaults in the payment of any amounts due under the plan, the outstanding balance, less the unearned interest, will become immediately due and payable in full upon demand of the Company.

Effective: April 1, 2021

GENERAL REGULATIONS

6. TAXES OR FEES TO BE BILLED TO CUSTOMERS

.1 When a municipality or political subdivision imposes upon the Company any license, occupation, franchisee, permit, inspection of other similar tax, such tax, fee or charge shall be billed to the telephone customers receiving service within that municipality or political subdivision, allocated uniformly on the basis of each customer's monthly charges for the types of service made subject to such tax, fee or charge.

7. DUAL PARTY RELAY SERVICES SURCHARGE

.1 Dual Party Relay Services for hearing impaired and speech impaired persons provide access to telephone services that are functionally equivalent to those provided to individuals not having hearing or speech impairments. Dual Party Relay Services are subject to rules and regulations as prescribed by the FCC (Disabilities Act of 1990, 47 U.S.C. 225) and the House Enrolled Act 1608.

This surcharge is imposed on each residence and business line (or line equivalent \*) to fund and recover the costs for developing and providing Dual Party Relay Services.

Monthly Surcharge

.2 Charges..... \$.03 \*\*

8. INDIANA UNIVERSAL SERVICE SURCHARGE

.1 DESCRIPTION

Pursuant to the requirements of the Final Order in Cause No. 42144, all customer billings on and after October 1, 2007 shall reflect an additional charge to fund the Indiana Universal Service Fund (IUSF). The purpose of the IUSF is to implement a competitively neutral funding mechanism that promotes universal telecommunication service to all Indiana residents by ensuring availability of basic telecommunications services at just, reasonable, and affordable rates that are reasonably comparable between urban and rural areas of Indiana.

.2 CONDITIONS

- .2.1 The surcharge will apply to net intrastate retail telecommunications services.
- .2.2 The surcharge is subject to change pursuant to the procedure set forth in the Final Order in Cause No. 42144.

.3 MONTHLY SURCHARGE

A monthly surcharge of 1.40 percent of net intrastate retail telecommunications services applies. (l)

\* Line equivalents are as set forth in Section 6 of this Product Guide.  
\*\* Pursuant to I.U.R.C. Cause No. 39880-INTRAC5 issued January 19, 2005

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 9. CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

- .1 Customer-provided equipment may be used with the facilities furnished by the Telephone Company for exchange telecommunications service as specified in this Product Guide or as specified in Part 68 of the Federal Communications Commission's Rules and Regulations.
- .2 Where exchange telecommunications service is available under this Product Guide for use in connection with customer-provided equipment, the operating characteristics of such equipment shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the customer-provided equipment does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's services. Upon notice from the Telephone Company that the customer-provided equipment is causing or is likely to cause such hazard or interference the customer shall make such change as shall be necessary to remove or prevent such hazard or interference.
- .3 (Reserved for Future Use)
- .4 U. S. ARMY, NAVY, AIR FORCE AND COAST GUARD, U.S. GOVERNMENT EXECUTIVE DEPARTMENTS AND AGENCIES, POWER, PIPE LINE AND RAILROAD COMPANIES
  - .4.1 Customer facilities may be connected with facilities of the Telephone Company as provided in .4.2, .4.3, .4.4, and .4.5 following. In all such cases the customer facilities will be so constructed, maintained, and operated as to work satisfactorily with the facilities of the Telephone Company.
  - .4.2 U.S. Army, Navy and Air Force
    - a. Facilities of a telephone system of the U.S. Department of the Army, Navy or Air Force which serves an establishment operated and administered under the direction of the Department and commanded by authorities of such establishment will be connected with facilities of the Telephone Company for exchange and long distance message telecommunications service where the Secretary of the Department certifies in writing that reasons of military necessity require that the establishment be served by a telephone system of the Department. In addition, the facilities of a temporary telephone system of such Department located off a permanent establishment of the Department for maneuvers, mobilization tests or technical service tests will be so connected.
    - b. Telephone facilities of the U.S. Department of the Army, Navy or Air Force, other than those described in a. above, will be connected by means of switching or connecting equipment furnished by the Telephone Company, to a private branch exchange switchboard or other telephone switching or terminal equipment of the Telephone Company, where the Secretary of the Department or his authorized representative notifies the Telephone Company in writing that such connection is required for reasons of military necessity. Such Department telephone facilities will be connected with facilities of the Telephone Company for exchange and long distance message telecommunications service only in cases of emergency involving safety of life or property, unless the aforesaid Department facilities are in locations where it is impracticable for the Telephone Company to furnish its facilities.



Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 9. CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT (Continued)

#### .4 (Continued)

##### .4.3 U.S. Coast Guard

- a. Telephone facilities of the U.S. Coast Guard, provided primarily to serve Coast Guard Stations in coastal areas as an aid in saving and protecting life and property, will be connected to facilities of the Telephone Company for exchange and message toll service.

##### .4.4 U.S. Government Executive Departments and Agencies

- a. Equipment of a Department or Agency of the Executive Branch of the U.S. Government used for the purpose of disguising or concealing the contents or meaning of communications may be connected to Telephone Company station equipment, or to Telephone Company facilities in lieu of such station equipment, subject to the regulations and conditions stated below:

- a.1 The Head of the Department or Agency whose equipment is to be connected, or his authorized representative, shall notify the Telephone Company in writing that such connection is necessary to safeguard official information which requires protection in the interests of national defense, or other confidential official information disclosure of which to unauthorized persons would be detrimental to the public interest.

- a.2 The connection shall be made by means of connecting equipment or arrangements furnished by the Telephone Company.

##### .4.5 Power, Pipe Line and Railroad Companies

- a. Facilities of an electric power or oil, oil products or natural gas pipe line company or railroad company provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns or villages along the right-of-way) owned or controlled by such company, will be connected with facilities furnished by the Telephone Company to the same customer, subject to the regulations and conditions stated in a. to f., inclusive, in addition to those specified in Paragraph 8.1 preceding. Such connections will be made by means of switching or connecting equipment furnished by the Telephone Company.
- b. Such customer telephone facilities will be connected to private branch exchange switchboards or other telephone switching or terminal equipments of the Telephone Company, located in the same or different local service areas, for communication with stations and private line facilities associated with said switching or terminal equipment; provided, however, that, within the same local service area, a private branch exchange switchboard or other telephone switching or terminal equipment furnished by the Telephone Company for exchange or message toll service will not be connected with telephones of the customer except telephones associated with party line right-of-way circuits requiring line termination at the PBX, nor with private telephone switching equipment of the customer except (a) switching equipment used exclusively for dispatching, or (b) line switching equipment not connected with customer-provided telephones within the same local service area.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 9. CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT (Continued)

#### 4. (Continued)

#### .4.5 Power, Pipe Line and Railroad Companies (Continued)

- c. Facilities of the Telephone Company will be connected for exchange or message toll service with telephone facilities of the customer:
  - c.1 In cases of emergency involving safety of life or property;
    - (1) In addition, in cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or reliability of railroad service to the public and related to the movement of passengers, mail, property, or equipment by railroad, or the repair, maintenance, or construction of railroad right-of-way, structures, or equipment.
  - c.2 In cases where the customer facilities serve locations where it is impracticable because of hazard or inaccessibility for the Telephone Company to furnish its facilities.
  - c.3 During an interim period in cases where the customer has arranged for replacement of said customer facilities with facilities of the Telephone Company.

Customer facilities referred to in c.2 and c.3 preceding do not include mobile radio-telephone facilities.
- d. Telephone circuits of the customer will be connected for exchange and long distance message telecommunications service only through manual switching equipment, or an attendant's position of dial PBX equipment, furnished to the customer by the Telephone Company. Such equipment or position may be located at either or both ends of the customer's circuit.
- e. Connection of a customer's telephone circuit as specified in c.1(1), c.2, or c.3 preceding may be established at either end of such circuit, but shall not be established at both ends simultaneously.
- f. Facilities of the Telephone Company, when connected with facilities of the customer, will not be used for communications of others than the customer, except that such facilities may be used for the communications of, and be connected with facilities furnished by the Telephone Company, to other companies which:
  - f.1 Are operated with the customer as parts of an integrated electric power, oil, oil products, or natural gas system or railroad system under direct or common ownership or control; or
  - f.2 Own or operate an electric power or pipe line or railroad system jointly with the customer; or
  - f.3 Own or operate electric power or pipe line or railroad facilities interconnected with those of the customer.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 9. CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT (Continued)

#### .4 (Continued)

#### .4.5 Power, Pipe Line and Railroad Companies (Continued)

- g. Telephone Company facilities when so connected may be used for exchange and long distance message telecommunications service of other companies specified in f.1, f.2 or f.3 preceding, including calls originated by employees of such companies, only under the circumstances set forth in .4.5c.1 above.

- .5 Customer-provided accessories may be used with the facilities furnished by the Telephone Company for exchange telecommunications service provided that such accessories comply with the provisions of .2 preceding.

#### .6 RESPONSIBILITY OF TELEPHONE COMPANY

- .6.1 Exchange telecommunications service is not represented as adapted to the use of customer-provided equipment and where such equipment is connected to Telephone Company facilities the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for exchange telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service; subject to this responsibility the Telephone Company shall not be responsible for (i) the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in, such transmission, or (ii) the reception of signals by customer-provided equipment. The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment.

- .6.2 The Company shall not be responsible to the customer or otherwise for changes in the criteria set forth elsewhere in this Tariff or as specified in the Rules and Regulations of the Federal Communications Commission or changes in any of the facilities, operations, or procedures of the Company which render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.

#### .7 VIOLATION OF REGULATIONS

- .7.1 Where any customer-provided equipment is used with exchange telecommunications service in violation of any of the provisions of this Tariff, the Telephone Company will take such immediate action as necessary for the protection of the network, and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within 10 days following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this Tariff.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 9. CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT (Continued)

#### .8 CONNECTION WITH CERTAIN FACILITIES PROVIDED BY WESTERN UNION TELEGRAPH COMPANY

- .8.1 Interexchange private line services and channels furnished by The Western Union Telegraph Company to its customers under its tariffs for use in voice or alternate voice-data, voice-teleprinter or facsimile voice transmission may, when used for voice transmission and terminated in instrumentalities furnished at both ends by the Telephone Company as a part of a service provided by the Telephone Company to the same customer under this tariff, be connected for exchange and message toll telephone service through such instrumentalities.
- .8.2 Interexchange private line channels and services furnished by The Western Union Telegraph Company as above to the U.S. Department of the Army, Navy or Air Force and terminated at both ends in an instrumentality furnished by such Department, or at one end in such an instrumentality and at the other end in an instrumentality furnished by the Telephone Company, may also be connected with the Telephone Company's facilities subject to the conditions set forth in Paragraph 9.4.2.
- .8.3 Channels within a communications base capacity furnished by the Telephone Company to The Western Union Telegraph Company for use by the latter as a part of its plant in furnishing data service under its tariffs may also, when connected at one end to a telephone company instrumentality in one exchange and used for voice transmission, be connected at the other end to a telephone company central office in a different exchange for foreign exchange telephone service in the latter exchange. Such channels may be extended by means of channel extensions of telephone grade furnished to The Western Union Telegraph Company by a telephone company from a telephone company central office in either such exchange to a telephone company instrumentality, or to a telephone company central office, in another exchange, for foreign exchange telephone service.
- .8.4 The rates and charges for equipment, instrumentalities and service provided by the Telephone Company shall be the same as those that would apply if Telephone Company services and channels were so connected.
- .8.5 The rates and charges to the customer as referred to above are in addition to the rates and charges made by the Western Union Telegraph Company for services and channels which it provides.

#### .9 CONNECTIONS WITH CERTAIN FACILITIES PROVIDED BY AIRLINE COMPANIES AND FEDERAL AVIATION AGENCY

- .9.1 Facilities provided by an Air Common Carrier, its authorized communications agency, or the Federal Aviation Agency to communicate with aircraft in flight may be connected, by means of connecting equipment furnished by the Telephone Company, to Telephone Company facilities located on the premises of the customer for exchange and message toll service in cases of emergency involving the safety of life and property.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 10. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT

#### .1 GENERAL

- .1.1 Customer-provided communications systems and terminal equipment may be connected to the lines of the Telephone Company as specified herein or in Part 68 of the Federal Communications Commission's Rules and Regulations.

#### .2 BASIS OF CONNECTION

- .2.1 The operating characteristics of customer-provided communications systems and terminal equipment shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the customer- provided systems and equipment do not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's services. Upon notice from the Telephone Company that the customer-provided systems or equipment is causing or is likely to cause such hazard or interference the customer shall make such change as shall be necessary to remove or prevent such hazard or interference.
- .2.2 Customer-provided tone-type address signaling is permitted through acoustic or inductive connections provided such connections are effected externally to a Telephone Company network control signaling unit. However, the facilities of the Telephone Company are not designed for such use and the Telephone Company makes no representation as to the reliability of address signaling which is performed in such manner.

#### .3 CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS

- .3.1 Customer-provided communications systems may be connected at a service point of the customer, on a voice grade basis, with exchange telecommunications service either through a network control signaling unit and connecting arrangement, furnished, installed, and maintained by the Telephone Company or through customer-provided equipment which effects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving.
  - a. Where the customer-provided communications system is connected with exchange telecommunications service through a connecting arrangement and network control signaling unit furnished by the Telephone Company, the customer-provided communications system must comply with the minimum network protection criteria specified in .5.1 following.
  - b. Where the customer-provided communications system is connected with the exchange telecommunications service through customer- provided equipment which effects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving the customer-provided communications system must comply with the minimum network protection criteria specified in .5.2 following.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 10. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT (Continued)

#### 4. VOICE TRANSMITTING AND/OR RECEIVING TERMINAL EQUIPMENT

.4.1 Customer-provided voice transmitting and/or receiving terminal equipment which involves direct electrical connection to the facilities furnished by the Telephone Company for exchange telecommunications service may be used with such facilities in accordance with a. and b. following:

- a. The connection shall be made through a Telephone Company network control signaling unit and a connecting arrangement which shall be furnished, installed, and maintained by the Telephone Company. As provided in accordance with the regulations set forth in Paragraphs .6 and .7. following, a connecting arrangement is not required for the connection of certain classes of attested customer-provided terminal equipment or conforming answering devices.

Where a data access arrangement is furnished in connection with customer provided terminal equipment and such terminal equipment is used for both voice and data communications, the data access arrangement may be used to connect the customer-provided equipment for voice communication.

- b. The customer-provided voice transmitting equipment must comply with the minimum network protection criteria specified in .5.1 following.

.4.2 Customer-provided voice transmitting and/or receiving terminal equipment may be acoustically or inductively connected with Telephone Company facilities for exchange telecommunications service provided the acoustic or inductive connection is made externally to a Telephone Company network control signaling unit. The customer-provided voice transmitting equipment must comply with the minimum network protection criteria specified in .5.2 following.

#### .5 NETWORK PROTECTION CRITERIA

.5.1 Where the customer-provided communications system and/or voice transmitting equipment is connected with exchange telecommunications service through a connecting arrangement and network control signaling unit furnished by the Telephone Company, the customer-provided communications system and/or voice transmitting equipment must comply with the following:

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

- a. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12db below one milliwatt when averaged over any three second interval. To insure that this limit is not exceeded, the power of the signal which may be applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises will be specified for each type of connecting arrangement, but in no case shall it exceed one milliwatt.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 10. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT (Continued)

#### .5 NETWORK PROTECTION CRITERIA (Continued)

##### .5.1 (Continued)

- b. To protect other services it is necessary that the signal which is applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises meets the following limits:
  - b.1 The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in .5.1a. preceding.
  - b.2 The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
  - b.3 The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
  - b.4 The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
  - b.5 The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.
- c. To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises at no time have energy solely in the 2,450 to 2,750 Hertz band. If signal power is in the 2,450 to 1,750 Hertz band, it must not exceed the power present at the same time in the 800 to 2,450 Hertz band.

##### .5.2 Where the customer-provided communications system and/or voice transmitting equipment is connected with exchange telecommunications service through customer-provided equipment which affects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving the customer-provided communications system and/or voice transmitting equipment must comply with the following:

- To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the customer-provided equipment must comply with the following minimum network protection criteria:
  - a. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input of the Telephone Company line) does not exceed 9db below one milliwatt when averaged over any three second interval.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 10. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT (Continued)

#### .5 NETWORK PROTECTION CRITERIA (Continued)

##### .5.2 (Continued)

b. To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the network control signaling unit (i.e., at the input to the Telephone Company line):

b.1 The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in .5.2a. preceding.

b.2 The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.

b.3 The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.

b.4 The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.

b.5 The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

c. To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Telephone Company line) shall at no time have energy solely in the 2,450 to 2,750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2,450 to 2,750 Hertz band, it must not exceed the power present at the same time in the 800 to 2,450 Hertz band.

#### .6 CONNECTION OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT ATTESTED BY A MANUFACTURER OR SUPPLIER

.6.1 Customer-provided terminal equipment, listed in .6.3 below, which meets the standards and procedures set forth by the Telephone Company in Technical References may be connected to facilities furnished by the Telephone Company for Long Distance Message Telecommunications Service in accordance with provisions of a. through b. following:

a. The connection shall be made through an interface termination (i.e., headset jack) provided by the Telephone Company.



Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 10. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT (Continued)

#### .6 CONNECTION OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT ATTESTED BY A MANUFACTURER OR SUPPLIER (Continued)

##### .6.1 (Continued)

##### b. Attested equipment may not:

- b.1 be connected to a source of electrical power which is external to the telephone network;
- b.2 be grounded;
- b.3 perform any network control signaling functions prior to and including the establishment of the intended transmission path;
- b.4 have amplification in the transmission path (other than single ended terminal devices with the maximum gain limited so that the output power meets the minimum protection criteria set forth in .5.1 preceding);
- b.5 use wiring external to such equipment that is permanently affixed at the site of installation other than portable connections compatible with the interface terminations provided by the Telephone Company.

##### c. Attested equipment must comply with the minimum network protection criteria set forth for direct electrical connection of customer-provided voice terminal equipment in .5.1 preceding.

#### .6.2 Customer-provided terminal equipment which does not meet standards and procedures set forth by the Telephone Company in its Technical References, although previously attested by the manufacturer, may not be used with the services of the Telephone Company except in accordance with the provisions of .4.1 preceding.

#### .6.3 Terminal Equipment

Headset

Nonpowered Conferencing Equipment

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 10. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT (Continued)

#### .7 CONNECTION OF A CONFORMING ANSWERING DEVICE

- .7.1 A Conforming Answering Device may be connected to facilities furnished by the Telephone Company for exchange telecommunications service in accordance with a. through b. following.
- a. The conforming answering device shall not be used to transmit or receive data signals.
  - b. The conforming answering device shall not be used with party line service or with public or semipublic coin telephone service.
  - c. The conforming answering device shall not be used to originate calls.
  - d. The conforming answering device shall be operated and maintained in accordance with those instructions furnished with such conforming answering device as required by the Telephone Company's technical reference for conforming answering devices.
  - e. The conforming answering device shall comply with minimum network protection criteria set forth in .5.1 preceding.
- .7.2 In the event that an answering device bearing a conformance number does not meet the requirements of the Telephone Company's technical reference for conforming answering devices, the customer using such answering device shall either disconnect the device from the Telephone Company facilities or arrange for connection of the device in accordance with .4.1 preceding.

#### .8 RESPONSIBILITY OF TELEPHONE COMPANY

- .8.1 Exchange telecommunications service is not represented as adapted to the use of customer-provided equipment and where such equipment is connected to Telephone Company facilities the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for exchange telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service; subject to this responsibility the Telephone Company shall not be responsible for (i) the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in, such transmission, or (ii) the reception of signals by customer-provided equipment. The Telephone Company shall not be responsible for the installation, operation, or maintenance of any customer-provided terminal equipment or communications systems.
- .8.2 The Telephone Company shall not be responsible to the customer or otherwise if changes in the criteria contained in .5.1 and .5.2 preceding or in any of the facilities, operations, or procedures of the Telephone Company render any customer-provided facilities obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 10. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT (Continued)

#### .9 VIOLATION OF REGULATIONS

- .9.1 Where any customer-provided equipment is used with exchange telecommunications service in violation of any of the provisions in this Product Guide, the Telephone Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this Product Guide.

#### .10 RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS

Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, customer-provided recording equipment may be connected directly, acoustically or inductively with telecommunications services, subject to the following conditions:

- .10.1 Either a distinctive recorder tone (beep tone) that is repeated at intervals of approximately fifteen seconds is required when recording equipment is in use and is electrically connected with services of the Telephone Company or; a consent must be in writing or be part of the recording or; by verbal notification which is recorded at the beginning, and as part of the call, by the recording party. These will not be required:
- a. When used by a broadcast licensee provided at least one of the following requirements is met: (a) the licensee informs each party to the call of its intent to broadcast the conversation (b) to broadcast the call, or (c) such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.
  - b. When used by the United States Secret Service of the Department of Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.
  - c. When used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to telecommunications services.
  - d. When used for recording patently unlawful purposes such as bomb threats, kidnap, ransom requests, obscene telephone calls and outgoing calls made in immediate response to such calls.
  - e. When used for incoming calls to the telephone numbers publicized for emergencies involving health or safety of life and property and outgoing calls made in immediate response.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 10. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT (Continued)

#### .10 RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS (Continued)

##### .10.1 (Continued)

- f. When used with calls made by Federal, State or local law enforcement authorities or federal intelligence authorities under color of law.
  - g. When used by the United States Nuclear Regulatory Commission of the Department of Energy with respect to the telephone systems located at its Operations Center for recording of two-way telephone conversations.
- .10.2 If the Company is required to investigate alleged non-consensual recording which discloses a conflict between the parties to the conversation on the matter of consent, the recording party will have to provide taped or written evidence that consent was obtained.
- .10.3 The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Telephone Company or switched on and off.
- .10.4 The customer-provided voice recording equipment must comply with the minimum network protection criteria for direct electrical connection of customer-provided voice terminal equipment as set forth in this section.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 11. CONNECTION OF CUSTOMER-PROVIDED DATA TRANSMITTING AND RECEIVING EQUIPMENT AND CUSTOMER-PROVIDED TELETYPEWRITER EQUIPMENT

#### .1 GENERAL

- .1.1 Customer-provided data transmitting and/or receiving equipment may be connected to lines of the Telephone Company for the transmission and reception of data signals as specified herein or in Part 68 of the Federal Communications Commission's Rules and Regulations.

#### .2 BASIS OF CONNECTION

- .2.1 Where message telecommunications service is available under this tariff for use in connection with customer-provided equipment, the operating characteristics of such customer-provided data transmitting and/or receiving equipment shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the customer-provided equipment does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's services. Upon notice from the Telephone Company that the customer-provided equipment is causing or is likely to cause such hazard or interference the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of a service charge for visits by the Telephone Company to the customer's premises where the service difficulty or trouble report results from the use of customer-provided equipment.
- .2.2 Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing or message telecommunications service shall be performed by equipment furnished, installed, and maintained by the Telephone Company.

#### .3 TERMINAL EQUIPMENT

- .3.1 Customer-provided data transmitting and/or receiving terminal equipment (including telephotograph equipment) which involves direct electrical connection to the facilities furnished by the Telephone Company may be used with such facilities either through a data set, or a data access arrangement, provided by the Telephone Company. Use of such service is on a two-point basis.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 11. CONNECTION OF CUSTOMER-PROVIDED DATA TRANSMITTING AND RECEIVING EQUIPMENT AND CUSTOMER-PROVIDED TELETYPEWRITER EQUIPMENT (Continued)

#### .3 TERMINAL EQUIPMENT (Continued)

##### .3.2 Data Access Arrangement

- a. The customer-provided data transmitting and/or receiving terminal equipment through a data access arrangement is subject to the following:
  - a.1 The customer shall furnish the equipment which performs the functions of data signal conditioning.
  - a.2 To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the customer-provided data transmitting equipment must comply with the following minimum network protection criteria:
    - (1) To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12db below one milliwatt when averaged over any three second interval. To permit each customer, independent of distance from the central office, to supply signal power which approximates the 12db below one milliwatt limit at the central office, the power of the signal which may be applied by the customer- provided equipment to the Telephone Company interface located on the customer's premises will be specified for eacy customer's location, but in no case shall it exceed one milliwatt.
    - (2) To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises meet the following limits:
      - (a) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in .3.2a.2(1) preceding.
      - (b) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
      - (c) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
      - (d) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
      - (e) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 11. CONNECTION OF CUSTOMER-PROVIDED DATA TRANSMITTING AND RECEIVING EQUIPMENT AND CUSTOMER-PROVIDED TELETYPEWRITER EQUIPMENT (Continued)

#### .3 TERMINAL EQUIPMENT (Continued)

##### .3.2 Data Access Arrangement (Continued)

###### a. (Continued)

###### a.2 (Continued)

- (3) To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises at no time have energy solely in the 2,450 to 2,750 Hertz band. If signal power is in the 2,450 to 2,750 Hertz band, it must not exceed the power present at the same time in the 800 to 2,450 Hertz band.

- a.3. The Telephone Company shall furnish the data access arrangement for use with the network control signaling unit.

##### .3.3 Acoustic, Inductive Connections

- a. Customer-provided data transmitting and/or receiving terminal equipment (including telephotograph equipment) may be acoustically or inductively connected with Telephone Company facilities for message telecommunications service provided the acoustic or inductive connection is made externally to a Telephone Company network control signaling unit.
- b. To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the customer-provided data transmitting equipment must comply with the following minimum network protection criteria (Criteria effective January 1, 1970):
  - b.1 To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input to the Telephone Company line) does not exceed 9db below one milliwatt when averaged over any three second interval.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 11. CONNECTION OF CUSTOMER-PROVIDED DATA TRANSMITTING AND RECEIVING EQUIPMENT AND CUSTOMER-PROVIDED TELETYPEWRITER EQUIPMENT (Continued)

#### .3 TERMINAL EQUIPMENT (Continued)

##### .3.3 Acoustic, Inductive Connections (Continued)

##### b. (Continued)

- b.2 To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the network control signaling unit (i.e., at the input to the Telephone Company line):
- (1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in .3.3b.1 preceding.
  - (2) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
  - (3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
  - (4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
  - (5) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.
- b.3 To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Telephone Company line) shall at no time have energy solely in the 2,450 to 2,750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2,450 to 2,750 Hertz band, it must not exceed the power present at the same time in the 800 to 2,450 Hertz band.



Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 11. CONNECTION OF CUSTOMER-PROVIDED DATA TRANSMITTING AND RECEIVING EQUIPMENT AND CUSTOMER-PROVIDED TELETYPEWRITER EQUIPMENT (Continued)

#### .4 RESPONSIBILITY OF TELEPHONE COMPANY

- .4.1 The Telephone Company shall not be responsible for the installation, operation, or maintenance of any customer-provided terminal equipment. Message telecommunications service is not represented as adapted to the use of customer-provided equipment and the Telephone Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment.
- .4.2 The Telephone Company shall not be responsible to the customer or otherwise if changes in the criteria contained in .3.2a.2 and .3.3b. or in any of the facilities, operations, or procedures of the Telephone Company render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.
- .4.3 The Telephone Company shall not be responsible to the customer for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission, except those caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service. The liability of the Telephone Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service is as set forth in Paragraph 3.4 of this Section.

#### .5 OBLIGATION OF THE CUSTOMER

- .5.1 The customer indemnifies and saves the Telephone Company harmless against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Telephone Company, apparatus, and systems of the customer, and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

#### .6 VIOLATION OF REGULATIONS

- .6.1 Where any customer-provided equipment is used in violation of any of the provisions, stated elsewhere in this tariff, the Telephone Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this Product Guide.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 12. TERMINATION LIABILITY

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

$$25\% \times (\text{MRC}/30 \text{ Days}) \times \text{Lines/Channels/Paths} \times \text{Remainder of Term in Days} = \text{Termination Charge}$$

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

#### .3 End of Term Options

- .3.1 Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:

- a. Renew their term commitment,
- b. Commit to a new term period,
- c. Arrange for a change of service, or
- d. Arrange for termination of the service.

- .3.2 In the event the customer does not select one of the above options, the customer will be converted to the shortest-term period available under the tariff (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.

Effective: JULY 1, 2010

## GENERAL REGULATIONS

### 12. TERMINATION LIABILITY (Continued)

- .4 Early termination charges will not be assessed under the following circumstances:
  - .4.1 Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
  - .4.2 Customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable;
  - .4.3 Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
  - .4.4 Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
    - a. The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
    - b. The Company provides the new service via tariff or on an individual case basis (ICB), and
    - c. The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

## GENERAL REGULATIONS

### 13. ROAD WORK RECOVERY SURCHARGE

#### .1 GENERAL

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

#### .2 CONDITIONS

.2.1 Surcharge will be assessed at the time of billing.

.2.2 There will be no proration of charges.

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

#### .3 RATES

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

### 14. PROMOTIONAL OFFERINGS

The Company may from time to time engage in special promotional offerings. The promotion may offer services under different terms and conditions, or at a reduced recurring and/or nonrecurring rate or offer the services free under terms specified in the promotion. Customers shall be given appropriate notice of any such offerings.

Promotions are shown in Section 20 of this Product Guide.

Effective: October 16, 2016

## SERVICE CHARGES

### 1. CONDITIONS

- .1 A service charge consisting of one or more of the charges shown in this section is applicable for connections, changes and additions undertaken at the request of the customer.
- .2 Service charges are in addition to all other applicable rates and charges associated with the service being provided.
- .3 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 Service charges are the following:
  - .4.1 Service Ordering Charge  
Applicable for work done in receiving, recording and processing information necessary to execute a customer's request for connections of service or moves, from one address to another, changes or additions to existing service.
  - .4.2 Line Connection Charges  
Applicable to work done in association with providing an access line or making changes thereto. (T)
  - .4.3 Reconnect Charge  
Applicable for work associated with reconnecting a service that is temporarily disconnected for nonpayment. (T)
- .5 Service charges are not applicable to service reestablished at the same or different location because a fire or other natural cause beyond the control of the customer disrupted service and made the premises unfit for occupancy.

### 2. DEFINITIONS

Access Line - The term "Access Line" denotes the line between the service Central Office and the customer's premises.

Change - The term "Change" denotes party line assignment made at the request of the customer that is not required to maintain adequate service as well as the updating of the class of service mark.

Connection - The term "Connection" denotes the establishment of telephone service. A move of existing service to a different premises requires a connection.

Effective: October 16, 2016

## SERVICE CHARGES

### 3. APPLICATION OF CHARGES

#### .1 Service Ordering Charge

.1.1 The service order activity is classified as either initial, subsequent or record change. The charges are applicable for work done in receiving, recording, and processing information necessary to execute each customer request for connections of service (Initial Order Charge applies), to each order for a move, change, or addition to existing service (Subsequent Order Charge applies). Only one service ordering charge is applicable for all items ordered at the same time for completion on the same date. (C)

.1.2 Service Ordering Charges do not apply to reconnection of service that is disconnected for nonpayment, changes to published from nonpublished listings and upgrades of basic exchange service.

#### .2 Line Connection Charge

.2.1 Line connection charges are applicable to the provision of each access line in association with any of the following services:

- Individual Line Residence Service
- Individual Line Business Service
- Private Branch Exchange Trunks, Residence or Business
- Key System Trunks, Residence or Business
- Information System Access Lines
- Off Premises Extensions on Non-continuous Property Routed via C.O.
- Secretarial Answering Service
- Pay Telephone Service
- Foreign Exchange Service

.2.2 Line connection charges are applicable to each change in telephone number made at the request of the customer.

.2.3 Line connection charges are not applicable when service is assumed by one customer prior to discontinuance by another customer and there is no change of telephone number.

.2.4 Line connection charges are classified as follows:

Central Office Connection Charge - This charge is for work performed in the central office to provide either exchange line or private line services or customer requested changes to existing service. (T)

Access Line Work Charge – This charge is for work associated with making and changing connections 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)

#### .3 Reconnect Charge (T)

.3.1 A reconnect charge is applicable to each reconnection of service that is temporarily disconnected for nonpayment. (T)

Effective: July 27, 2021

SERVICE CHARGES

4. CHARGES

	<u>Residence Charge</u>	<u>Business Charge</u>
.1 Service Ordering		
.1.1 Initial Order, each order	\$36.50	\$45.00
.1.2 Subsequent Order, each order	23.00	30.00
.2 Line Connection, each		
.2.1 Central Office Connection Charge	26.00	31.00
.2.2 Access Line Work Charge	20.00	15.00
.3 Reconnect	45.00	45.00

5. MAINTENANCE SERVICE CHARGE

.1 Nonrecurring charge for each repair visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in a customer-provided terminal equipment or communications system which is arranged for connection to Telephone Company facilities.		
.1.1 1st Hr.	\$100.00	
.1.2 each Additional 1/2 Hr.	\$50.00	

6. SPECIAL SERVICE CHARGES

.1 Check Returned for Non-sufficient Funds, each	\$30.00		
.2 Duplicate Bill Charge - A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing.			(C)
	<u>Residence</u>	<u>Business</u>	
Duplicate Bill Charge, per copy of bill requested	\$5.00	\$5.00	(C)

Effective: JULY 1, 2010

## SERVICE CHARGES

### 7. RECONNECT CREDIT OFFER

- .1 Frontier North Inc. and Frontier Midstates Inc. may offer residence customers who attempt to disconnect or who change their local service from another provider to Frontier a one time benefit of \$25 or \$50 that will take the form of either a gift card or bill credit.
  - .1.1 Eligible customers who have been identified as a customer likely to disconnect based upon criteria determined by the Company may receive the \$25 benefit.
  - .1.2 Eligible customers who are responding to a Frontier direct mailing, advertisement or other marketing activity may receive the \$50 benefit.
  - .1.3 The offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Frontier or any Frontier affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.
  - .1.4 The offers are not available to customers disconnecting local exchange service for seasonal service.
- .2 The offers are limited to one per customer and cannot be combined with any other offers except as authorized by Frontier.



Effective: JULY 1, 2010

## LOCAL EXCHANGE SERVICE

### 1. RATE GROUPS

Rate Groups based on the number of main stations in the local calling area are as follows. The schedule of local exchange flat rates is set forth in Paragraph 3.

<u>Rate Group</u>	<u>Main Stations</u>
1 and 1a	1-8,000
2 and 2a	8,001-18,000
3 and 3a	18,001-38,000
4 and 4a	38,001-116,000
5 and 5a	116,001 & Over

### 2. RECLASSIFICATION OF EXCHANGES

Whenever the total number of primary stations and PBX trunks in the local calling area of an exchange increases or decreases beyond the limits of its then-effective rate group, either (a) by 5% or (b) by a lesser percentage over a period of six consecutive months (whichever shall first occur), the Company may file a verified petition with the Indiana Utility Regulatory Commission to reclassify such exchange, setting forth the facts with respect to such increase or decrease, together with a revised local exchange tariff sheet setting forth the appropriate rate for application in such exchange in accordance with its proper reclassified rate group, and together with such other information as the said Commission may require. Such reclassification shall occur and rates in the appropriate higher or lower group shall become effective only at such time as the said Commission may designate or authorize.

Effective: May 1, 2024

LOCAL EXCHANGE SERVICE

3. RATE GROUP SCHEDULES AND MONTHLY RATES

<u>Grade-of-Service</u>	<u>1</u>	<u>1a</u>	<u>2</u>	<u>2a</u>	<u>3</u>	<u>3a</u>
<u>Access Line</u>						
Residence 1-Party	\$22.00	\$22.00	\$22.00	\$22.00	\$23.00	\$23.00
Business 1-Party	48.99	48.99	48.99	48.99	48.99	48.99
Trunk	63.99 (l)	63.99 (l)	63.99 (l)	63.99 (l)	63.99 (l)	63.99 (l)

<u>Grade-of-Service</u>	<u>4</u>	<u>4a</u>	<u>5</u>	<u>5a</u>
<u>Access Line</u>				
Residence 1-Party	\$23.00	\$23.00	\$24.00	\$24.00
Business 1-Party	48.99	48.99	48.99	48.99
Trunk	63.99 (l)	63.99 (l)	63.99 (l)	63.99 (l)

Note: Rates include calls to Extended Area Service areas.

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Akron	1	Macy Mentone Silver Lake	
Albion	1	Kimmell	
Angola	2a	Fremont Hamilton Orland Pleasant Lake Pokagon	
Arlington	1a	Carthage Morristown Rushville	
Atwood	1	Bourbon Mentone Millwood	
Bippus	2	North Manchester Huntington	
Blountsville	4	Mooreland Muncie	
Bourbon	1a	Atwood Millwood Tippecanoe	
Brazil	1a	Center Point	
Bristol	4a	Dunlap Elkhart Goshen Middlebury Osceola Wakarusa	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Brookville	1	Laurel	
Burket	1	Claypool Mentone Silver Lake	
Butler	1	Auburn St. Joe	
Cambridge City	1a		
Carthage	1a	Arlington Knightstown Mays Rushville	
Center Point	1	Brazil	
Centerville	3a	Greens Fork Richmond	
Chesterton	4a	Michigan City Portage Valparaiso	
Churubusco	5a	Arcola Fort Wayne Harlan Huntertown Leo Monroeville New Haven Ossian Poe-Hoagland Roanoke Woodburn Zanesville	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Cicero	3a	Atlanta Noblesville Tipton	
Clay City	1a	Cory Lewis Patrickburg	
Claypool	2a	Burket Silver Lake Sidney Warsaw	
Connersville	2a	Laurel	
Cory	4	Clay City Riley Terre Haute	
Dunkirk	4a	Albany Eaton Muncie	
Dunlap	4a	Bristol Elkhart Goshen Middlebury Osceola Wakarusa	
Elkhart	4a	Bristol Dunlap Edwardsburg, MI Goshen Middlebury Osceola Union, MI Wakarusa Wyatt	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Farmland	4a	Muncie	
Fort Wayne	5a	Arcola Churubusco Harlan Huntertown Leo Monroeville New Haven Ossian Poe-Hoagland Roanoke Spencerville St. Joe Woodburn Zanesville	
Fountain City	3a	Greens Fork Richmond	
Frankton	4a	Alexandria Anderson Elwood Perkinsville	
Fremont	2a	Angola Hamilton Orland Pleasant Lake Pokagon	
Fulton	1	Macy	
Galveston	3a	Kokomo Logansport	
Garrett	1a		
Glenwood	1	Mays Milroy Rushville	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Goshen	4a	Bristol Dunlap Elkhart Middlebury Millersburg New Paris Osceola Wakarusa	
Graysville	1	Sullivan	
Greencastle	2	Fillmore Morton Roachdale	
Greens Fork	1	Centerville Fountain City Hagerstown Modoc	
Hagerstown	1a	Greens Fork Modoc	
Hamilton	2a	Angola Fremont Orland Pleasant Lake Pokagon	
Hanna	3a	LaPorte Rolling Prairie Union Mills Westville	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Harlan	5a	Arcola Churubusco Fort Wayne Huntertown Leo Monroeville New Haven Ossian Poe-Hoagland Roanoke Spencerville Woodburn Zanesville	
Hobart	4a	Gary Lake Station Merrillville Portage Wheeler	
Huntertown	5a	Arcola Churubusco Fort Wayne Harlan Leo Monroeville New Haven Ossian Poe-Hoagland Roanoke Woodburn Zanesville	
Kimmell	1	Albion	
Kouts	3a	LaCrosse Valparaiso Wanatah	



Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
LaCrosse	3a	Kouts Valparaiso Wanatah	
Lafayette	4a	Battle Ground Brookston Buckcreek Clarks Hill Mulberry Otterbein Romney West Point	
Lake Station	4a	Gary Hobart Merrillville Portage Wheeler	
LaPorte	3a	Hanna Rolling Prairie Union Mills Westville	
Laurel	2	Brookville Connersville	
Leo	5a	Arcola Churubusco Fort Wayne Harlan Huntertown Monroeville New Haven Ossian Poe-Hoagland Roanoke Spencerville Woodburn Zanesville	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Lewis	4	Clay City Farmersburg Riley Terre Haute	
Liberty	1a	West College Corner	
Logansport	2a	Galveston Royal Center Lucerne Walton Twelve Mile	
Lucerne	2	Logansport	
Lynn	1a		
Macy	1	Akron Fulton	
Mays	2	Carthage Glenwood Knightstown Rushville Spiceland	
Mechanicsburg	3	Anderson Markelville Middletown	
Mentone	1a	Akron Atwood Burket Tippecanoe	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Middlebury	4a	Bristol Dunlap Elkhart Goshen Millersburg Osceola Wakarusa	
Millwood	1	Atwood Bourbon Nappanee	
Milroy	1	Glenwood Rushville	
Modoc	1	Greens Fork Hagerstown	
Monroeville	5	Arcola Churubusco Fort Wayne Harlan Huntertown Leo New Haven Ossian Poe-Hoagland Roanoke Woodburn Zanesville	
Mooreland	2	Blountsville Mount Summit New Castle New Lisbon	
Morristown	3a	Arlington Greensfield Manilla New Palestine Shelbyville	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Morton	1	Greencastle	
New Haven	5a	Arcola Churubusco Fort Wayne Harlan Huntertown Leo Monroeville Ossian Poe-Hoagland Roanoke Woodburn Zanesville	
North Manchester	1a	Bippus Sidney Silver Lake	
Orland	2a	Angola Fremont Hamilton Pleasant Lake Pokagon	
Pendleton	3a	Anderson	
Perkinsville	3a	Anderson  Frankton	Elwood  Lapel
Pleasant Lake	2	Angola Fremont Hamilton Orland Pokagon	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Poe-Hoagland	5	Arcola Churubusco Fort Wayne Harlan Huntertown Leo Monroeville New Haven Ossian Preble Roanoke Tocsin Woodburn Zanesville	
Pokagon	2a	Angola Fremont Hamilton Orland Pleasant Lake	
Portage	5a	Chesterton Gary Hobart Lake Station Valparaiso Wheeler	
Prairie Creek	4	Fairbanks Farmersburg Riley Terre Haute	
Redkey	1a		
Richmond	3a	Centerville Fountain City	
Ridgeville	1a		

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Riley	4a	Cory Lewis Prairie Creek Terre Haute	
Roanoke	5a	Arcola Churubusco Fort Wayne Harlan Huntertown Laud Leo Monroeville New Haven Ossian Poe-Hoagland Woodburn Zanesville	
Rolling Prairie	3	Hanna LaPorte Union Mills Westville	
Royal Center	2a	Logansport	
Rushville	1a	Arlington Carthage Glenwood Mays Milroy	
St. Joe	4	Auburn Butler Ft. Wayne Spencerville	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Shirley	1		Wilkinson
Sidney	1	Claypool North Manchester	
Silver Lake	1a	Akron Burket Claypool North Manchester	
Spiceland	2	Knightstown Mays New Castle New Lisbon	
Springport	4a	Mount Summit Muncie New Castle Markleville	
Sullivan	1a	Graysville	
Terre Haute	4a	Clinton Cory Lewis Prairie Creek Riley Rosedale	
Tippecanoe	1a	Argos Bourbon Mentone	
Union Mills	3a	Hanna LaPorte Rolling Prairie Westville	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Valparaiso	4a	Chesterton LaCrosse Kouts Portage Wanatah Wheeler	
Wabash	2a	Lafontaine Lagro Roann	
Wakarusa	4a	Bristol Dunlap Elkhart Goshen Middlebury Nappanee New Paris Osceola Wyatt	
Walton	2a	Logansport	
Wanatah	3a	Kouts LaCrosse Valparaiso	
Waterloo	1a	Auburn	
Wawaka	1		Topeka
West College Corner	2	Morning Sun, OH Oxford, OH Liberty	
Westfield	5a	Carmel Fishers Indianapolis Noblesville Oaklandon Sheridan Zionsville	



Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.1 FORMER GTE EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Westville	3a	Hanna LaPorte Rolling Prairie Union Mills	
Wheeler	4a	Gary Hobart Lake Station Portage Valparaiso	
Winchester	1a		
Windfall	4a	Elwood Greentown Kokomo Sharpsville Tipton	
Woodburn	5a	Churubusco Fort Wayne Harlan Huntertown Leo Monroeville New Haven Poe-Hoagland Roanoke	
Wyatt	5	Elkhart Mishawaka Osceola South Bend Wakarusa	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.2 FORMER CONTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Austin	2a	Lexington Scottsburg	
Batesville	4a		
Bicknell (includes Edwardsport)(1)	1a	Freelandville	
Birdseye (Schnelville)	2	Dubois Ferdinand Haysville Huntingburg Jasper St. Anthony	
Brownstown (Vallonia)	3a	Clearspring Medora Seymour Freetown Reddington Crothersville	
Butlerville	1	North Vernon Scipio San Jacinto	
Campbellsburg (Livonia)	1	Fredericksburg Salem Pekin Corydon	
Central	5	Crandall Elizabeth Georgetown Laconia Lanesville Leavenworth Marengo Milltown New Middletown Palmyra Ramsey	

(1) Edwardsport also has Extended Area Service to the Sandborn exchange.

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.2 FORMER CONTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Clearspring	3	Brownstown Medora Seymour Freetown Reddington Crothersville	
Corydon	5a	Central Crandall Elizabeth Georgetown Laconia Lanesville Leavenworth Marengo Milltown New Middletown Palmyra Ramsey	
Crandall	5	Central Corydon Elizabeth Georgetown Laconia Lanesville Leavenworth Marengo Milltown New Middletown Palmyra Ramsey	
Crane	1a	Loogootee Shoals Odon	
Crothersville	3a	Brownstown Clearspring Freetown Medora Reddington Seymour	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.2 FORMER CONTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Cynthiana	2a	Fort Branch (Haubstadt) Owensville Poseyville Wadesville	
Decker	5a	Hazleton Monroe City Vincennes	
Dubois	3	Birdseye Ferdinand Haysville Huntingburg Jasper St. Anthony	
Elberfeld	4a	Booneville Chandler Evansville McCutchanville Lynnville	
Elizabeth	5	Central Corydon Crandall Georgetown Laconia Lanesville Leavenworth Marengo Milltown New Middletown Palmyra Ramsey	
English	1		
Fairbanks	5a	Farmersburg Shelburn Prairie Creek	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.2 FORMER CONTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Farmersburg	5a	Fairbanks Shelburn Lewis Prairie Creek	
Ferdinand	3a	Birdseye Dubois Haysville Huntingburg Jasper St. Anthony St. Meinrad	
Fort Branch (Haubstadt)	2	Cynthiana Francisco Mackey Oakland City Owensville Patoka Princeton	
Francisco	1a	Fort Branch (Haubstadt) Mackey Oakland City Owensville Patoka Princeton	
Fredericksburg	1	Campbellsburg Salem	
Freelandville	4a	Bicknell Oaktown (Carlisle) Sandborn	
Freetown (Acme/Surprise)	3	Brownstown Clearspring Crothersville Medora Reddington Seymour	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.2 FORMER CONTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Fritchton	5	Monroe City Vincennes Wheatland	
Georgetown	5a	Central Corydon Crandall Elizabeth Laconia Lanesville Leavenworth Marengo Milltown New Middletown Palmyra Ramsey Galena New Albany	
Greensburg (Clarksburg) (New Point)	5a	Westport	
Hanover	2	Madison	
Haysville	3a	Birdseye Dubois Ferdinand Huntingburg Jasper St. Anthony	
Hazleton	5a	Decker Patoka Princeton	
Henryville	3	New Albany Sellersburg Charlestown	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.2 FORMER CONTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Huntingburg	3a	Birdseye Dubois Ferdinand Haysville Contel of Ind., Inc. Jasper St. Anthony Holland	
Jasper (Ireland)	3	Birdseye Dubois Ferdinand Haysville Huntingburg St. Anthony	
Laconia	5	Central Corydon Crandall Elizabeth Georgetown Lanesville Leavenworth Marengo Milltown New Middletown Palmyra Ramsey	
Lanesville	5	Central Corydon Crandall Elizabeth Georgetown Laconia Leavenworth Marengo Milltown New Middletown Palmyra Ramsey Galena Jeffersonville New Albany	

Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.2 FORMER CONTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Leavenworth	5	Central Corydon Crandall Elizabeth Georgetown Laconia Lanesville Marengo Milltown New Middletown Palmyra Ramsey	
Lexington	1	Austin Scottsburg	
Loogootee	1a	Crane Shoals Montgomery	
Lynnville	1a	Booneville Elberfeld	
Mackey	1a	Fort Branch Haubstadt Francisco Oakland City Owensville Patoka Princeton	
Madison North Madison	2a	Canaan Hanover San Jacinto	



Effective: JULY 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.2 FORMER CONTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Marengo	5a	Central Corydon Crandall Elizabeth Georgetown Laconia Lanesville Leavenworth Milltown New Middletown Palmyra Ramsey	
Medora	3a	Brownstown Clearspring Crothersville Freetown Reddington Seymour	
Merom (New Labanon)	5		
Milan	5a	Versailles Moore Hill	
Milltown	5a	Central Corydon Crandall Elizabeth Georgetown Laconia Lanesville Leavenworth Marengo New Middletown Palmyra Ramsey	
Mitchell	3a	Orleans Bedford	

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.2 FORMER CONTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Monroe City	5a	Decker Fritchton Vincennes Wheatland	
New Middletown	5a	Central Corydon Crandall Elizabeth Georgetown Laconia Lanesville Leavenworth Marengo Milltown Palmyra Ramsey	
North Vernon	2a	Butlerville Scipio San Jacinto	
Oakland City	1a	Fort Branch (Haubstadt) Francisco Mackey Owensville Patoka Princeton	
Oaktown (Carlisle)	4a	Freelandville	
Orleans	3a	Paoli Mitchell Bedford	

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.2 FORMER CONTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Owensville	1a	Cynthiana Fort Branch (Haubstadt) Francisco Mackey Oakland City Patoka Princeton	
Palmyra	5	Central Corydon Crandall Elizabeth Georgetown Laconia Lanesville Leavenworth Marengo Milltown New Middleton Ramsey	
Paoli	1a	Orleans	
Patoka	1a	Fort Branch (Haubstadt) Francisco Hazleton Mackey Oakland City Owensville Princeton	
Petersburg (Otwell/Union/Winslow)	5a	Spurgeon	
Princeton	2a	Fort Branch (Haubstadt) Francisco Hazleton Mackey Oakland City Owensville Patoka	

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.2 FORMER CONTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Ramsey	5	Central Corydon Crandall Elizabeth Georgetown Laconia Lanesville Leavenworth Marengo Milltown New Middletown Palmyra	
Reddington	3a	Brownstown Clearspring Crothersville Freetown Medora Seymour	
Salem	2a	Campbellsburg Fredericksburg Pekin	
Scipio	2a	Butlerville North Vernon San Jacinto	
Scottsburg	2a	Austin Lexington	
Seymour (Cortland)	3a	Brownstown Clearspring Crothersville Freetown Medora Reddington	

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.2 FORMER CONTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Shelburn	5a	Fairbanks Farmersburg	
Shoals	1a	Loogootee Crane Trinity/Williams	
Spurgeon	5a	Petersburg	
St. Anthony	3a	Birdseye Dubois Ferdinand Haysville Huntingburg Jasper	
Versailles (Holton, Osgood)	5a	Milan Moores Hill Napoleon	
Westport (Millhousen)	5	Greensburg	
Wheatland	5a	Fritchton Monroe City	
Worthington	2a	Linton Bloomfield	

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.3 FORMER ALLTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Cutler	1	Burlington Delphi Flora Geetingsville Rossville	
Delphi	2a	Battleground Brookston Buck Creek Burrows Camden Cutler Deer Creek Idaville Yeoman	
Idaville	1	Buffalo Camden Delphi Yeoman	
Markle	2a	Bluffton Huntington Reservoir Uniondale Zanesville	
Ossian	5a	Churubusco Craigville Fort Wayne Harlan Huntertown Leo-Grabill Monroeville New Haven Poe-Hoagland Roanoke Tocsin Uniondale Zanesville	

Effective: July 1, 2010

LOCAL EXCHANGE SERVICE

4. RATE GROUPS AND FLAT RATE CALLING POINTS

.3 FORMER ALLTEL EXCHANGES

<u>Exchange</u>	<u>Rate Group</u>	<u>Extended Area Service (EAS) Exchange</u>	<u>Free Service Exchange</u>
Reservoir	2	Andrews Huntingdon Markle Warren	
Uniondale	1	Craigville Markle Ossian Zanesville	
Zanesville	5a	Churubusco Fort Wayne Harlan Huntertown Leo-Grabill Markle Monroeville New Haven Ossian Poe-Hoagland Roanoke Uniondale	

Effective: JULY 1, 2010

## LOCAL EXCHANGE SERVICE

### 5. TERM COMMITMENT PRICING

#### .1 GENERAL

.1.1 Term Commitment Pricing (TCP) provides optional term discounts for business customers who order eligible services under TCP. Eligible services are Basic Exchange Business Service (B1 or Trunk). TCP is offered in all exchanges and provides for one-year or three-year terms.

#### .2 CONDITIONS

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

.2.2 Line Connection charges found in Section 3 of this Product Guide are included and will not apply separately for any lines subscribed under TCP.

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

.2.4 In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2 of this Product Guide will apply. Further, should the service be discontinued within the first 12 months of the term commitment start date, the customer shall also repay the original waived Line Connection charges as an early termination penalty.

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

#### .3 RATES

	<u>1 Year Term Monthly Rate</u>	<u>3 Year Term Monthly Rate</u>
Business 1-Party Line	\$32.99	\$30.99
Business Trunk	47.99	45.99



Effective: January 22, 2017

GENERAL SERVICES

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Effective: JULY 1, 2010

## GENERAL SERVICES

### 1. CALLING SERVICES

#### .1 CUSTOM CALLING SERVICES

##### .1.1 CONDITIONS

- a. Custom Calling Services are furnished subject to the availability of facilities, and are limited to central offices specifically equipped to provide such services.
- b. Custom Calling Services are available on business and residence one-party exchange services and trunks connected to key systems. Custom Calling Services are not offered on pay telephone service or trunk service connected to PBX systems.
- c. Service charges are not applicable to the installation of Custom Calling Services when any of the following criteria are met:
  - c.1 Customers adding Custom Calling Services provided they are not currently subscribing to any Custom Calling Services.
  - c.2 Customers adding new services as a result of Central Office upgrades, conversions and the introduction of new Custom Calling Services.
  - c.3 Customers upgrading (changing to a Service(s) of greater value) from existing Custom Calling Services.
- d. The monthly recurring charge for the Custom Calling Service(s) will be applicable from the date of installation.

##### .1.2 DESCRIPTION

- a. Call Forwarding permits the customer to have all incoming calls to a telephone number automatically transferred to another seven- or ten-digit telephone number during any period in which Call Forwarding is activated. Where a message toll charge is applicable to a call between the customer's station and the telephone number to which calls are to be forwarded, such charge will be billed to the Call Forwarding customer. The quality of transmission of forwarded calls may vary depending on the distance and the routing necessary for the completion of a call. Call Forwarding may be offered in connection with other Call Forwarding services. This service may be provided to a group of individual lines arranged for rotary hunting, where network switching facilities will permit.
- b. Call Waiting provides a tone signal to tell the customer who is using a line equipped with Call Waiting that another party is calling the customer. The customer may elect to either hold or terminate the call with the first party in order to answer the incoming call. If the connection with the first party is placed on hold, private conversations can be carried on with each of the two parties on an alternate basis. Call Waiting is not offered in connection with Call Forwarding Busy Line/Don't Answer-Fixed or rotary (trunk hunting) service.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 1. CALLING SERVICES (Continued)

#### .1 CUSTOM CALLING SERVICES (Continued)

##### .1.2 DESCRIPTION (Continued)

- c. Call Waiting/Cancel Call Waiting permits the customer, upon receipt of a tone signal indicating that a call is waiting, to place the existing call on hold and answer such second waiting call as described in b. above. Cancel Call Waiting permits the customer to inhibit the operation of Call Waiting for one call. Call Waiting is automatically restored to the customer's line upon disconnect.
- d. Speed Dialing permits the customer to call a preset telephone number by keying an abbreviated one- or two-digit code rather than the entire seven- or ten-digit telephone number. Speed Dialing-8 provides one-digit codes for up to eight telephone numbers. Speed Dialing-30 provides two-digit codes for up to thirty telephone numbers. The customer programs instructions to the telephone central office to establish and change the list of telephone numbers.
- e. Three-Way Calling permits the customer to add a third party to an established two-party connection without the assistance of an operator. Message Toll Charges, when appropriate, will apply to sent-paid messages originated from a line equipped with Three-Way Calling. The quality of transmission on three-way calls may vary depending on the distance and routing necessary to complete the call.
- f. Call Forwarding Busy Line/Don't Answer-Fixed\* This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter either a normal busy line condition or a no answer condition. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Waiting or rotary (trunk hunting) service.
- g. Call Forwarding No Answer - Fixed\* This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter a no answer condition after a specific number of rings, such number of rings to be specified when this service is ordered. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with rotary (trunk hunting) service.
- h. Call Forwarding Busy - Fixed\* This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter a normal busy line condition. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Waiting or rotary (trunk hunting) service.

\* The grade of transmission may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 1. CALLING SERVICES (Continued)

#### .1 CUSTOM CALLING SERVICES (Continued)

##### .2 DESCRIPTION (Continued)

- i. Call Forwarding Busy Line/Don't Answer - Variable\* permits the customer to have incoming calls transferred to another telephone number when his number is busy and/or not answered after a specified number of rings. The customer is responsible for the establishment and change of the forwarded telephone number destination. The customer is also responsible for feature (Busy, No Answer or Busy Line/Don't Answer) activation and deactivation as well as reestablishing the forwarded telephone number upon interruption of the Call Forwarding service. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Waiting or rotary (trunk hunting) service.
- j. 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 this Section 15 of this Product Guide will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the Distinctive Ring number, regardless of the class of service.

- k. Camp On/Busy Number Redial permits the customer to dial a camp-on code when a busy station is reached. The call is retried automatically through the central office until both parties are available. A special tone alerts the customer that a successful camp-on has been activated. When the customer answers, the called party's line is rung, and the two parties are connected in a normal two-way call. Only busy calls within the central office are retried automatically.
- l. Last Number/Save Number Redial permits the customer to dial a code which initiates the switch to automatically place a call to the last called number stored. Each time a customer dials, the most recent number is stored. Save Number Redial allows the customer to store the called number by dialing a code at any point during a call, or upon encountering a busy or no answer condition when placing a call. The customer may place and receive any number of calls in the normal manner after a number is stored. A customer wishing to reinitiate a call to the party whose number was stored dials a code and the call is placed automatically.

\* The grade of transmission may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed.

Effective: May 1, 2024

GENERAL SERVICES

1. CALLING SERVICES (Continued)

.1 CUSTOM CALLING SERVICES (Continued)

.1.3 RATES

- a. The following charges are for the features only and are in addition to applicable charges for service and equipment with which they are used.
- b. Between the telephone equipped for Call Forwarding and the number to which the call is forwarded, the party subscribing to Call Forwarding is responsible for payment of any applicable station-to-station charge (local or long distance) for each call between the telephone equipped for Call Forwarding and the telephone to which the call is forwarded. The charge is applicable to every billable call answered at the telephone to which the calls are being forwarded including person-to-person and collect calls even though they may not be accepted at the answering telephone.

	<u>Monthly Rate Per Residence Line Equipped</u>	<u>Monthly Rate Per Business Line Equipped</u>	<u>Usage Rate</u>
Call Forwarding <sup>1</sup>	\$9.00	\$9.50	
Call Waiting	10.25	15.00 (l)	
Call Waiting/Cancel Call Waiting	10.25	15.00 (l)	
Speed Dialing-8 (L)	4.50	5.75	
Speed Dialing-30	5.50	6.99	
Three-Way Calling Per Activation (non-subscription)	10.00	9.75	\$3.00 <sup>2</sup>
Call Forwarding Busy Line/Don't Answer-Fixed	9.00	9.50	
Call Forwarding Busy-Fixed	9.00	9.50	
Call Forwarding No Answer-Fixed	9.00	9.50	
Call Forwarding Busy Line/Don't Answer-Variable	9.00	9.50	
Distinctive Ring	6.99	7.50	

<sup>1</sup> The party subscribing to Call Forwarding is responsible for payment of regularly applicable charges for collect calls to the telephone equipped for Call Forwarding that are accepted by a party at the telephone to which the calls are forwarded.

<sup>2</sup> The maximum charge is \$15.00 per month per line.

(L) Limited to existing customers at existing locations.

Effective: October 18, 2015

GENERAL SERVICES

1. CALLING SERVICES (Continued)

.1 CUSTOM CALLING SERVICES (Continued)

.1.3 RATES (Continued)

	<u>Monthly Rate Per Residence Line Equipped</u>	<u>Monthly Rate Per Business Line Equipped</u>	
Camp On/Busy Number Redial (L)	\$4.00	\$4.50	(T)
Last Number/Save Number Redial (L)	3.50	3.95	(T)
Call Waiting with Call Forwarding (L)	4.00	5.00	(T)
	<u>Service Charges</u>		
	<u>Residence</u>	<u>Business</u>	(T)
When an existing fixed Call Forwarding destination number is changed, each line or trunk so rearranged <sup>1</sup> .....	\$4.00	\$4.00	

<sup>1</sup> These charges apply in lieu of Connection Charges shown in Section 3 of this Product Guide.

(L) Limited to existing customers at existing locations.

(N)

Effective: July 20, 2014

## GENERAL SERVICES

### 1. CALLING SERVICES (Continued)

#### .2 CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS)

##### .2.1 GENERAL

- a. Custom Local Area Signaling Service (CLASS) is a Calling Service offered to single line residential and business customers.

##### .2.2 CONDITIONS

- 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 features.
- c. Pay Telephone Services will not be enabled with CLASS features, just as they are not enabled with other Calling Services. They will operate with the CLASS system, however, and interaction with all the features will be permitted.

##### .2.3 DESCRIPTION

- a. Busy Number Redial 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)
- b. Call Return (\*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. (T)

Effective: JULY 1, 2010

## GENERAL SERVICES

### 1. CALLING SERVICES (Continued)

#### .2 CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

##### .2.3 DESCRIPTION (Continued)

###### b. (Continued)

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.

- c. 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.
- d. Caller ID - Caller ID is an arrangement that permits a customer 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. Telephone names and numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. 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.



Effective: July 20, 2014

## GENERAL SERVICES

### 1. CALLING SERVICES (Continued)

#### .2 CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

##### .2.3 DESCRIPTION (Continued)

- e. Selective Call Rejection allows a customer to block calls from certain numbers (maximum of 12) known to the customer. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. (T)
- f. Selective Call Forward 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 Selective Call Forward is activated, only calls from one of the pre-specified numbers will be forwarded. (T)
- g. 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.
- h. Selective Call Acceptance 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)
- i. Anonymous Call Rejection (ACR) is included as a part of Caller ID services. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When ACR is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. A maximum of 15 characters is allowed for transmission of the calling party. (T)
- j. (Reserved for Future Use)

\* – Limited to existing customers at existing locations.

Effective: March 29, 2012

GENERAL SERVICES

- 1. CALLING SERVICES (Continued)
  - .2 CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)
    - .2.3 DESCRIPTION (Continued)

(D)

(D)

- k. Call Trace allows the customer to immediately and automatically trace the last incoming call answered from a local service area in which Custom Local Area Signalling Service (CLASS) features 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 Trace performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the service, the customer agrees that Frontier shall not be liable for damages due to an inability to trace the call(s).

Effective: May 1, 2024

GENERAL SERVICES

1. CALLING SERVICES (Continued)

.2 CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

.2.4 RATES

- a. The following charges are for the features only and are in addition to applicable charges for service and associated equipment in the Company's tariffs. Service Charges apply as set forth in Section 3 of this Product Guide.

	Monthly Rate Per Residence <u>Line Equipped</u>	Monthly Rate Per Business <u>Line Equipped</u>	Usage <u>Rate</u>
Busy Number Redial Per Activation (non-subscription)	\$6.50	\$6.99	\$3.00 <sup>1</sup>
Call Return (*69) Per Activation (non-subscription)	6.50	7.50	3.00 <sup>1</sup>
Priority Call	6.50	6.00	
Caller ID <sup>2</sup>	13.75	19.75 (L)	
Selective Call Rejection	6.25	6.99	
Selective Call Forward	7.00	6.99	
Special Call Waiting (L)	5.00	6.00	
Anonymous Call Rejection	6.00	6.00	
Selective Call Acceptance	6.00	5.00	
Remote Activated Call Forward	7.00	5.75	
Multiple Simultaneous Call Forward	NA	11.00	
Enhanced Call Forward	NA	13.00	
Call Trace Per Activation (non-subscription)			8.00 <sup>3</sup>

<sup>1</sup> The maximum charge is \$15.00 per month per line.

<sup>2</sup> Deregulated Caller ID – Number Only (Business Service, \$16.00 per month; Residence Service, \$8.00 per month) is limited to (C) existing customers at existing locations.

<sup>3</sup> The maximum charge is \$32.50 per month per line.

(L) Limited to existing customers at existing locations.

Effective: March 29, 2012

GENERAL SERVICES

1. CALLING SERVICES (Continued)

.3 PACKAGES

	Monthly Rate	
.3.1 Multi Package Residential Offer Option A		(C)
Call Waiting/Cancel Call Waiting, Caller ID, Distinctive Ring, Three-Way Calling, Call Forwarding, *69, Speed Call 8, Call Block, Priority Call, Busy Redial, Special Call Acceptance and Select Call Forwarding		
Residence Service .....	\$19.25	
.3.2 Multi Package Residential Offer Option B		
Call Waiting/Cancel Call Waiting, Call Forwarding, *69, Three-Way Calling and Call Block		
Residence Service .....	\$12.25	

(D)  
 (D)

Effective: JULY 1, 2010

## GENERAL SERVICES

### 1. CALLING SERVICES (Continued)

#### .3 PACKAGES (Continued)

##### .3.3 150 SATELLITE CHANNEL PROGRAMMING Channel programming PAC

a. 150 Satellite Channel programming PAC offers a discount when the customer subscribes to three or more calling services as specified in b. following. If the number of calling services ordered is less than three or the customer removes a service(s) such that the total subscribed to becomes less than three, the discount does not apply and the individual applicable rates apply. The service is available to single line business customers.

b. The following features are available for the 150 Satellite Channel programming PAC offering:

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

c. The discounts are applicable as follows: <sup>1</sup>

Business Service	30 % Discount
------------------	---------------

<sup>1</sup> Anonymous Call Block is not included toward the threshold. The rate, however, will be discounted if the threshold quantity (three) is met.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 1. CALLING SERVICES (Continued)

#### .3 PACKAGES (Continued)

##### .3.4 FEATURES PLAN - BUSINESS

###### a. GENERAL

- a.1 Features plan - Business Basic, Complete, and Deluxe Packages offer business customers discount rates off the individual Calling Services features listed in a.3 below.
- a.2 Discounted rates are based on selection of one of the following term agreement periods:
  - One-year commitment
  - Two-year commitment
  - Three-year commitment

###### a..3 Package Features

###### Basic Package:

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

###### Complete Package:

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

###### Deluxe Package:

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

Features plan - Business Package features are fixed. No substitutions are permitted between the Packages.

###### a.4 Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly charges, however, termination liability charges will be waived. If the customer terminates service after 60 days but 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.\*

\* If the customer terminates Features plan - Business to subscribe to Unlimited Toll Usage for Business with Feature Package One, Two or Three (see Section 16, Paragraph 7) on the same line, no termination charges will apply.

Effective: JULY 1, 2010

GENERAL SERVICES

1. CALLING SERVICES (Continued)

.3 PACKAGES (Continued)

.3.4 FEATURES PLAN - BUSINESS (Continued)

b. RATES

	<u>Monthly Rate</u>
Basic Package*	
1 Year	\$16.50
2 Year	15.13
3 Year	13.76
Complete Package*	
1 Year	15.15
2 Year	13.89
3 Year	12.64
Deluxe Package*	
1 Year	24.15
2 Year	22.14
3 Year	20.13

\* Service Charges as set forth in Section 3 of this Product Guide are not applicable.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 1. CALLING SERVICES (Continued)

#### .4 REMOTE CALL FORWARDING

##### .4.1 CONDITIONS

- a. Remote Call Forwarding is furnished subject to the availability of facilities and is limited to central offices specifically equipped to provide the service.
- b. Remote Call Forwarding is not offered where the answering station is a coin telephone.
- c. Remote Call Forwarding is provided on the condition the customer subscribe to sufficient facilities that calls to the Remote Call Forwarding telephone number will not interfere with or impair any service provided by the Telephone Company. If in the opinion of the Telephone Company additional Remote Call Forwarding central office service or additional facilities at the customer's answering station are needed, the customer will be required to subscribe for the additional service. Refusal of the customer to subscribe to additional service will subject the Remote Call Forwarding to termination.
- d. One directory listing in the alphabetical and classified section of the directory covering the exchange in which the Remote Call Forwarding central office is located is provided without additional charge.
- e. The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.
- f. Call Forwarding should not be offered at the customer's answering station.
- g. The grade of transmission of calls which are forwarded may vary depending on the distance and routing necessary to complete the overall connection. Therefore, the quality of transmission is not assured on any forwarded calls. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.

##### .4.2 DESCRIPTION

- a. Remote Call Forwarding is an arrangement to permit a customer in one exchange to arrange for calls made to a different telephone number in an exchange with Remote Call Forwarding facilities to be automatically forwarded and automatically billed to the customer's station. The customer's station to which calls are forwarded may be either local exchange service, foreign exchange service, or Inward Wide Area Telecommunications Service.
- b. Each Remote Call Forwarding allows forwarding of one call at a given time. An additional Remote Call Forwarding is necessary for each additional call to be forwarded simultaneously.



Effective: October 21, 2018

GENERAL SERVICES

1. CALLING SERVICES (Continued)

.4 REMOTE CALL FORWARDING (Continued)

.4.3 RATES

- a. The following charges are in addition to applicable service charges contained in Section 3 of this Product Guide.

	<u>Monthly Rate</u>
Remote Call Forwarding <sup>1</sup> , Business	\$34.00
Remote Call Forwarding <sup>1</sup> , Residence	\$34.00 (I)

<sup>1</sup> Line haul charges are in addition to the Remote Call Forwarding rate as set forth for the Call Forwarding feature of Custom Calling Service.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 2. DIRECT-INWARD-DIALING (DID) SERVICE

#### .1 CONDITIONS

- .1.1 Direct Inward Dialing Service (DID) is a Central Office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant. This service is provisioned with 4-wire or 2-wire connection at the customer's premises. Rotary hunt charges do not apply to DID trunks. Direct-inward-dialing service is furnished subject to the availability of facilities and telephone numbers.
- .1.2 Direct-inward-dialing service is furnished in the serving central office on trunk lines (excluding WATS) to customer-premises located Telephone Company Dial PBX Systems and customer-provided systems which are equipped for compatible DID operation.
- .1.3 Direct-inward-dialing service permits incoming local and long distance calls to be dialed directly to stations associated with the customer-premises located switching equipment.
- .1.4 Direct-inward-dialing service must be provided on all lines in a central office trunk group arranged for inward service. When direct-inward dialing is provided on more than one central office trunk group, each group is considered a separate service for the application of the initial direct-inward-dialing service charge.
- .1.5 One directory listing is provided without charge for each PBX system. Additional listings will be provided at rates as specified elsewhere in this Product Guide.
- .1.6 Direct-inward-dialing service will be furnished upon the condition that the customer must subscribe to incoming trunks in sufficient number, as determined by the company, to prevent degradation of service.
- .1.7 Customer-Provided Switching Systems must handle calls to assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.
- .1.8 When direct-inward-dialing is furnished in connection with customer-provided switching systems, regulations, contained elsewhere in this Product Guide, covering Connection of Customer-provided Equipment are applicable.
- .1.9 The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the Company. Telephone number rules, regulations and charges are found in this Product Guide.
- .1.10 Trunks arranged for DID service may not be combined with trunk groups arranged to provide Direct Inward-Outward Dialing (DIOD) service. Overflow of calls between the two arrangements is not capable due to switching limitations.

Effective: JULY 1, 2010

GENERAL SERVICES

2. DIRECT-INWARD-DIALING (DID) SERVICE (Continued)

.1 CONDITIONS (Continued)

.1.11 If a customer's normal serving Central Office is not equipped to provide DID service or the customer so requests, the service may be provided where facilities permit, from a Company Central Office different than that which normally serves the customer, but still within the same LATA, at the additional prices specified herein and under the regulations applicable for Foreign Exchange (FX), or Foreign Central Office (FCO) service in this Product Guide.

.1.12 DID service works in conjunction with local trunk service and the charges specified in this Product Guide are in addition to applicable rates and charges for local trunk service specified in this Product Guide.

.1.13 Termination Liability

In the event Direct-Inward-Dialing (DID) Service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 2 of this Product Guide.

.2 RATES

.2.1 Direct Inward Dialing is furnished at the following charges, which are in addition to the rates and charges for other services or facilities with which direct inward dialing is associated.

	<u>Monthly Rate</u>	<u>Installation Charge*</u>
DID Number Blocks		
Block of 20 DID numbers		
Month to month	\$ 35.00	\$ 100.00
One year term	8.00	100.00
Three year term	5.00	100.00
Block of 100 DID Numbers		
Initial 100, month-to-month	175.00	100.00
Additional 100, month-to-month	135.00	100.00
One year term, per 100	25.00	100.00
Three year term, per 100	15.00	100.00

\* NRC is applicable on a per service order basis only, not per block.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 3. DIRECT-INWARD-DIALING (DID) INTERCEPT SERVICE

#### .1 GENERAL

.1.1 Automated DID Intercept Service permits station lines from one-way incoming DID trunks to be placed on intercept and routed to a "change number announcement." This service allows a business DID customer who is relocating to another exchange, changing telephone numbers or disconnecting DID lines to have as many internal lines placed on intercept as desired. Dialing the customer's former DID number results in a prerecorded message which announces the new telephone number.

#### .2 CONDITIONS

.2.1 Automated DID Intercept service is subject to the availability of facilities.

.2.2 Automated DID Intercept service is offered in five (5) line increments. When the number of lines placed on DID Intercept do not fall into increments of five, the number of lines will be rounded up to the next five for billing purposes.

.2.3 DID Intercept must be ordered coincidentally with the order request to move, charge or disconnect the DID service.

#### .3 RATES

	<u>Nonrecurring Charge</u>
Option 1 - per 5 lines (6 months)	\$250.00
Option 2 - per 5 lines (12 months)	450.00

Effective: JULY 1, 2010

## GENERAL SERVICES

### 4. DIRECT INWARD/OUTWARD DIALING (DIOD) ELEMENT

#### .1 GENERAL

- .1.1 Direct Inward/Outward Dialing (DIOD) is a central office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. Rotary hunt does not apply.

#### .2 CONDITIONS

- .2.1 The assignment of telephone numbers and the sequence of numbers to a customer are made at the discretion of the Company. All terms and conditions pertaining to DID service are applicable to DIOD service.
- .2.2 This service is subject to the availability of existing equipment and facilities.
- .2.3 Internal Communications and Call Management Features are exempt from this offering.
- .2.4 Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide DID service. Overflow of calls between the two arrangements is not permitted.
- .2.5 Where the DIOD service is provided from a different central office area of the serving exchange, interoffice mileage charges and measurement as specified in Section 17 will apply.
- .2.6 Where the DIOD service is provided from a different exchange area, the Special Transport and Special Access Line Charges apply for each interexchange channel as specified in I.U.R.C. No. T-3.
- .2.7 Customers are required to subscribe/use current trunks as the basic access piece of DIOD trunks using the existing tariff rate. The DIOD Functionality Rate Element is an adder to the existing trunk rate(s).
- .2.8 Customer-Provided Switching Systems must handle calls to assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.
- .2.9 In the event Direct Inward/Outward Dialing (DIOD) Service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 2 of this Product Guide.

Effective: JULY 1, 2010

GENERAL SERVICES

4. DIRECT INWARD/OUTWARD DIALING (DIOD) ELEMENT (Continued)

.3 RATES

	<u>Monthly Rate</u>	<u>Nonrecurring* Charge</u>
.3.1 DIOD Rate		
Per Trunk - Month to Month.....	\$ 8.00	\$ 100.00
Per Trunk - One Year Term .....	5.00	100.00
Per Trunk - Three Year Term .....	4.00	100.00

\* The Nonrecurring Charge is applicable per initial order.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 5. EXTENSION SERVICE

#### .1 CONDITIONS

- .1.1 Extension service may be furnished in connection with all classes and grades of exchange service except Pay Telephone Services.
- .1.2 A residence extension provided at any location where the conditions suggest the use of the extension could be of a business nature will require the primary service associated with the extension to be changed to a business classification.
- .1.3 Off-premises extension service will be furnished under the following conditions:
  - a. Limited to one-party service.
  - b. Residence extension service may be located on a different premise of the same customer or on the premises of another customer, provided the other customer has a separate service at the same location.
  - c. Business extension service may be located on the premises of another party for both inward and outward service without the other party having a separate service, when its use is limited to employee's representatives, or members of the immediate family of the main line business customer.

#### .2 RATES

- .2.1 Mileage charges are applicable for business and residence extension service when located in a different building than which the primary station or switching equipment is located. Mileage charges for PBX (or similar) main and extension station lines is provided at rates specified for Intra-Exchange Channel Service in Section 17 of this Product Guide.

Effective: JULY 1, 2010

GENERAL SERVICES

5. EXTENSION SERVICE (Continued)

.2 RATES (Continued)

.2.1 (Continued)

		Monthly Rate
a.	Different Buildings	
a.1	Same Continuous Property	
	Business.....	\$2.00
	Residence.....	NC
a.2	Garrett Exchange	
	Business.....	.50
	Residence.....	.50
b.	Noncontinuous Property	
b.1	Routed via central office	
	Business.....	17.65
	Residence.....	17.65
b.2	Served by direct wire without returning to the central office	
	Business.....	11.00
	Residence.....	11.00
b.3	Inter-office cable pair, where required, as provided in Section 17.	
b.4	Hotel and Motel Only No mileage charges apply when the customer provides a means suitable to the Company for routing circuits between the units.	
b.5	Garrett Exchange	
	Business	\$12.35
	Residence	12.35



Effective: JULY 1, 2010

## GENERAL SERVICES

### 6. FOREIGN CENTRAL OFFICE

#### .1 CONDITIONS

.1.1 Foreign Central Office service is exchange service furnished to a customer in a multi-office exchange area, from a central office other than one from which service would normally be furnished.

.1.2 Foreign Central Office service is furnished only where facilities are available.

#### .2 RATES

.2.1 The rates applicable for Foreign Central Office service shall be the monthly rate for the regular exchange service plus the rates for Interoffice Cable Pairs as shown in Section 17 of this Product Guide.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 7. FOREIGN EXCHANGE

#### .1 CONDITIONS

- .1.1 Foreign Exchange Service is a local service furnished to a customer from an exchange other than the one from which service would normally be provided and is limited to one party, Key and PBX trunk line service. Foreign Exchange Service is not provided in connection with pay telephone service.
  - a. The "normal exchange" is that in which the customer is located.
  - b. The "foreign exchange" is that from which the customer desires service.
- .1.2 This is a special service and will be furnished in accordance with such methods as are best suited to meet plant and operating requirements subject to the availability of facilities.
- .1.3 The rates, rules, and regulations of the foreign exchange apply for the class of service and equipment provided from the foreign exchange.
- .1.4 Mileage measurement for interexchange channel charges is the airline distance between the principal central offices of the normal and foreign exchange. When service is provided jointly with one or more companies, each company's rates apply to that portion of the airline mileage within its operating area.
- .1.5 Service may terminate at the normal exchange in a Private Branch Exchange, a telephone instrument, or any other authorized equipment.
  - a. Foreign Exchange Service will be furnished in connection with Hotel-Motel Service only for the use of the management in the conduct of the business.
- .1.6 Extension service may be provided at either the normal or the foreign exchange. The rates, rules, and regulations of the company providing the extension service are applicable.

#### .2 RATES

- .2.1 The appropriate Business or Residence monthly rates and service charges apply in the foreign exchange for the open end (dial tone end) of the service.
- .2.2 The closed end of the service is provisioned from Section 5 of Tariff I.U.R.C. No. T-3.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 8. BUSINESS TRAFFIC STUDY SERVICE

#### .1 GENERAL

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access line or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully as opposed to the number of calls that reach a station-busy condition.

#### .2 DESCRIPTION

- .2.1 Traffic studies are performed, at the customer's request, on Company access lines or hunt groups with local exchange numbers.
- .2.2 For customers with access lines or hunt groups at more than one location, a separate Service Establishment Charge will apply for traffic studies at each location.
- .2.3 Traffic study reports may be requested for more than one access line or hunt group at a single customer location. A separate traffic study report is required for each access line or hunt group. Following is a list of possible access lines or hunt groups that would constitute one traffic study report:
- |   |   |
|---|---|
| Individual access line  | DCS trunk group   |
| Multiline hunt group  | Features plan - Business group  |
| PBX trunk group   | Communications System group   |
| DID trunk group   | Remote Call Forwarding  |
| DOD trunk group   | Internal Communications and Call Management Features                      |
| ISDN BRI  | Internal Communications and Call Management Features multiline hunt group |
| ISDN PRI trunk group  | Internal Communications and Call Management Features Attendant            |
| Network Access Registers (NARs)/<br>business group or other trunk group | Internal Communications and Call Management Features - RCF/ACD            |
- .2.4 Traffic study reports can be requested on a weekly, bi-weekly or monthly basis. The monthly rate is determined by the number of traffic study reports provided within a 4-week billing cycle.
- .2.5 Along with the reports, the Company provides 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. The recommendation is a close estimate and cannot be guaranteed.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 8. BUSINESS TRAFFIC STUDY SERVICE (Continued)

#### .3 CONDITIONS

- .3.1 Business Traffic Study Service is available only to business customers.
- .3.2 Calls must be carried by the Company and billed by, or on behalf of, the Company to the customer requesting the study.
- .3.3 Studies cannot be performed on toll-free or pay-per-call type telephone numbers.
- .3.4 A one-week traffic study may be performed per customer location, per access line or hunt group, per calendar year, at no Service Establishment Charge and no monthly charge. Any additional traffic studies requested during the calendar year will be billed at the Rates and Charges in Paragraph .5 following.
- .3.5 Traffic study report features may vary by central office switching system type.
- .3.6 When applicable, traffic study reports on Internal Communications and Call Management Features should include reports on both the Network Access Registers (NARs) and on the hunt group, in order to make sure that blockage is not occurring at either end.

#### .4 APPLICATION OF RATES AND CHARGES

- .4.1 For the setup of each additional Business Traffic Study Report, per customer location, per calendar year, the Service Establishment Charge applies in addition to the monthly rate.
- .4.2 The Subsequent Service Order Charge in Section 3 of this Product Guide will apply in addition to the Service Establishment Charge for initial setup for additional traffic studies and for any subsequent additions or changes to traffic study reports in a calendar year.

Effective: JULY 1, 2010

GENERAL SERVICES

8. BUSINESS TRAFFIC STUDY SERVICE (Continued)

.5 RATES AND CHARGES

		Nonrecurring Charge
.5.1	Service Establishment Charge, per customer location, per calendar year	
	Initial One-Week Traffic Study	No charge
	Setup for Additional Traffic Study	\$120.00 <sup>1</sup>
		Monthly Rate
.5.2	Traffic Study Reports, per access line or hunt group, per calendar year	
	Initial one-week study report	No charge
	Each additional study report, per 4-week billing cycle	
	Weekly reporting (4 reports)	\$80.00
	Bi-weekly reporting (2 reports)	60.00
	Monthly reporting (1 report)	40.00

<sup>1</sup> A Subsequent Service Order Charge as set forth in Section 3 will apply in addition to the Service Establishment Charge for initial setup for additional traffic studies and for any subsequent additions or changes to Traffic Study Reports in a calendar year.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 9. VACATION SERVICE

#### .1 CONDITIONS

- .1.1 Vacation Service is provided where facilities are available to residence and business one-party customers. Vacation Service is not available for Lifeline customers.
- .1.2 No outward or inward service is provided during the period of Vacation Service.
- .1.3 Vacation Service will not be made available for periods of less than one (1) month. Vacation Service is offered for a maximum period of nine (9) months. The customer's number must be working for at least 90 days in a calendar year.
- .1.4 During the period of Vacation Service, no installations, moves, changes or maintenance will be provided. Changes to billing address are allowed.
- .1.5 The customer may request a service restoral date in advance of the maximum allowable vacation period. If a restoration date is not requested by the customer, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months.
- .1.6 Monthly bills for line service are rendered at the Vacation Service rate during the vacation period and are to be paid in accordance with established payment regulations.

#### .2 RATES

- .2.1 A Subsequent Service Ordering Charge applies for the establishment of Vacation Service for business service. There is no charge for residence service.
- .2.2 A Line Connection Charge applies to restore service at the completion of the Vacation Service period for business service. There is no charge for residence service.
- .2.3 During the period the customer is furnished Vacation Service, calling services or miscellaneous services associated with the line service will not be charged. Any miscellaneous services not directly associated with the line service such as Directory Listings or Operator Services will continue to be billed at their tariffed rates.

	Monthly Rate
Vacation Service, per line	0% of current line rate

Effective: JULY 1, 2010

## GENERAL SERVICES

### 10. RESERVE TELEPHONE NUMBERS

#### .1 GENERAL

- .1.1 Reserve Telephone Numbers are telephone numbers reserved by a customer for future use. Reserve Telephone Number Service is available to future and existing customers.
- .1.2 Reserve Telephone Numbers are offered subject to the availability of suitable facilities and are not guaranteed until activated in the network.
- .1.3 Reserve Telephone Numbers can be held for a maximum of 180 days. No extensions will be granted to allow reserved status beyond 180 days.

#### .2 RATES AND CHARGES

Monthly  
Rate

- .2.1 Per Reserve Telephone Number None
- .2.2 Service Charges listed elsewhere in this Product Guide are applicable in addition to all other applicable rates and charges when a customer orders Reserve Telephone Numbers.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 11. CUSTOMIZED NUMBER SERVICE

#### .1 GENERAL

- .1.1 Customers of the Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the customer are available, the Company may assign the number to the customer.
- .1.2 The Company will do its utmost to protect specific number assignments requested by the customer from changing. However, unavoidable circumstances may arise where the number assignment may need to be altered. In these instances, the Company reserves and retains the right:
  - a. To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company. If this should occur, the Customized Number Service Charge will not be refunded to the customer.
  - b. To reject any request for specific telephone numbers for any reason, including but not limited to: relocation of a central office, limited central office capacity, or numbers that may, in the Company's sole opinion, be offensive to the public.
  - c. Of ownership of all telephone numbers and prohibits the assignment of a telephone number by or from any customer to another, except as otherwise provided in this Product Guide.

#### .2 CONDITIONS

- .2.1 The Customized Number Service charge applies whenever a customer:
  - a. Requests a number change from their present number to a Customized Telephone Number or requests a Customized Telephone Number on the initial order.
- .2.2 The Company shall not be liable to any customer for direct or indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In any case the Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for the Customized Number service.



Effective: JULY 1, 2010

GENERAL SERVICES

11. CUSTOMIZED NUMBER SERVICE (Continued)

.3 RATES

.3.1 The appropriate Service Charges listed elsewhere in this Product Guide apply for Customized Number Service in addition to the following non-recurring charges and monthly rates.

	<u>Nonrecurring Charge</u>
a. Each Customized Number requested	
a.1 Business	\$10.00
a.2 Residence	8.00

Effective: JULY 1, 2010

## GENERAL SERVICES

### 12. 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 (411, 1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). Calls to 800 Service will not be restricted (1 + 800 + XXX-XXXX). This option includes Originating Line Screening which allows outgoing intralata toll calls to be charged to the called telephone, a third number, or a credit card account.
  - b. Option 2 - Restricts any direct dialed one plus (1+) or direct dialed International (011+) call. This includes directory assistance (411, 1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). Option 2 also restricts 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. Calls to 800 Service will not be restricted (1 + 800 + XXX-XXXX).
- .1.3 Toll Restriction Service will be provided to Residence One-Party, Business One-Party and Trunk Access Line customers. Toll Restriction Service will not be provided on Internal Communications and Call Management Features lines.
- .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.
- .1.6 The minimum contract period for this service is one month.

Effective: JULY 1, 2010

GENERAL SERVICES

12. 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 this Product Guide and other tariffs of the Company.

a. The Subsequent Service Order Charge in Section 3 of this tariff applies when adding or changing Toll Restriction Service on an existing account.

a.1 The monthly rate for toll restriction is in addition to those with which the service is associated.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Toll Restriction, per line	\$6.00	-
Toll Restriction provided from an electronic Class 5 office*		\$100.00

\* This service is limited to existing customers and will no longer be offered.

Effective: JULY 1, 2010

GENERAL SERVICES

13. 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 and/or third number billed calls 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 to the provisioning of Billed Number Screening Service and are in addition to all other applicable charges as specified in this Product Guide and other Company tariffs.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Option 1 - Collect and Third Number Billing,		
- Per line Screened	\$2.50	*
- over 49 lines, per line	1.25	*
b. Option 2 – Third Number Billing,		
- Per line Screened	2.50	*
- over 49 lines, per line	1.25	*
c. Option 3 - Collect Billing,		
- Per line Screened	2.50	*
-over 49 lines, per line	1.25	*

\* A Subsequent Service Order charge applies as shown in Section 3 of this Product Guide.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 14. SELECTIVE CLASS OF CALL SCREENING SERVICE

#### .1 GENERAL

- .1.1 Selective Class of Call Screening is offered to provide a choice of originating screening options. Screening options include but are not limited to Sent Paid, Third Number, Time and Charges, Collect, etc. The Service is available to one-party subscribers of the Company's local exchange services, excluding COPTS.
- .1.2 The Company makes no guarantee and assumes no liability for the accuracy of Selective Class of Call 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 Selective Class of Call Screening Service. The customer assumes responsibility for all toll charges.
- .1.3 Selective Class of Call Screening Service is offered subject to the availability of suitable facilities.
- .1.4 The minimum contract period for Selective Class of Call Screening Service is one month.

#### .2 RATES

- .2.1 The following rates and charges apply to the provisioning of Selective Class of Call Screening Service and are in addition to all other applicable charges as specified in this Product Guide and other Company tariffs.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Per line equipped		
One-Party		
Residence	\$5.00	\$12.00
Business	6.25	12.00
Trunk		
Residence	10.00	12.00
Business	10.00	12.00

Effective: JULY 1, 2010

## GENERAL SERVICES

### 15. 700 BLOCKING SERVICE

#### .1 GENERAL

700 Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which the 700 NPA must be dialed. The service is classified as a local exchange telecommunications service.

#### .2 CONDITIONS

- .2.1 The Company's obligation to furnish network facilities for 700 Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.
- .2.2 700 Blocking Service is available only for blocking access to all 700 NPA telephone numbers from a particular network access line, and not for blocking access to a specific 700 NPA telephone number.

#### .3 RATES AND CHARGES

- .3.1 The 700 Blocking Service for residence and business network access line customers is provided without charge for the initial request. Service Ordering Charges do not apply to orders adding this blocking service only.
- .3.2 Subsequent requests where the initial blocking was discontinued at the customer's request are subject to the Subsequent Service Order charge in Section 3 of this Product Guide and applicable Nonrecurring Charges as follows:

	<u>Nonrecurring Charge</u>
Business, per line	\$5.00
Residence, per line	5.00

Effective: JULY 1, 2010

## GENERAL SERVICES

### 16. 900 BLOCKING SERVICE

#### .1 GENERAL

900 Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which the 900 NPA must be dialed. The service is classified as a local exchange telecommunications service.

#### .2 CONDITIONS

- .2.1 The Company's obligation to furnish network facilities for 900 Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.
- .2.2 900 Blocking Service is available only for blocking access to all 900 NPA telephone numbers from a particular network access line, and not for blocking access to a specific 900 NPA telephone number.

#### .3 RATES AND CHARGES

- .3.1 The 900 Blocking Service for residence and business network access line customers is provided without charge for the initial request. Service Ordering Charges do not apply to orders adding this blocking service only.
- .3.2 Subsequent requests where the initial blocking was discontinued at the customer's request are subject to the Subsequent Service Order charge in Section 3 of this Product Guide and applicable Nonrecurring Charges as follows:

	<u>Nonrecurring Charge</u>
Business, per line	\$ 5.00
Residence, per line	5.00

Effective: JULY 1, 2010

## GENERAL SERVICES

### 17. 976 BLOCKING SERVICE

#### .1 GENERAL

976 Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which the prefix 976 (1 + 976) must be dialed. The service is classified as a local exchange telecommunications service.

#### .2 CONDITIONS

- .2.1 The Company's obligation to furnish network facilities for 976 Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.
- .2.2 976 Blocking Service is available only for blocking access to all telephone numbers with th 976 prefix from a particular network access line, and not for blocking access to a specific 976 prefix telephone number.

#### .3 RATES AND CHARGES

- .3.1 The 976 Blocking Service for residence and business network access line customers is provided without charge for the initial request. Service Ordering Charges do not apply to orders adding this blocking service only.
- .3.2 Subsequent requests where the initial blocking was discontinued at the customer's request are subject to the Subsequent Service Order charge in Section 3 of this Product Guide and applicable Nonrecurring Charges as follows:

	<u>Nonrecurring Charge</u>
Business, per line	\$ 5.00
Residence, per line	5.00



Effective: JULY 1, 2010

## GENERAL SERVICES

### 18. SWITCHED DATA SERVICE

#### .1 GENERAL

- .1.1 Switched Data Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices. This is a digital data transmission service which provides a data link between two Switched Data users via switched facilities. The network connection is established on a call-by-call basis.

#### .2 CONDITIONS

- .2.1 In addition to the following conditions, appropriate regulations established in other sections of this Product Guide will also apply.
- .2.2 The minimum billing for this service is one month.
- .2.3 The provision of Switched Data Service and associated features are subject to the availability of certain central office and outside plant facilities.
- .2.4 Switched Data requires the use of customer provided data equipment which must be compatible with the Telephone Company's equipment and facilities. Grade of transmission is guaranteed only to the serving central office.
- .2.5 The Switched Data customer loop is subject to distance limitations as a result of digital signal power loss which are central office switch technology dependent. Switched Data Service will be provided where local loops do not exceed the following limitations:
  - a. On a DMS-100 central office switch: 42 dB loss at 80 kilohertz, equating to a range from approximately 12,000 feet to approximately 18,000 feet, depending on cable gauge and including customer wiring.
  - b. On a GTD-5 central office switch: 26 dB loss at 80 kilohertz, equating to a range from approximately 8,000 feet to approximately 15,000 feet, depending on cable gauge and including customer wiring.
  - c. On non-ISDN equipped 5ESS central office switch: 42 dB loss at 80 kilohertz, equating to a range 12,000 feet to approximately 14,000 feet, depending on cable gauge and including customer wiring.

Where the conditions in .2.5a., .2.5b. and .2.5c. above cannot be met, the customer must subscribe to Switched Data Individual Line Loop Extension or subscribe to Switched Data Channel Access for Switched Data Service.

Where a customer's local serving central office is not capable of providing Switched Data Service the Company will determine the nearest capable central office. Interoffice High Capacity DS-1 (1.544 Mbps) mileage will apply from the non-capable central office to the central office capable of providing Switched Data Service at the rates specified in Section 17 of this Product Guide, for High Capacity DS-1 (1.544 Mbps) Facilities. In this situation, the customer will utilize the dialing plan associated with the central office that provides the digital dial tone. (NOTE: The DS-1 Special Transport Termination charge is not to be applied in conjunction with the DS-1 Special Transport Per Airline Mileage charge.)

Effective: JULY 1, 2010

## GENERAL SERVICES

### 18. SWITCHED DATA SERVICE (Continued)

#### .2 CONDITIONS (Continued)

- .2.6 Customers utilizing the voice option of this service may subscribe to Calling Services features. The Switched Data features contained in this section are to be used exclusively with the Switched Data Service.
- .2.7 Access to Switched Data Service is obtained through a dial-up connection via the public switched telephone network using the standard 7 through 10 digit methods. Origination of calls for 800, 900, 976, 0- (IntraLATA) and 0+ (IntraLATA) types of calls is limited to voice calls only. These types of calls will be provided with the Voice Option feature of Switched Data Service when requested by the customer.
- .2.8 Customer Premises Channelization, a component of Switched Data Channel Access, may be provided by the customer or the Company. When the Company provides the channelization equipment at a customer's premises, it is not necessary for the customer to provide channel access cards for associated channels. The termination of this channelization will be in a single equipment location on a customer's premises. The customer must provide suitable floor space, controlled environment, and a source of non-switched 120 volt, 60 HZ AC power to support this service.
- .2.9 Switched Data Individual Loop Extension is required where:
  - Customers are restricted by technical requirements as specified herein.
  - A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest designated central office capable of providing Switched Data service. Interoffice digital data service (DDS) mileage will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in the intraLATA interoffice private line tariff. In this situation, the dialing plan associated with the central office that will be providing the Switched Data service to the customer will be utilized.
- .2.10 The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Switched Data Service.
- .2.11 Directory Listings for Switched Data Service will be provided upon customer request in accordance with Section 15 of this Product Guide.
- .2.12 Vacation Service is not applicable to Switched Data Service.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 18. SWITCHED DATA SERVICE (Continued)

#### .3 DESCRIPTION

##### Switched Data High Speed and Low Speed

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

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

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

Customer Premises Termination - Provides for termination at the customer's premises. The termination is provided per access (DS1 or 24 channels).

Customer Premises Channelization - Provides access to the DS1 time slot within the DS1 signal associated with a specific Digital Channel Service. Customer Premises Channelization utilizes D4 type channel bank equipment.

##### Single Line Feature:

Data Line Security - This feature prevents a data call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

##### Internal Communications and Call Management Features (Includes Data Line Security)

Intercom Dialing - Intercom dialing equates to intrasystem or station- to-station dialing. This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. This feature is applicable to Internal Communications and Call Management Features customer groups and is restricted to the serving wire center only.

Direct Dialing - This feature allows calls to be placed between Switched Data lines within a customer group and Switched Data lines outside of the customer group without the assistance of an attendant. This feature is applicable to Internal Communications and Call Management Features customer groups only.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 18. SWITCHED DATA SERVICE (Continued)

#### .3 DESCRIPTION (Continued)

##### Optional Features:

Data Direct Connect - This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

Data Closed User Group <sup>1</sup> - This feature, restricted to Internal Communications and Call Management Features lines only, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

Voice Option - This feature allows simultaneous voice and data communications over a single Switched Data line. This feature is available where technical capabilities exist. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

##### Optional Features Packages <sup>2</sup>

##### Feature Package Data 1000 includes:

Data Individual Speed Call-Short List - The use of the Data Individual Speed Call-Short List is limited to an individual Switched Data line. A short list consists of a maximum of eight (8) stored numbers. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Call Forward (All/Busy/No Answer) - This feature allows a customer to have incoming calls to a Switched Data line automatically forwarded to a predetermined number. Data Call Forward consists of three variations as follows: all calls, busy and no answer. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Last Number Redial - This feature enables a subscriber to redial the last called number by depressing a single key rather than the entire number. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.

Data Sequential Hunt Group - This feature assigns a pilot directory number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

<sup>1</sup> Available only with Internal Communications and Call Management Features Line features.

<sup>2</sup> Optional Feature Packages are available for Single Line and Internal Communications and Call Management Features Line applications.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 18. SWITCHED DATA SERVICE (Continued)

#### .3 DESCRIPTION (Continued)

##### Optional Features Packages\*: (Continued)

Feature Package Data 2000 - This package contains the features included in Feature Package Data 1000, and:

Data Call Back - This feature allows a Switched Data user encountering a busy station to be notified when the busy station becomes idle and to automatically establish the call. This feature is available with Internal Communications and Call Management Features intercom calling only. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Saved Number Redial - This feature allows a customer to dial a saved number by depressing a single key rather than the entire number. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Circular Hunting - This feature assigns a pilot directory number to the hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Group Speed Calling - This feature, restricted to Internal Communications and Call Management Features lines, provides storage for an abbreviated numbers list which is shared for use by a group of data lines. The list may be updated by a service order or by a user designated as the controller. Only the controller can add to, change or delete numbers from the list. Other lines with access to this list are restricted. This feature is available with Internal Communications and Call Management Features intercom calling only. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Individual Speed Call-Long List - The use of the Data Individual Speed Call-Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty (30) stored numbers. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

\* Optional Feature Packages are available for Single Line and Internal Communications and Call Management Features Line applications.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 18. SWITCHED DATA SERVICE (Continued)

#### .3 DESCRIPTION (Continued)

In addition to the Explanation of Terms (Definitions) set forth in Section 1 of this Product Guide, the following definitions will apply:

Asynchronous - A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

Customer Group - defines a set of stations that have common features and system parameters including abbreviated dialing.

Digital - Information which is expressed in discrete or noncontinuous form.

Full Duplex - Type of communication that supports the transmission of signals in both directions simultaneously.

Half Duplex - Type of communication that supports transmission of signals in both directions, but is not capable of simultaneous and independent transmission and reception.

Hunting - A search through a group of numbers until an idle station is found or the last number of the group is reached.

Synchronous - A method of transmitting data in which the data characters and bits are transmitted at a fixed rate with the transmitter and receiver synchronized, eliminating the need for individual start bits and stop bits.

Effective: JULY 1, 2010

GENERAL SERVICES

18. SWITCHED DATA SERVICE (Continued)

.4 RATES AND CHARGES

.4.1 The following rates are in addition to the rates and charges for other associated services and applicable service charges shown in other sections of this Product Guide. The rate elements applicable for Switched Data Service are:

- Switched Data Service Access Line Monthly Rate (Low Speed, High Speed or Channel Access).
- Network Usage
- Service Connection Charge
- Optional Feature/Feature Packages
- Software Reconfiguration Charge
- Customer Premises Termination and Channelization (Optional)

.4.2 Switched Data Customer line rates are determined by the total number of Low Speed and/or High Speed lines requested per customer (i.e., if a Internal Communications and Call Management Features customer requests 55 Low Speed lines and 25 High Speed lines, all Low Speed lines will be billed at the "50-100" rate and all High Speed lines will be billed at the "2-49" rate).

a. Switched Data High Speed and Low Speed Customer Line <sup>1, 2</sup>

a.1 Low Speed Access:

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Single Line Per Line .....	\$37.00	\$50.00
Internal Communications and Call Managment Features 3-49 Lines, each.....	40.00	50.00
50-100 Lines, each.....	37.00	50.00
101 and above Lines, each ....	33.00	50.00

<sup>1</sup> Local Loop Charge is included in the Switched Data Line Rate.

<sup>2</sup> The Nonrecurring Charge applies in lieu of the Connection Charge as stated in Section 3 of this Product Guide.

Effective: JULY 1, 2010

GENERAL SERVICES

18. SWITCHED DATA SERVICE (Continued)

.4 RATES AND CHARGES (Continued)

.4.2 (Continued)

a. Switched Data High Speed and Low Speed Customer Line <sup>1,2</sup> (Continued)

a.2. High Speed Access:

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Single Line Per Line .....	\$47.00	\$50.00
Internal Communications and Call Management Features 3-49 Lines, each.....	50.00	50.00
50-100 Lines, each.....	44.00	50.00
101 and above Lines, each ....	37.00	50.00

b. Switched Data Individual  
Line Loop Extension

b.1 Switched Data Access - Individual Line Loop Extension Single Line	50.00	50.00
b.2 Switched Data Access – Individual Line Loop Extension Internal Communications and Call Management Features	50.00	50.00
b.3 Switched Data Individual Line Loop Extension Channel, per line Single Line .....	12.00	50.00
Internal Communications and Call Management Features	15.00	50.00

<sup>1</sup> Local Loop Charge is included in the Switched Data Line Rate.

<sup>2</sup> The Nonrecurring Charge applies in lieu of the Connection Charge as stated in Section 3 of this Product Guide.



Effective: JULY 1, 2010

GENERAL SERVICES

18. SWITCHED DATA SERVICE (Continued)

.4 RATES AND CHARGES (Continued)

.4.2 (Continued)

c. Switched Data Channel Access <sup>1</sup>

	<u>Monthly Rate</u>		<u>Nonrecurring Charge</u>
c.1 Switched Data Channel Access (24 Channels..... DS-1 Facility) .....	* *		* *
c.2 Central Office Termination, Per Access Arrange- ment.....	\$150.00		\$125.00
c.3 Central Office Channelization Single Line, Per Channel Activated.....	5.00	--	NA
Internal Communications and Call Management Features Per Channel Activated.....	5.00	--	NA
Multiline with DOD, Per Channel.....	5.00	--	NA

<sup>1</sup> Appropriate charges (Monthly Rates and Nonrecurring Charges) apply as set forth in Section 17 of this Product Guide, for High Capacity DS-1 (1.544 Mbps) Facilities and mileage.

Effective: JULY 1, 2010

GENERAL SERVICES

18. SWITCHED DATA SERVICE (Continued)

.4 RATES AND CHARGES (Continued)

.4.2 (Continued)

c. Switched Data Channel Access (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
c.4 Customer Premise Termination Per Access Arrangement .....	\$100.00	\$75.00
c.5 Customer Premise Channelization, Per Access Arrangement.....	25.00	20.00
	<u>Per Minute</u>	
d. Network Usage <sup>1</sup> .....	\$.024	
e. Optional Features <sup>2</sup>		
	<u>Monthly Rate</u>	
e.1 Data Direct Connect, each line .....	\$1.00	
e.2 Data Closed User Group, each line.....	1.00	
e.3 Voice Option Single Line, each.....	8.00	
Internal Communications and Call Management Features Line, each.....	5.00	

<sup>1</sup> Network usage charges are applicable to all local calls except for Internal Communications and Call Management Features intercom calls.

<sup>2</sup> A Subsequent Service Order Charge is applicable for the addition of optional features and feature packages.

Effective: JULY 1, 2010

GENERAL SERVICES

18. SWITCHED DATA SERVICE (Continued)

.4 RATES AND CHARGES (Continued)

.4.2 (Continued)

f. Feature Packages <sup>1</sup>

Monthly  
Rate

f.1	Feature Package Data 1000 (includes Data Individual Speed Call-Short List, Data Call Forward, Data Last Number Redial, Data Toll Restriction, and Data Sequential Hunt Group), each line .....	\$3.00
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f.2	Feature Package Data 2000 (includes Data Call Forward, Data Last Number Redial, Data Toll Restriction, Data Sequential Hunt Group, Data Call Back, Data Saved Number Redial, Data Circular Hunting, Data Group Speed Calling, and Data Individual Speed Call-Long List), each line .....	5.00
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Rate Per  
Occurrence

g.	Software Reconfiguration Charge.....	\$12.75
----	--------------------------------------	---------

h. The Software Reconfiguration Charge is applicable for any software changes that are required to make changes for Optional Features (e.g., changing Speed Call Lists, Data Direct Connection Destination, etc.) or Feature Packages. The Subsequent Service Ordering Charge shown in other sections of this tariff is also applicable.

<sup>1</sup> A Subsequent Service Order Charge is applicable for the addition of optional features and feature packages.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 19. MAGNETIC TAPE REPRODUCTION

#### .1 CONDITIONS

- .1.1 Billing detail on magnetic tape is offered to meet the requests of large system customers who have access to data processing equipment and wish to use the tape detail for verifying, analyzing, and controlling charges.
- .1.2 Billing detail will be reproduced on tape in code terminology and format used by the Telephone Company.
- .1.3 The customer will be provided a tape layout at no charge explaining Telephone Company terminology and format.
- .1.4 The Telephone Company reserves the right to change the code terminology and format of the information on the tape upon 30 days notice to the customer.
- .1.5 Duplicate tapes may be obtained from the Telephone Company if requested within ten (10) days after the original tape is made at an additional cost of \$65.
- .1.6 The monthly rates set forth in .2 following apply to the customer's listed number service. Additional numbers billed in the same cycle as the listed number will be included at the additional numbers charge. Numbers billed in different cycles will require a separate monthly service rate and an associated nonrecurring charge.

#### .2 RATES

.2.1 Toll Service		
Nonrecurring charge to establish service, each account		\$400.00
Monthly charge		
Listed Number Service, per account		114.45
Additional Numbers, each		28.61
.2.2 Local Service		
Nonrecurring charge to establish service, Customer's listed number, each account		75.00
Additional numbers, each number		55.00
Monthly Charge		
Customer's listed number, per account		60.00

Effective: JULY 1, 2010

## GENERAL SERVICES

### 20. SECRETARIAL ANSWERING SERVICE (ANSWERING BUREAUS)

#### .1 CONDITIONS

- .1.1 Answering Lines are furnished to customers who contract with the secretarial service customer to answer calls on their telephone lines. An answering line connects the customer's telephone line with the Secretarial switchboard or key telephone system.
- a. Answering Lines are furnished on individual line service and for incoming calls only.
  - b. Answering Lines do not provide a means of communication between the customer and the secretarial service attendant.
  - c. Answering Line mileage is measured airline from the secretarial switchboard or key telephone system to the central office serving the switchboard or key system.

#### .2 RATES

##### .2.1 Central Office Lines

Central office lines terminated on switchboards or key systems are furnished at the individual business line rate.

##### .2.2 Answering Lines

- |   | <u>Monthly<br/>Rate</u> |
|---|-------------------------|
| a. Secretarial Answering Lines,<br>each   | 1.75                    |
| Note: Monthly rate is in addition to<br>appropriate service charges as<br>outlined in Section 3.                      |                         |
| b. Secretarial Line Mileage,<br>each 1/10 mile or fraction thereof  | .77                     |
| c. Interoffice cable pairs are furnished<br>where required at rates specified<br>in Section 17 of this Product Guide. |                         |

Effective: JULY 1, 2010

## GENERAL SERVICES

### 21. CARRIER SELECTION PUBLIC TELEPHONE SERVICE

#### .1 CONDITIONS

- .1.1 Carrier Selection Public Telephone Service is only available to interexchange carriers and resellers and provides a direct access arrangement to the customer designated location without dialing the customer's normal access code.
- .1.2 The service is available in the following categories:
  - a. Speed Dial Service
  - b. Select LD Service
- .1.3 The Company will provide Select LD Service or Speed Dial Service at public telephone service sites, subject to Company discretion.
- .1.4 The following regulations, rates and charges apply to Speed Dial Public Telephone Service and Select-Your-Carrier<sup>SM</sup> Public Telephone Service and shall not serve as a substitute for customer tariff offerings of services to end users. The provision of such services by the Company does not constitute a joint undertaking with the customer for the furnishing of any service.
- .1.5 The regulations, rates and charges contained herein are in addition to the applicable regulations, rates and charges specified in other sections of this Product Guide and in other tariffs of the Company.
- .1.6 Any end user billing disputes shall be the responsibility of the customer.
- .1.7 The minimum period for which Carrier Selection Public Telephone Service is provided and for which charges apply is one month (30 days). A customer may cancel Carrier Selection Public Telephone Service on any date prior to the start of the next month's service. If written notice is not received from the customer prior to the start of the following month's service, the Company shall assume that the service is to be extended for another month (30 days).
- .1.8 The customer will install access facilities with the appropriate options for public telephone operation, such as signaling options, as required.

Effective: JULY 1, 2010

GENERAL SERVICES

21. CARRIER SELECTION PUBLIC TELEPHONE SERVICE (Continued)

.2 SPEED DIAL PUBLIC TELEPHONE SERVICE

- .2.1 Speed Dial Public Telephone Service permits the end user to access the customer network by using a two or three digit code. The two or three digit code is assigned to each customer by the Company and will consist of one or two numbers followed or preceded by a pound sign (XX# or #XX). The public telephone provides a direct access arrangement to the customer designated location without dialing the customer's normal access code.
- .2.2 The Company will provide Speed Dial Public Telephone Service, where facilities are available, at sites selected by the Company within its operating area(s).
- .2.3 The sequence for listing participating customer's company names on the instruction cards will be determined by the Company.
- .2.4 The rates and charges shown for Speed Dial Public Telephone Service are applicable per public telephone arranged, per month and are in addition to all other appropriate rates and charges shown elsewhere in this Product Guide and other Company tariffs.

Monthly  
Rate

\$.90

.3 SELECT LD SERVICE PUBLIC TELEPHONE SERVICE

- .3.1 Select LD Service Public Telephone Service permits the end user to access the customer by pushing a touch button assigned to a particular carrier or reseller subscribing to this service. The public telephone will contain twelve push-down decal embossed touch buttons where twelve different customers may display their business logo. The public telephone provides a direct access arrangement to the customer designated location without dialing the customer's normal access codes.

Effective: JULY 1, 2010

GENERAL SERVICES

21. CARRIER SELECTION PUBLIC TELEPHONE SERVICE (Continued)

.3 SELECT LD SERVICE PUBLIC TELEPHONE SERVICE (Continued)

- .3.2 The location placement of the customer's business logo on the selection pad on each station will be determined by the Company.
- .3.3 The sequence for listing participating customer's company names on the instruction cards will be determined as presented by the logo placement from top left to right, first, second and third button rows.
- .3.4 The rates and charges shown for Select LD Service Public Telephone Service are applicable per touch button, per month and are in addition to all other appropriate rates and charges shown elsewhere in this Product Guide and other Company tariffs.

Monthly  
Rate

\$4.50



Effective: JULY 1, 2010

## GENERAL SERVICES

### 22. INFO CONTACT 976 SERVICE

#### .1 DESCRIPTION OF SERVICE

.1.1 Info Contact 976 Service consists of service and facilities for an Information Provider's pre-recorded announcements or interactive programs. This service enables a caller, for a charge, to dial a Info Contact Service telephone number and receive a Info Contact Service Provider's recorded announcement or interactive program. As part of this service, the Company will transport calls from the caller to the Information Provider on behalf of the Info Contact 976 Service Provider.

.1.2 An interactive program is a program whereby a caller through the use of a touch call pad or similar device can communicate with the Info Contact Service Provider equipment for the purpose of sending or receiving information.

.1.3 The Company will offer free blocking when a dispute or inquiry arises concerning Info Contact Service. In addition, free blocking of Info Contact Service will be offered to all new or transfer-of-service customers.

Info Contact Service is not available to customers in exchanges where the central office equipment cannot provide individual line blocking. In such situations, all customers in the central office shall be blocked from Info Contact Service.

.1.4 When Info Contact Service charges are disputed by an end-user customer, the Company shall forgive one dispute related to this service. Such disputes may cover multiple billing periods. Adjustments for Info Contact Service charges exceeding \$400.00 for residence customers and \$1,000.00 for business customers shall be verified to the end-user customer in writing by the Company. Such forgiveness shall be contingent upon the end-user customer's agreement to accept free blocking of all Info Contact Services, where available.

.1.5 An Information Provider and/or sponsor is a customer providing Pay-Per-Call Services who wishes the Company to transport calls on its behalf for all calls completed to the Provider's announcement or interactive program. A caller to a 976 number is a client of the Information Provider and/or 976 Program sponsor.

a. Pay-Per-Call Services - are telecommunications services which permit simultaneous calling by a large number of callers to a single telephone number and for which the calling party is assessed, by virtue of completing the call, a charge that is not dependent on the existence of a presubscription relationship and for which the caller pays a per-call or per-time-interval charge that is greater than, or in addition to, the charge for transmission of the call.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 22. INFO CONTACT 976 SERVICE (Continued)

#### .2 GENERAL

- .2.1 Because the capacity of central office equipment and network facilities to furnish Info Contact 976 Service is limited:
  - a. Service will only be furnished where facilities and operating conditions permit.
  - b. If the Company has reason to believe that permitting the commencement or continuation of the 976 Program 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 other subscribers, the Company may refuse to provide Info Contact 976 Service or may discontinue providing such service. Unless, in the judgement of the Company, an emergency condition exists or is threatened, the Company shall give 24 hours notice of discontinuance. Where such emergency condition exists or is threatened, the Company shall give notice of discontinuance as promptly as reasonably possible.
  - c. Info Contact 976 access lines are provided as inward only service in LATAs 3, 4 and 8.
- .2.2 Info Contact 976 Service Provider sponsorship of any particular recorded announcement or interactive program shall not preclude the Company from providing service to another Info Contact 976 Service Provider sponsoring the same or similar announcement or program.
- .2.3 Info Contact 976 Service Provider shall indemnify and defend the Company against and hold the Company harmless from any and all losses, claims, demands, causes of action, damages, costs or liability in law or inequity of every kind and nature whatsoever, including attorney fees, arising directly or indirectly from material transmitted, and from any act or omission of the Provider or caller while using or attempting to use Info Contact 976 Service said service and facilities.
- .2.4 The limitation of the Company's liability is set forth in Section 2 of this Product Guide.
- .2.5 One directory listing per announcement or program will be furnished without charge in each directory within a Info Contact 976 Service local calling area. Directory listings for Info Contact 976 Service must specify that additional charges apply to calls placed to the listed number. Additional directory listings will be furnished at rates as set forth in Section 15 of this Product Guide.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 22. INFO CONTACT 976 SERVICE (Continued)

#### .2 GENERAL (Continued)

.2.6 The Company will deny the following types of calls to Info Contact 976 numbers:

- Collect and third-party billed calls
- Calls requiring time and charges quoted by an operator
- Calls originating from prisons
- Calls originating from operator-handled and direct dialed mobile services
- Calls originating from WATS Class of Service including Universal and Two-Way Wats
- Calls originating from hospitals
- Calls originating from hotels/motels
- Calls billed to commercial credit cards
- Coin Sent Paid calls
- Person to Person calls handled by an operator
- Out-of-LATA calls
- Customer-owned pay telephone calls
- Cellular and other Exchange and Interexchange Carriers with whom the Company has no billing arrangement
- Third party billed and credit card calls charged to an account outside of the Company's territory
- Calls made through Dual Party Relay Service

.2.7 The minimum length of each message shall be 78 seconds or one complete cycle of a 60 second message, a 15 second disclosure message, and 3 seconds for the caller to hang up if they do not wish to complete the call. Following the initial 78 second message, message length may be increased in 30 second increments. Total length of a message shall never exceed 198 seconds. If the agreed upon message length is more than 78 seconds, the Info Contact 976 Service Provider will pay the additional time rate. The Provider must notify the Company whenever the message length is to be increased or decreased.

If the message length is longer than that agreed upon, the Company may terminate the service.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 22. INFO CONTACT 976 SERVICE (Continued)

#### .2 GENERAL (Continued)

- .2.8 Within the first 15 seconds of a call and prior to the connection to a Info Contact 976 program, the Information Provider will notify the caller of the following:
- a. Specific information stating:
    - a.1 The name of the program.
    - a.2 The information charge for the call.
    - a.3 The date the information was recorded, if the information is a recorded message.
    - a.4 If the caller disconnects the call within the delayed timing period, the caller will not be charged for the call.
    - a.5 That minors must have parental permission (if the program is directed to minors).
    - a.6 That minors should be aware that the cost of the call will appear on their parent's bill (if the program is directed to minors).
    - a.7 That minors should hang up if the program is adult in nature.
    - a.8 Any additional charges that the caller must incur to obtain the full information or service.
    - a.9 The dollar amount (or percent of the total price of the call) that will go to which charity, if an Information Provider is fund raising.
  - b. At least three seconds at the end of the message within the delayed timing period for the caller to hang up without being charged if he or she has not already disconnected the call. However, transport charges will be billed to the Info Contact 976 Service Provider from the time of the initial connection.
- .2.9 If the service is disconnected, all remittance money due to the Info Contact 976 Service Provider may be credited or applied to the final bill issued for the recurring charges associated with the tariff schedule, or for the facilities provided to connect the Provider's premises equipment to the serving central office.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 22. INFO CONTACT 976 SERVICE (Continued)

#### .2 GENERAL (Continued)

- .2.10 Customer requests for a specific Info Contact 976 telephone number are granted at the time of service order application providing the requested telephone number is available, i.e., unassigned, ready to be assigned and no equipment limitations exist. Requests for a specific Info Contact 976 telephone number will be honored on a first-come, first-served basis based on the application date of the service order. Once a number has been assigned, it will be held 60 calendar days for the Info Contact 976 announcement service to begin. If service has not been established by the subscriber within 60 calendar days, the number will be made available by the Company for reassignment. As set forth elsewhere in this Product Guide, the customer has no proprietary right in the Info Contact 976 telephone number and additional charges may apply when a specific Info Contact 976 telephone number is requested.
- .2.11 Upon termination of a Info Contact 976 Service, the Info Contact 976 Service telephone number will not be reassigned for at least six (6) months.
- .2.12 The Info Contact 976 Service Provider is responsible for provision of the recorded announcement or interactive program and all necessary Provider premises equipment.
- .2.13 The Info Contact 976 Service Provider's automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of message.
- .2.14 The name, address and telephone number for inquiries of information providers which have transport arrangements with the Company may be released to callers upon request. The Company may, at its discretion and if the information is available, release the same information for providers with whom it does not have transport arrangements.
- .2.15 The Company will immediately terminate service to any Info Contact 976 Service Provider for fraud or unlawful business practices.
- .2.16 Billing and collection service is available to the Information Provider from the Telephone Company at contract terms and rates established outside this Product Guide.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 22. INFO CONTACT 976 SERVICE (Continued)

#### .3 INFO CONTACT 976 SERVICE PROVIDER OBLIGATION

- .3.1 The Info Contact 976 Service Provider will furnish continuous uninterrupted automatic recorded announcement or interactive program service.
- .3.2 The Provider is responsible for the preparation and recording of all announcements and shall be solely responsible for the contents of the announcements and the quality of speech or sounds of the recording.
- .3.3 The Provider understands and agrees that all announcements must comply with the Federal, State and Local laws, rules and regulations.
- .3.4 Each Provider advertisement, publication or other communications containing the Info Contact 976 Service telephone number to be called shall clearly and conspicuously display the Info Contact 976 Service local calling area, what the per call rate is for direct dialed calls from within that area and that calls from outside the area will be at normal toll rates plus the Info Contact 976 Service call rate.

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

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

- .3.5 The Provider assumes all financial responsibility for all costs involved in providing announcements or interactive program services including but not limited to, the Provider premises equipment, producing the announcement or interactive program development, advertising and promotional expense.
- .3.6 For exchange toll network sizing and protection, each Provider must furnish the Company with an estimate of annual call volumes, the expected busy hour and busy hour call volumes and message lengths for each announcement or interactive program.
- .3.7 The Provider is required to subscribe to as many Info Contact 976 Service access lines as in the judgment of the Company are required to adequately handle calls without impairing the service to others.
- .3.8 The Provider assumes all financial responsibility for all facilities required to connect the equipment located on the Provider's premises to the central office which serves the particular prefix code used for Info Contact 976 Service.

Effective: JULY 1, 2010

GENERAL SERVICES

22. INFO CONTACT 976 SERVICE (Continued)

.4 RATES

.4.1 The rates and charges in .4.2 following apply to Info Contact 976 Service in addition to any additional appropriate rates and charges of the Company.

.4.2 Rates and Charges Applicable to Info Contact 976 Service Provider:

	<u>MRC</u>	<u>NRC</u>
a. Initial establishment of Info Contact 976 Service or reassignment of existing facilities to a new service in each area code on the same service order, per announcement or interactive program		
Per Program .....		\$325.00
b. Any change in established call rate or telephone number, per announcement, interactive program.....		100.00
c. Info Contact 976 Access Lines <sup>1</sup> .....	\$27.30	<sup>2</sup>
d. Transport of Calls		Each additional 30 Seconds or Fraction Thereof <sup>3</sup>
	<u>Initial 60 Seconds</u>	
(1) Transport Per Call.....	\$0.070	\$0.035

<sup>1</sup> Available in LATAs 3, 4 and 8 only.

<sup>2</sup> Charges applicable for Individual Business Line Service as shown in Section 3 of this Product Guide.

<sup>3</sup> After the initial 18 seconds for delayed timing, partial seconds for the first minute will be rated as a full minute. Rating for each additional period will be done in 30 second increments. Partial second charges for each additional period will be rounded off to the next half minute.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 22. INFO CONTACT 976 SERVICE (Continued)

#### .4 RATES (Continued)

##### .4.3 Rate and Charges Applicable to Caller:

- |    |  |  |
|----|--|--|
| a. | Direct dialed sent paid calls originating from within the Info Contact 976 Service local calling area, each call - | A predetermined amount established by the Info Contact 976 Provider.                                     |
| b. | Direct dialed sent paid calls originating from outside the Info Contact 976 local calling area, each call -        | A predetermined amount established by the Info Contact 976 Provider plus the appropriate toll call rate. |



Effective: JULY 1, 2010

## GENERAL SERVICES

### 23. INFO CONTACT 900 SERVICE

#### .1 DESCRIPTION OF SERVICE

- .1.1 Info Contact 900 Service consists of service and facilities for an Information Provider's pre-recorded announcements or interactive programs. This service enables a caller, for a charge, to dial a Info Contact 900 Service telephone number and receive a Info Contact 900 Service Provider's recorded announcement or interactive program. As part of this service, the Company will transport calls from the caller to the Information Provider on behalf of the Info Contact 900 Service Provider.
- .1.2 An interactive program is a program whereby a caller through the use of a touch call pad or similar device can communicate with the Info Contact 900 Service Provider equipment for the purpose of sending or receiving information.
- .1.3 The Company will offer free blocking when a dispute or inquiry arises concerning Info Contact 900 Service. In addition, free blocking of Info Contact 900 Service will be offered to all new or transfer-of-service customers.
- .1.4 When Info Contact 900 Service charges are disputed by an end-user customer, the Company shall forgive one dispute related to this service. Such disputes may cover multiple billing periods. Adjustments for Info Contact 900 Service charges exceeding \$400.00 for residence customers and \$1,000.00 for business customers shall be verified to the end-user customer in writing by the Company. Such forgiveness shall be contingent upon the end-user customer's agreement to accept free blocking of all Info Contact 900 Services, where available.
- .1.5 An Information Provider and/or sponsor is a customer providing Pay-Per-Call Services who wishes the Company to transport calls on its behalf for all calls completed to the Provider's announcement or interactive program. A caller to a 900 number is a client of the Information Provider and/or 900 Program sponsor.
  - a. Pay-Per-Call Services - are telecommunications services which permit simultaneous calling by a large number of callers to a single telephone number and for which the calling party is assessed, by virtue of completing the call, a charge that is not dependent on the existence of a presubscription relationship and for which the caller pays a per-call or per-time-interval charge that is greater than, or in addition to, the charge for transmission of the call.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 23. INFO CONTACT 900 SERVICE

#### .2 GENERAL

- .2.1 Because the capacity of central office equipment and network facilities to furnish Info Contact 900 Service is limited:
  - a. Service will only be furnished where facilities and operating conditions permit.
  - b. If the Company has reason to believe that permitting the commencement or continuation of the 900 Program 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 other subscribers, the Company may refuse to provide Info Contact 900 Service or may discontinue providing such service. Unless, in the judgement of the Company, an emergency condition exists or is threatened, the Company shall give 24 hours notice of discontinuance. Where such emergency condition exists or is threatened, the Company shall give notice of discontinuance as promptly as reasonably possible.
  - c. Info Contact 976 access lines are provided as inward only service in LATAs 3 and 8.
- .2.2 Info Contact 900 Service Provider sponsorship of any particular recorded announcement or interactive program shall not preclude the Company from providing service to another Info Contact 900 Service Provider sponsoring the same or similar announcement or program.
- .2.3 The Info Contact 900 Service Provider shall indemnify and defend the Company against and hold the Company harmless from any and all losses, claims, demands, causes of action, damages, costs or liability in law or inequity of every kind and nature whatsoever, including attorney fees, arising directly or indirectly from material transmitted, and from any act or omission of the Provider or caller while using or attempting to use Info Contact 900 Service said service and facilities.
- .2.4 The limitation of the Company's liability is set forth in Section 2 of this Product Guide.
- .2.5 One directory listing per announcement or program will be furnished without charge in each directory within a Info Contact 900 Service local calling area. Directory listings for Info Contact 900 Service must specify that additional charges apply to calls placed to the listed number. Additional directory listings will be furnished at rates as set forth in Section 15 of this Product Guide.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 23. INFO CONTACT 900 SERVICE (Continued)

#### .2 GENERAL (Continued)

.2.6 The Company will deny the following types of calls to Info Contact 900 numbers:

- Collect and third-party billed calls
- Calls requiring time and charges quoted by an operator
- Calls originating from the prisons
- Calls originating from operator-handled and direct dialed mobile services
- Calls originating from WATS Class of Service
- Calls originating from hospitals
- Calls originating from hotels/motels
- Calls billed to commercial credit cards
- Coin Sent Paid calls
- Person to Person calls handled by an operator
- Out-of-LATA calls
- Customer-owned pay telephone calls
- Cellular and other Exchange and Interexchange Carriers with whom the Company has no billing arrangement
- Third party billed and credit card calls charged to an account outside of the Company's territory
- Calls made through Dual Party Relay Service

.2.7 The Information Provider may establish initial minute charges different from subsequent minute charges. The initial minute charge can range from \$0.00 to \$5.00. The zero rate is only applicable if the program is designed to be longer than one minute in length and subsequent minutes are rated at a minimum of \$.05 per minute. Subsequent minute charges can range from \$0.00 to \$2.00 on Recorded Programs, and \$0.00 to \$2.00 on Live Programs. The maximum charge per call is \$50.00. The information charge for programming directed to persons below the age of 18 is a maximum of \$2.00 per minute and a maximum charge per call of \$4.00. All amounts must be in whole dollar and cents amounts. The Information Charge must be the same in each LATA. The Company will round fractions of minutes to the nearest whole minute prior to rating. The Information Charge established for Subsequent minutes will be billed after rounding fractions of those minutes to the next minute.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 23. INFO CONTACT 900 SERVICE (Continued)

#### .2 GENERAL (Continued)

- .2.8 Within the first 15 seconds of a call and prior to the connection to a Info Contact 900 program, the Information Provider will notify the caller of the following:
- a. Specific information stating:
    - a.1 The name of the program.
    - a.2 The information charge for the call.
    - a.3 The date the information was recorded, if the information is a recorded message.
    - a.4 If the caller disconnects the call within the delayed timing period, the caller will not be charged for the call.
    - a.5 That minors must have parental permission (if the program is directed to minors).
    - a.6 That minors should be aware that the cost of the call will appear on their parent's bill (if the program is directed to minors).
    - a.7 That minors should hang up if the program is adult in nature.
    - a.8 Any additional charges that the caller must incur to obtain the full information or service.
    - a.9 The dollar amount (or percent of the total price of the call) that will go to which charity, if an Information Provider is fund raising.
  - b. At least three seconds at the end of the message within the delayed timing period for the caller to hang up without being charged if he or she has not already disconnected the call. However, transport charges will be billed to the Info Contact 900 Service Provider from the time of the initial connection.
- .2.9 If the service is disconnected, all remittance money due to the Info Contact 900 Service Provider may be credited or applied to the final bill issued for the recurring charges associated with the tariff schedule, or for the facilities provided to connect the Provider's premises equipment to the serving central office.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 23. INFO CONTACT 900 SERVICE (Continued)

#### .2 GENERAL (Continued)

- .2.10 Customer requests for a specific Info Contact 900 telephone number are granted at the time of service order application providing the requested telephone number is available, i.e., unassigned, ready to be assigned and no equipment limitations exist. Requests for a specific Info Contact 900 telephone number will be honored on a first-come, first-served basis based on the application date of the service order. Once a number has been assigned, it will be held 60 calendar days for the Info Contact 900 announcement service to begin. If service has not been established by the subscriber within 60 calendar days, the number will be made available by the Company for reassignment. As set forth elsewhere in this Product Guide, the customer has no proprietary right in the Info Contact 900 telephone number and additional charges may apply when a specific Info Contact 900 telephone number is requested.
- .2.11 Upon termination of a Info Contact 900 Service, the Info Contact 900 Service telephone number will not be reassigned for at least six (6) months.
- .2.12 The Info Contact 900 Service Provider is responsible for provision of the recorded announcement or interactive program and all necessary Provider premises equipment.
- .2.13 The Info Contact 900 Service Provider's automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of the message.
- .2.14 The name, address and telephone number for inquiries of information providers which have transport arrangements with the Company may be released to callers upon request. The Company may, at its discretion and if the information is available, release the same information for providers with whom it does not have transport arrangements.
- .2.15 The Company will immediately terminate service to any Info Contact 900 Service Provider for fraud or unlawful business practices.
- .2.16 Billing and collection service is available to the Information Provider from the Telephone Company at contract terms and rates established outside this Product Guide.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 23. INFO CONTACT 900 SERVICE (Continued)

#### .3 INFO CONTACT 900 SERVICE PROVIDER OBLIGATION

- .3.1 The Info Contact 900 Service Provider will furnish continuous uninterrupted automatic recorded announcement or interactive program service.
- .3.2 The Provider is responsible for the preparation and recording of all announcements and shall be solely responsible for the contents of the announcements and the quality of speech or sounds of the recording.
- .3.3 The Provider understands and agrees that all announcements must comply with the Federal, State and Local laws, rules and regulations.
- .3.4 Each Provider advertisement, publication or other communications containing the Info Contact 900 Service telephone number to be called shall clearly and conspicuously display the Info Contact 900 Service local calling area, what the per call rate is for direct dialed calls from within that area and that calls from outside the area will be at normal toll rates plus the Info Contact 900 Service call rate.

In addition, all television advertisements must include a voice-over announcement of the price of the 900 Call and, in those advertisements directed to minor children, an admonition to seek parental permission before calling the 900 number.

All Info Contact 900 Service programs directed to minor children which contain an inducement or "teaser" to call back shall include an admonition to seek parental permission before calling back and indicate charges are involved in making the call. All Info Contact 900 Service programs containing a cross-promotion to another recording shall include an announcement of the price of the cross-promoted Info Contact 900 Service call.

- .3.5 The Provider assumes all financial responsibility for all costs involved in providing announcements or interactive program services including but not limited to, the Provider premises equipment, producing the announcement or interactive program development, advertising and promotional expense.
- .3.6 For exchange toll network sizing and protection, each Provider must furnish the Company with an estimate of annual call volumes, the expected busy hour and busy hour call volumes and message lengths for each announcement or interactive program.
- .3.7 The Provider is required to subscribe to as many Info Contact 900 Service access lines as in the judgement of the Company are required to adequately handle calls without impairing the service to others.
- .3.8 The Provider assumes all financial responsibility for all facilities required to connect the equipment located on the Provider's premises to the central office which serves the particular prefix code used for Info Contact 900 Service.

Effective: JULY 1, 2010

GENERAL SERVICES

23. INFO CONTACT 900 SERVICE (Continued)

.4 RATES

.4.1 The rates and charges in .4.2 following apply to Info Contact 900 Service in addition to any additional appropriate rates and charges of the Company.

.4.2 Rates and Charges Applicable to Info Contact 900 Service Provider:

	<u>MRC</u>	<u>NRC</u>
a. Initial establishment of Info Contact 900 Service or reassignment of existing facilities to a new service in each area code on the same service order, per announcement or interactive program		
Per Program .....		\$325.00
b. Any change in established call rate or telephone number, per announcement, interactive program.....		100.00
c. Info Contact 976 Access Lines <sup>1</sup> .....	\$27.30	<sup>2</sup>
d. Transport of Calls		Each additional 30 Seconds or Fraction Thereof <sup>3</sup>
	<u>Initial 60 Seconds</u>	
(1) Transport Per Call.....	\$ 0.010	\$ 0.045

<sup>1</sup> Available in LATAs 3 and 8 only.

<sup>2</sup> Charges applicable for Individual Business Line Service as shown in Section 3 of this Product Guide.

<sup>3</sup> After the initial 18 seconds for delayed timing, partial seconds for the first minute will be rated as a full minute. Rating for each additional period will be done in 30 second increments. Partial second charges for each additional period will be rounded of to the next half minute.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 23. INFO CONTACT 900 SERVICE (Continued)

#### .4 RATES (Continued)

##### .4.3 Rate and Charges Applicable to Caller:

- |    |  |  |
|----|--|--|
| a. | Direct dialed sent paid calls originating from within the Info Contact 900 Service Local calling area, each call - | A predetermined amount established by the Info Contact 900 Provider.                                     |
| b. | Direct dialed sent paid calls originating from outside the Info Contact local calling area, each call -            | A predetermined amount established by the Info Contact 900 Provider plus the appropriate toll call rate. |



Effective: JULY 1, 2010

## GENERAL SERVICES

### 24. UNIVERSAL EMERGENCY SERVICE - E911

#### .1 GENERAL

- .1.1 Enhanced Emergency Number Service, also referred to as E911 Service, is a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement, for the answering, transferring and dispatching of public emergency telephone calls dialed to 911. Equipment used in conjunction with Enhanced 911 Services located at the PSAP must be provided by the customer.
- .1.2 E911 Service is offered subject to the availability of central office facilities.
- .1.3 The E911 Service customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire and other services within the telephone central office areas arranged for E911 Service calling.
- .1.4 Enhanced 911 Service is available in four elements: (1) Dedicated E911 Trunks, (2) Automatic Number Identification (ANI) Spill, (3) Selective Call Routing and (4) PSAP Data Base Establishment and Update Service.
  - a. Dedicated E911 Trunks are dedicated trunks between a serving central office and a PSAP or between two central offices, except where one of the central offices is a remote unit. In instances where one of the central offices is a remote unit, nonrecurring charges and monthly rates do not apply to that segment of the Dedicated E911 Trunk.
  - b. ANI Spill provides for the telephone number of the calling party to be forwarded to the PSAP.
    - b.1 ANI Spill does not guarantee the capability of forwarding the number of a multiparty line end user. Off premises or stations behind business systems will possess the identity of the main billing number.
    - b.2 The PSAP's premises equipment used in conjunction with Enhanced 911 ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the Enhanced 911 Service requested. If changes are necessary to make this service compatible with the services offered herein, appropriate charges apply as shown in Paragraphs .3.3 through .3.6 following.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 24. UNIVERSAL EMERGENCY SERVICE - E911 (Continued)

#### .1 GENERAL (Continued)

##### .1.4 (Continued)

- c. Selective Call Routing Service is available in digital central office serving areas only when an Enhanced 911 System is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 911 Services. This service routes the call to the correct PSAP or an operator, as appropriate, based on the caller's telephone number.
- d. PSAP Data Base Establishment and Update Service provides the PSAP with an initial list, as well as periodic updates, of customer names, telephone numbers and addresses.

#### .2 RULES AND REGULATIONS

- .2.1 The service is limited to the use of central office telephone number 911 as the emergency telephone number. Only one E911 Service will be provided within any government agency's locality.
- .2.2 The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
- .2.3 E911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP.
- .2.4 E911 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or other legal entity.
- .2.5 The Company does not undertake to answer and forward E911 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 24. UNIVERSAL EMERGENCY SERVICE - E911\* (Continued)

#### .2 RULES AND REGULATIONS (Continued)

- .2.6 E911 Service Information consisting of the name, address and telephone numbers of telephone subscribers whose listings are not published in directories or listed in directory assistance offices is confidential and the customer agrees to use such information only for the purpose of responding to emergency E911 Service calls.
- .2.7 Any party residing within the E911 Service serving area forfeits the privacy afforded by non-listed and non-published service to the extent that the customer's name, telephone number and address associated with the originating station location are furnished to the PSAP.
- .2.8 The Company's entire liability to any person for interruption or failure of E911 Service shall be limited by the terms set forth in this Paragraph and other Sections of this Product Guide.
- .2.9 The customer will have the responsibility to determine whether the system is functioning properly for its use and shall promptly notify the Company in the event the system is not functioning properly.
- .2.10 The Company shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures, or malfunctions of E911 Service, including any and all equipment and data processing systems associated therewith. Damages arising out of such interruptions, defects, failures or malfunctions of the system after the Company has been so notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.
- .2.11 E911 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where E911 Service is offered.
- .2.12 Because the Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its E911 Service lines that originate from all telephones served by central offices within the E911 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer' public safety jurisdiction.
- .2.13 Application for E911 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide E911 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.

\* This service is limited to existing customers at existing locations for the duration of their current contract. Additions or revisions to existing service will be treated as Customer Specific Offerings. Effective August 31, 1994, new E911 offerings will be provided as Customer Specific Offerings.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 24. UNIVERSAL EMERGENCY SERVICE - E911\* (Continued)

#### .2 RULES AND REGULATIONS (Continued)

.2.14 In addition to all other terms and conditions, the following customer requirements will apply:

- a. The customer will answer all E911 Service calls on a 24-hour day, seven-day week basis.
- b. The customer has the responsibility for dispatching the appropriate emergency service within the E911 Service area, or will undertake to transfer all E911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
- c. The customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to an E911 Service PSAP by calling parties.
- d. The customer will subscribe to a minimum of two Dedicated E911 Trunks per central office, with the exception of remote unit situations, for adequate handling of incoming E911 Service calls.

.2.15 The customer will agree to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing E911 Service hereunder.

.2.16 The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Paragraph. With respect to any other claim or suit, by a customer or any others, for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring in the course of furnishing service hereunder, the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission of service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this Paragraph as an allowance for interruptions. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service which are caused or contributed to by the negligence or willful act of the customer, authorized user, or which arise from the use of customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Company.

\* This service is limited to existing customers at existing locations for the duration of their current contract. Additions or revisions to existing service will be treated as Customer Specific Offerings. Effective August 31, 1994, new E911 offerings will be provided as Customer Specific Offerings.

Effective: JULY 1, 2010

GENERAL SERVICES

24. UNIVERSAL EMERGENCY SERVICE - E911\* (Continued)

.3 RATES AND CHARGES

.3.1 The following rates and charges apply in addition to all other applicable rates and charges shown elsewhere in this Product Guide.

.3.2 Enhanced 911 Services

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. Dedicated E911 Trunks		
a.1 Intraexchange Trunks ...	1	2
a.2 IntraLATA Interexchange Trunks (airline mileage) per trunk per mile <sup>3</sup>	4	4
b. ANI Spill Service		
b.1 Engineering/Installation (Applies to all trunks requested on any given order) All technologies, per central office arranged	\$2,800.00	-
b.2 ANI Trunk Enabling		
Analog – Direct Control, per trunk.	\$3,800.00	\$30.00
Analog – Stored Program Control, per trunk	\$1,300.00	\$10.00

<sup>1</sup> Appropriate Service Charges apply as set forth in Section 3 of this Product Guide.

<sup>2</sup> Monthly rates are set forth in Section 17 of this Product Guide, Intraexchange Channel Service.

<sup>3</sup> InterLATA services must be provided by an authorized interexchange carrier.

<sup>4</sup> Appropriate Service Charges and monthly rates apply as set forth elsewhere in this Product Guide for Interexchange Private Line mileage.

\* This service is limited to existing customers at existing locations for the duration of their current contract. Additions or revisions to existing service will be treated as Customer Specific Offerings. Effective August 31, 1994, new E911 offerings will be provided as Customer Specific Offerings.

Effective: JULY 1, 2010

GENERAL SERVICES

24. UNIVERSAL EMERGENCY SERVICE - E911\* (Continued)

.3 RATES AND CHARGES (Continued)

.3.2 Enhanced 911 Services (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
c. Enhanced 911 Selective Routing		
c.1 Establishment in Digital Offices per unit.....	\$1,500.00 plus \$.15 per line	-
c.2 Selective Routing Data Administration in Digital Offices, per end user line	-	\$.02
c.3 Selective Routing Number Assignment, per end user line	\$.40	-
d. Enhanced 911 PSAP Data Base Establishment and Update Service		
d.1 Data Base Establishment, per PSAP	\$1,700.00 plus \$ .25 per line	-
d.2 Data Base Update, per PSAP	-	\$75.00 plus \$ .01 per line

\* This service is limited to existing customers at existing locations for the duration of their current contract. Additions or revisions to existing service will be treated as Customer Specific Offerings. Effective August 31, 1994, new E911 offerings will be provided as Customer Specific Offerings.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 24. UNIVERSAL EMERGENCY SERVICE - E911\* (Continued)

#### .3 RATES AND CHARGES (Continued)

##### .3.3 Special Service Arrangement Charges

- a. If E911 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished when practical by the Company at charges equivalent to the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and data base management.
- b. Costs as referred to in this section may include but are not limited to:
  - b.1 Cost of maintenance.
  - b.2 Cost of operation.
  - b.3 Depreciation on the cost installed of any facilities used to provide the special service arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the net salvage.
  - b.4 General Administration expenses, including taxes on the basis of average charges for these items.
  - b.5 Any other item of expenses associated with the particular special service arrangement.
  - b.6 An amount, computed on the cost installed of the facilities used to provide the special service arrangement, for return on investment.
- c. Cost installed mentioned above includes cost of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way, and other items which are chargeable to the capital accounts.
- d. Special service arrangement rates are subject to review and revision conditioned upon changing costs.

##### .3.4 Program Development Charges

- a. These are charges applicable to the work necessary to design, develop, test and maintain any special programming required to support E911 Service, its billing and its data base management. The rate is based on Company time and materials expended.

\* This service is limited to existing customers at existing locations for the duration of their current contract. Additions or revisions to existing service will be treated as Customer Specific Offerings. Effective August 31, 1994, new E911 offerings will be provided as Customer Specific Offerings.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 24. UNIVERSAL EMERGENCY SERVICE - E911\* (Continued)

#### .3 RATES AND CHARGES (Continued)

##### .3.5 Records Conversion Charges

- a. These are charges applicable to the work necessary to design, review, modify and maintain any Company customer records keeping systems in order to support E911 Service, its billing and data base management. The rate is based on Company time and materials expended.

##### .3.6 Quotation Preparation

- a. The customer may request a quotation for all costs associated with the provision of the facilities needed to satisfy the customer's service requirements. All rates for services or facilities to be provided by the Company will be determined in accordance with the guidelines in this Product Guide.

##### .3.7 Changes to Orders

- a. When a customer requests changes for a pending order for the provision of Emergency Service, the changes will be undertaken if they can be accommodated by the Company personnel and will be billed to the customer at the appropriate hourly charge.

\* This service is limited to existing customers at existing locations for the duration of their current contract. Additions or revisions to existing service will be treated as Customer Specific Offerings. Effective August 31, 1994, new E911 offerings will be provided as Customer Specific Offerings.



Effective: JULY 1, 2010

## GENERAL SERVICES

### 25. ENHANCED EMERGENCY NUMBER SERVICE (E911)

#### .1 SELECTIVE ROUTER PORT CONNECTIVITY

Selective Router Port Connectivity provides connectivity for the incoming 9-1-1 trunk circuits to enable Local Service Providers and Private Switch Providers (e.g., PBX users, Shared Tenant Services, ALECs and Wireless Service Providers) access to the Emergency Services network. Selective Router Port Connectivity is required for each individual trunk circuit.

#### .2 WIRELESS ADDITIVE

Wireless Additive is in addition to the standard Selective Router Port Connectivity fee. Wireless Additive is an additional charge specifically for software/firmware required only by Wireless Service Providers (identified as "Wireless Additive" where applicable) to provide for multiple 10-digit data streams using a CAS (Call Associated Signaling) solution.

#### .3 3rd PARTY FRAD CONNECTIVITY

3rd Party FRAD Connectivity is a service created to provide access to a non-Frontier controlled database to retrieve information for a given call for emergency assistance. Upon receipt of a call at the PSAP location a request is forwarded through the ANI/ALI Controller that first queries a Frontier-controlled database for specific caller information via a full period data circuit. If the information is unavailable within the Frontier-controlled database, software "broadcasts" a request for data through a Frame Relay network to 3rd Party-controlled databases to retrieve the data. 3rd Party FRAD Connectivity is composed of two components, Frame Relay Access and Steerable ALI Software Service.

.3.1 Frame Relay Access Service establishes a Frame Relay connection at the central office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity to a 3rd Party Frame Relay service is additional and must be coordinated by the Customer requiring service.

.3.2 Steerable ALI is required for each CLEC or Wireless vendor or their agent for each Frontier-controlled database platform to which an NCAS connection is required. Steerable ALI is a software product that provides a means of "broadcasting" a request for data across all active channels to retrieve the proper ANI/ALI information for a given request.

Effective: JULY 1, 2010

GENERAL SERVICES

25. ENHANCED EMERGENCY NUMBER SERVICE (E911)

.4 RATES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Selective Router Port Charge, per trunk	None	\$47.92
Wireless Additive, per wireless service trunk	None	109.54
FRAD Access	None	63.44
Steerable ALI	\$1,000.00	71.42

Effective: August 18, 2015

GENERAL SERVICES

26. (Reserved for Future Use)

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Effective: August 18, 2015

GENERAL SERVICES

26. (Reserved for Future Ues)

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(D)

Effective: JULY 1, 2010

## GENERAL SERVICES

### 27. CONCESSION SERVICE

#### .1 CONDITIONS

- .1.1 Regular full time employees of the Company are granted certain items of residence telephone service at reduced rates.
  - a. Full concession is provided to employees for whom telephone service is considered essential to the conduct of Company business.
  - b. Partial concession is furnished to other employees.
- .1.2 Retired employees of any General Telephone System Company are granted the same concession as at the time of their retirement. Upon death of a retiree, the surviving spouse will be provided concession service at the same location for a period of six months.

#### .2 RATES

- .2.1 Full Concession - 100% of the applicable items.
- .2.2 Partial Concession - 50% of the applicable items.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 28. EMPLOYEES' TELEPHONE SERVICE

#### APPLICABLE TO FORMER CONTEL EXCHANGES ONLY

##### .1 GENERAL

Employees' Telephone Service is offered to all permanent full-time employees at their listed permanent residence, when such service is provided by the Company.

##### .2 CONDITIONS

.2.1 One primary listing may be provided in the name of the employee (except that the listing of a married woman may be in her or her husband's name).

.2.2 Retired Company employees who reside in exchanges operated by the Company shall receive Employees' Telephone Service at the same rate as at their time of retirement.

.2.3 Services provided to employees other than as listed in Paragraph .3, Rates, following will be provided at regularly filed tariff rates.

.2.4 Should an employee (either permanent full-time employees or retired Company employees) elect to move their listed permanent residence to a Company-provided exchange in which different Employee Telephone Service regulations exist, the regulations, as applicable to the exchange in which the new permanent residence exists, shall govern.

##### .3 RATES

###### .3.1 Original Continental Telephone Company Employees Only

- a. All craft and clerical personnel who reside within an area served by the Company shall be granted a 100% concession on one residence access line.
- b. All management personnel who reside within an area served by the Company shall be granted a 100% concession on one residence access line.
- c. No concession for toll message services is made to employees.
- d. This concession does not extend to nonrecurring charges for initial service or subsequent service charges nor to mileage charges.
- e. Employees' Telephone Service at their residence is available to employees of the Company having at least six months continuous service with the Company.

Effective: JULY 1, 2010

## GENERAL SERVICES

### 28. EMPLOYEES' TELEPHONE SERVICE (Continued)

#### .3 RATES (Continued)

##### .3.2 Former Continental Telephone System Employees Only

- a. All craft and clerical personnel who reside within an area served by the Company having six months or more continuous employment with the Company shall be granted a 100% concession on one residence access line.
- b. All management personnel who reside within an area served by the Company having three months or more continuous employment with the Company shall be granted a 100% concession on one residence access line.
- c. No concession for toll message service is made to employees.
- d. This concession does not extend to nonrecurring charges for initial service or subsequent service charges nor to mileage charges.
- e. Any arrangement of service provided to an employee of the Company other than those set forth in a. or b. above may be continued if greater than these provisions, until such time as any move or change in service is requested. At such time, service will be provided only as set forth above.

##### .3.3 Former Elberfeld Telephone Company Exchanges Only

A discount from standard residence rates may be allowed to regular telephone employees in connection with service furnished at their residence.

Effective: December 11, 2017

## GENERAL SERVICES

### 29. CONVENIENCE FEE

#### .1 GENERAL

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

#### .2 CONDITIONS

This fee will not apply if:

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

#### .3 RATES (Continued)

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



Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

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Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 1. GENERAL

- .1 Internal Communications and Call Management Features is a local exchange telecommunications service available to customers served from suitably equipped central offices.
- .2 Internal Communications and Call Management Features Service is a service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and Internal Communications and Call Management Features feature packages as set forth in Paragraph 1.4. following.
- .3 If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Internal Communications and Call Management Features are provided by and remain the property of the Company.
- .4 Internal Communications and Call Management Features offers Feature Series 1000, 2000 and 3000 shown below at rates and charges set forth in Paragraph 4.4.1. following. Feature capabilities may vary depending on the type of host central office equipment.

- .4.1 Features provided via Internal Communications and Call Management Features Service from host central office interface equipment and software include:

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

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

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

CLASS Feature Package - Automatic Busy Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forwarding, Special Call Waiting.

\*Attendant features require the use of a Internal Communications and Call Management Features System Interface. See Paragraph 4.5 following.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 1. GENERAL (Continued)

#### .4 (Continued)

##### .4.1 (Continued)

Optional Features - Attendant Flexible Night Answer, Attendant Identification Multiple Directory Numbers, Attendant Non-Data Link Console Interface, Attendant Mixed Night Answer, Attendant Predetermined Night Answer, Attendant Universal Night Answer (UNA), Caller ID - Name and Number, Limited Automatic Call Distribution, ISDN-PRI Internal Communications and Call Management Features Access, ISDN-PRI Voice over Internet Protocol (VOIP) Internal Communications and Call Management Features Access, Pilot Number of Hunt Groups, Preferential Hunting, Priority Queuing, Remote Activation of Call Forward, Recorded Announcement, Speed Call 30 (System), Tie Facility Access, T-1 Access, VIP Alert, WATS Access and 800 Service Access

##### .4.2 Definitions of Features

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

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

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

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

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

Attendant Flexible Night Answer – This feature permits the attendant to change the Predetermined Night Answer station number by dialing a feature code plus the new night answer station number. (Requires Data Link Console.)

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

Attendant Identification-Multiple Directory Numbers – This feature enables the attendant to identify an incoming call by directory number using the console display. If the customer has multiple directory numbers, the attendant will know by the number appearing on the console display which department is being called. (Requires Data Link Console.)

Attendant Mixed Night Answer – This feature is a combination of Universal and Predetermined Night Answer. Listed number calls can be switched to either type of night answer by the attendant. (Requires Data Link Console.)

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 1. GENERAL (Continued)

#### .4 (Continued)

##### .4.2 Definitions of Features (Continued)

Attendant Non-Data Link Console Interface – This feature allows the use of multiline attendant instrument designed specifically for console service. A physical pair is required for each loop at rates shown elsewhere in the Company's tariffs.

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

Attendant Predetermined Night Answer – This feature, activated by the attendant, routes calls placed to the listed directory number to some predetermined station, hunt group, or station. This feature also allows transfer of calls during commercial power failure. (Requires Data Link Console).

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

Attendant Universal Night Answer – When activated by attendant, listed number calls are routed to this equipment. Calls can then be answered by individual stations by dialing the associated feature code. This feature also allows transfer of calls during commercial power failure. (Requires Data Link Console.)

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

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

Automatic Busy Redial – This feature 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.

Automatic Call Return (\*69) – This feature allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, 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.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 1. GENERAL (Continued)

#### .4 (Continued)

##### .4.2 Definitions of Features (Continued)

###### Automatic Call Return (\*69) (Continued)

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. Additional charges associated with calls returned using \*69 will apply.

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

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.

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

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

Call Block - This feature allows a customer to block calls from certain numbers (maximum of 12) known to the customer. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 1. GENERAL (Continued)

#### .4 (Continued)

##### .4.2 Definitions of Features (Continued)

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

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

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

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

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

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

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

Caller ID – Name and Number – This feature permits a customer to receive both the name and telephone number associated with the calling party, subject to limitations such as those described below. The name and number typically will be forwarded by the second ring. 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. A maximum of 15 characters is allowed for transmission of the calling party name.

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

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

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

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 1. GENERAL (Continued)

#### .4 (Continued)

##### .4.2 Definitions of Features (Continued)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 1. GENERAL (Continued)

#### .4 (Continued)

##### .4.2 Definitions of Features (Continued)

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

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

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

ISDN-PRI Voice over Internet Protocol (VOIP) Internal Communications and Call Management Features Access – This feature is augmented with Internal Communications and Call Management Features to integrate Internal Communications and Call Management Features service with Voice over the Internet Protocol applications. ISDN-PRI Access and Tie Channel Service are required for this application.

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

Limited Automatic Call Distribution – This option allows incoming trunk calls to be directed to and distributed among a select group of stations using distributive hunting.

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

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

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

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

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

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

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

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



Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 1. GENERAL (Continued)

#### .4 (Continued)

##### .4.2 Definitions of Features (Continued)

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

Priority Queuing – This feature permits a station user remaining off-hook to queue for a facility to obtain a line ahead of another station user queuing for a facility and goes on-hook.

Recorded Announcement – This feature routes calls to a recording (may be customized) at the Telephone Company's Central Office.

Remote Access to Business Group Features – This feature allows authorized users to call in from the exchange network and gain access to a business group including all features associated with that group.

Remote Activation of Call Forward – This feature allows the customer to activate, change or deactivate their call forwarding service from a remote location.

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

Special Call Acceptance – This feature 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.

Special Call Forwarding - This feature is an arrangement which permits a customer to prespecify 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 prespecified numbers will be forwarded.

Special Call Waiting - This feature 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.

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

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

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

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

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 1. GENERAL (Continued)

#### .4 (Continued)

##### .4.2 Definitions of Features (Continued)

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

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

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

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

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

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

Tie Facility Access - This feature provides access to tie line facilities which connects the customer business group to another CENTREX, PABX or similar facility.

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

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

T-1 Access - This feature connects a digital facility to a switching system dedicated to a specific customer.

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

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

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

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

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 2. LIABILITY OF THE TELEPHONE COMPANY

- .1 The liability of the Telephone Company for the interruptions in or failure of service provided under the Internal Communications and Call Management Features Service offering or for any damages arising from the provision of service is provided for in Section 2 of this Product Guide.
- .2 The Telephone Company make no guarantee and assumes no liability whatsoever for the customer's provision of Internal Communications and Call Management Features Service Features and its associated facilities to its patrons, including the inability of the customer to collect any amount purportedly owed to it by its patrons for any reason whatsoever which amounts include, without limitation, any amount associated with disputed toll calls and/or toll fraud.

### 3. CONDITIONS

- .1 The Company will furnish one alphabetical and one classified directory listing on a per Internal Communications and Call Management Features summary account, without charge. Additional listings are offered subject to the provisions set forth in Section 15 of this Product Guide.
- .2 The rates and charges shown for Internal Communications and Call Management Features Service apply to the establishment of Internal Communications and Call Management Features Service only. Other services as provided for in this Product Guide and Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.
- .3 Internal Communications and Call Management Features Service is offered on a term basis commencing on the date the service is established.
  - .3.1 The rates per Internal Communications and Call Management Features as set forth in Paragraph 4. following, plus the selected Feature Series rate per line also set forth in Paragraph 4., apply each month from the time the System is placed in service.
- .4 In the event Internal Communications and Call Management Features Service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 2 of this Product Guide. Termination liability will only apply to those Internal Communications and Call Management Features in service at the time the entire Internal Communications and Call Management Features Service is removed. Internal Communications and Call Management Features customers will be able to add and delete lines without the application of termination liability as long as the Internal Communications and Call Management Features Service is maintained.

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

3. CONDITIONS (Continued)

.5 When Internal Communications and Call Management Features Service is provided, any manual operations at the customer's premises are performed by, and at the expense of the customer.

.5.1 Upon request, the Company will correct a failure caused by customer initiated software changes, will update software records, or make subsequent line and/or feature additions on a time and material basis at labor rates as specified following:

<u>Labor Period</u>	<u>First Half Hour or Fraction Thereof</u>	<u>Each Additional Half Hour or Fraction Thereof</u>
(1) Basic Time, Business Day, per Technician	\$25.09	\$15.03
(2) Overtime, Outside the Business Day, per Technician*	\$28.78	\$18.72
(3) Premium Time, Outside the Business Day, per Technician*	\$36.16	\$26.10

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

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

.6.1 Suitable space includes provisions for atmospheric control, which encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment, and (3) relative humidity of 20% minimum and 55% maximum.

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

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

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 3. CONDITIONS (Continued)

- .7 Rotary dial stations are not capable of accessing all Internal Communications and Call Management Features Service features shown in Paragraph 1.4.1 of this Section.
- .8 A Internal Communications and Call Management Features line may be extended to a location outside the same continuous property of the Internal Communications and Call Management Features customer to any location within the local service area. Mileage charges, as set forth in Section 5 of this Product Guide, will apply to such off-premises extension lines. Such charges shall be measured from the location of the serving host central office or from a serving remote unit, if applicable, whichever is closer, to the off-premises location.
- .9 Internal Communications and Call Management Features Service system lines are not subject to Business Service Rates or Zone Service as set forth in Section 4 of this Product Guide.
- .10 Internal Communications and Call Management Features Service system lines are not eligible for Vacation Service as set forth in Section 5 of this Product Guide.
- .11 Direct Inward Dialing Service rates set forth in Section 5 of this Product Guide do not apply to Internal Communications and Call Management Features Service system lines.
- .12 This service contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
- .13 This Section (including the rates and charges shown herein) for Internal Communications and Call Management Features Service is subject to such changes or modifications as the Indiana Utility Regulatory Commission may from time to time direct or allow in the exercise of its jurisdiction.
- .14 A trunk equivalency ratio is applied as set forth in 4.4.3 following.
- .15 Internal Communications and Call Management Features Service lines must be loop start.
- .16 Single end users with multiple Internal Communications and Call Management Features Service Systems may aggregate lines to qualify for a volume discount.
- .17 A minimum of three (3) Internal Communications and Call Management Features Service lines are required. If the Internal Communications and Call Management Features system falls below 3 lines it will no longer be considered a Internal Communications and Call Management Features system. The remaining line(s) will be converted to an individual business line(s) with no features. All existing tariff rules, regulations, rates and charges associated with the conversion will apply.
- .18 Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Frontier to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are "working at all times" to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

Effective: April 22, 2024

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

4. RATES

- .1 The following rates and charges apply exclusively to exchanges classified as Rate Groups 1 through 5 in Section 4 of this Product Guide.

	<u>12-Month Rate</u>	<u>Month-to-Month Rate</u>
3 - 25 Lines, Per Line	\$35.00	\$50.00 (l)
26 - 50 Lines, Per Line	30.00	40.00
51 - 100 Lines, Per Line	25.00	-
101-200 Lines, Per Line	33.00 (l)	-

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

4. RATES (Continued)

.2 The following rates and charges apply exclusively to exchanges classified as Rate Group 5 in Section 4 of this Product Guide.

.2.1 Internal Communications and Call Management Features Service rates are dependent upon the distance measured in airline mileage from the customer's primary location to the serving Central Office. The primary location is the location having the greatest number of Internal Communications and Call Management Features lines. The Service is offered via the following term options: 36 months, 60 months and 84 months.

.2.2 The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in this Product Guide and Company Tariffs.

.2.3 The following rates apply during the term period:\*

	<u>36 Month Term</u>	
	<u>Mileage Bands</u>	
	<u>0 - 1.50</u> <u>Miles</u>	<u>1.51 +</u> <u>Miles</u>
4-15 Lines, per line.....	\$30.31	\$37.35
16-20 Lines, per line.....	25.49	31.49
21-30 Lines, per line.....	23.70	29.32
31-40 Lines, per line.....	21.15	26.28
41-50 Lines, per line.....	19.33	24.13
51-75 Lines, per line.....	14.40	16.51
76-100 Lines, per line.....	13.16	15.39
101-500 Lines, per line.....	12.47	13.99

\* In addition to the line rates below, Feature Series rates apply as specified in 4.4.1 following.

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

4. RATES (Continued)

.2 The following rates and charges apply exclusively to exchanges classified as Rate Group 5 in Section 4 of this Product Guide. (Continued)

.2.3 The following rates apply during the term period:\* (Continued)

	<u>60 Month Term</u>	
	<u>Mileage Bands</u>	
	<u>0 - 1.50</u> <u>Miles</u>	<u>1.51 +</u> <u>Miles</u>
4-15 Lines, per line.....	\$28.50	\$35.34
16-20 Lines, per line.....	22.41	27.87
21-30 Lines, per line.....	20.97	26.11
31-40 Lines, per line.....	18.58	23.25
41-50 Lines, per line.....	17.00	21.38
51-75 Lines, per line.....	11.82	14.81
76-100 Lines, per line.....	10.91	13.56
101-500 Lines, per line.....	10.47	12.72

\* In addition to the line rates below, Feature Series rates apply as specified in 4.4.1 following.



Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

4. RATES (Continued)

.2 The following rates and charges apply exclusively to exchanges classified as Rate Group 5 in Section 4 of this Product Guide. (Continued)

.2.3 The following rates apply during the term period:\* (Continued)

	<u>84 Month Term</u>	
	<u>Mileage Bands</u>	
	<u>0 - 1.50</u> <u>Miles</u>	<u>1.51 +</u> <u>Miles</u>
4-15 Lines, per line.....	\$27.67	\$34.33
16-20 Lines, per line.....	21.21	26.46
21-30 Lines, per line.....	19.91	24.86
31-40 Lines, per line.....	17.59	22.08
41-50 Lines, per line.....	16.10	20.32
51-75 Lines, per line.....	11.22	14.12
76-100 Lines, per line.....	10.21	12.56
101-500 Lines, per line.....	9.57	11.70

\* In addition to the line rates below, Feature Series rates apply as specified in 4.4.1 following.

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

4. RATES

.3 The following rates and charges apply exclusively to exchanges classified as Rate Groups 1-4 in Section 4 of this Product Guide.

.3.1 Internal Communications and Call Management Features Service rates are dependent upon the distance measured in airline mileage from the customer's primary location to the serving Central Office. The primary location is the location having the greatest number of Internal Communications and Call Management Features lines. The Service is offered via the following term options: 36 months, 60 months and 84 months.

.3.2 The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in this Product Guide and Company Tariffs.

.3.3 The following rates apply during the term period:\*

	<u>36 Month Term</u>	
	<u>Mileage Bands</u>	
	<u>0 - 1.50</u> <u>Miles</u>	<u>1.51 +</u> <u>Miles</u>
4-15 Lines, per line.....	\$27.94	\$34.56
16-20 Lines, per line.....	23.74	29.55
21-30 Lines, per line.....	22.13	27.47
31-40 Lines, per line.....	19.76	24.64
41-50 Lines, per line.....	18.02	22.59
51-75 Lines, per line.....	14.20	17.79
76-100 Lines, per line.....	13.26	16.66
101-500 Lines, per line.....	11.03	13.98

\* In addition to the line rates below, Feature Series rates apply as specified in 4.4.1 following.

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

4. RATES (Continued)

.3 The following rates and charges apply exclusively to exchanges classified as Rate Groups 1-4 in Section 4 of this Product Guide. (Continued)

.3.3 The following rates apply during the term period:\* (Continued)

	<u>60 Month Term</u>	
	<u>Mileage Bands</u>	
	<u>0 - 1.50</u> <u>Miles</u>	<u>1.51 +</u> <u>Miles</u>
4-15 Lines, per line.....	\$26.17	\$32.47
16-20 Lines, per line.....	20.71	25.86
21-30 Lines, per line.....	19.35	24.20
31-40 Lines, per line.....	17.14	21.56
41-50 Lines, per line.....	15.65	19.79
51-75 Lines, per line.....	11.48	14.97
76-100 Lines, per line.....	10.81	14.28
101-500 Lines, per line.....	9.28	11.92

\* In addition to the line rates below, Feature Series rates apply as specified in 4.4.1. following.

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

4. RATES (Continued)

.3 The following rates and charges apply exclusively to exchanges classified as Rate Groups 1-4 in Section 4 of this Product Guide. (Continued)

.3.3 The following rates apply during the term period:\* (Continued)

	<u>84 Month Term</u>	
	<u>Mileage Bands</u>	
	<u>0 - 1.50</u>	<u>1.51 +</u>
	<u>Miles</u>	<u>Miles</u>
4-15 Lines, per line.....	\$25.22	\$31.36
16-20 Lines, per line.....	19.45	24.39
21-30 Lines, per line.....	18.24	22.90
31-40 Lines, per line.....	16.10	20.34
41-50 Lines, per line.....	14.71	18.69
51-75 Lines, per line.....	10.40	13.77
76-100 Lines, per line.....	9.86	13.17
101-500 Lines, per line.....	8.61	11.27

\* In addition to the line rates below, Feature Series rates apply as specified in 4.4.1. following.

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

4. RATES (Continued)

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

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

	<u>Monthly Rate</u>
Feature Series 1000	\$1.50 per line
Feature Series 2000	2.20 per line
Feature Series 3000	2.55 per line
CLASS Feature Package	
3-25 lines	\$ 5.00 per line
26-50 lines	4.50 per line
51+ lines	4.00 per line
System Maximum <sup>1</sup>	400.00 per system

.4.2 Line rates shown herein do not include the provision of stations.

.4.3 The following line to trunk ratio is implicit in the Internal Communications and Call Management Features line rates as set forth in 4.1, 4.2 and 4.3 preceding.

<u>Lines</u>	<u>Trunk</u> <u>Equivalency</u>	<u>Lines</u>	<u>Trunk</u> <u>Equivalency</u>	<u>Lines</u>	<u>Trunk</u> <u>Equivalency</u>
4-5	2	151-175	18	351-360	36
6-7	3	176-200	20	361-370	37
8-9	4	201-230	23	371-380	38
10-11	5	231-240	24	381-390	39
12-15	6	241-250	25	391-400	40
16-20	7	251-260	26	401-410	41
21-30	8	261-270	27	411-420	42
31-40	9	271-280	28	421-430	43
41-45	10	281-290	29	431-440	44
46-50	11	291-300	30	441-450	45
51-65	12	301-310	31	451-460	46
66-75	13	311-320	32	461-470	47
76-100	14	321-330	33	471-480	48
101-125	15	331-340	34	481-490	49
126-150	16	341-350	35	491-500	50

Internal Communications and Call Management Features trunk access in excess of the trunk equivalency shown above may be obtained at the following rates:

	<u>Monthly Rate</u>
Additional Internal Communications and Call Management Features trunk access, each trunk	
Rate Group 1-4 Exchanges	\$45.00 <sup>2</sup>
Rate Group 5 Exchanges	50.00

<sup>1</sup> A maximum monthly charge for CLASS Feature Package of \$400.00 per customer per system will apply.

<sup>2</sup> Applies for all former Contel/former Alltel exchanges

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

4. RATES (Continued)

.4 (Continued)

.4.4 Appropriate Service Charges, excluding the Line Connection Charges, set forth in Section 3 of this Product Guide apply to installation of a Month to Month Internal Communications and Call Management Features service system up to and including the Network interface.

The Initial Service Order Charge, the Subsequent Service Order Charge and the Central Office Charge as identified in Section 3 of this Product Guide plus the First Line Programmed or Reprogrammed and the Each Additional Line Programmed or Reprogrammed as identified in Paragraph 4.4.5 following will not apply to the initial installation of Internal Communications and Call Management Features lines when installed at tariff rates under a term commitment.

.4.5 Internal Communications and Call Management Features database program changes resulting from customer requested work activities.

	<u>Nonrecurring Charge</u>
a. When the change is made to (1) establish a new line, (2) change the class of service mark for an existing line, (3) establish or change a line's dial call pickup group assignment or feature series or (4) for any other modification in service.	
a.1 First line programmed or reprogrammed .....	\$25.00 <sup>1,2</sup>
a.2 Each additional line programmed or reprogrammed .....	2.50 <sup>1,2</sup>
.4.6 All subsequent line and/or feature additions, deletions, or changes will be subject to rates set forth in 3.5.1 or 4.4.5 preceding.	

<sup>1</sup> In addition, Service Charges, excluding the Line Connection Charges, as set forth in Section 3 of this Product Guide will apply.

<sup>2</sup> This charge will not apply to the initial installation of Internal Communications and Call Management Features when installed at tariff rates under a term commitment.

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

4. RATES (Continued)

.4 (Continued)

.4.7 Subsequent line additions/deletions.

- a. Subsequent line additions will be rated under a new term commitment period or an addendum to an existing term commitment period based upon the remaining period of the initial term. Existing term period rates, for lines previously subscribed to, remain unchanged. If the line addition results in the customer's total Internal Communications and Call Management Features count exceeding the threshold of the line group previously subscribed to, only the quantity of additional lines will be billed at the rate for the larger group.
- b. If subsequent line deletions resulting in reductions cause the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group as set forth in Paragraph 4.1, 4.2 or 4.3 preceding.

.4.8 If a customer requests an upgrade of an existing Feature Series (i.e., from Series 1000 to 2000 or from Series 2000 to 3000), his existing per line term rate will be changed to reflect the appropriate rate applicable to the new Feature Series, as set forth in Paragraph 4.4.1 preceding. The new term rate will apply for the duration of the existing term commitment period. Charges as set forth in 4.4.5 preceding will apply.

.5 OPTIONAL Internal Communications and Call Management Features Services

.5.1 Internal Communications and Call Management Features System Interface - This service provides special interface arrangements for the connection of certain customer premises equipment to a Internal Communications and Call Management Features system. Each interface requires a separate Internal Communications and Call Management Features line. Data base program change charges as set forth in D.3.e. preceding apply per line programmed.

	Term Period <sup>1</sup>		
	<u>36 Month</u>	<u>60 Month</u>	<u>84 Month</u>
Attendant Console Interface, per interface	\$170.00	\$125.00	\$110.00

<sup>1</sup> The term commitment period for the Internal Communications and Call Management Features System Interface is based upon the initial term commitment period for the Internal Communications and Call Management Features. Subsequent Interface additions will be rated under a new term or an addendum to an existing term based upon the remaining period of the initial term commitment period.

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

4. RATES (Continued)

.5 OPTIONAL C Internal Communications and Call Management Features SERVICES (Continued)

.5.2 Optional Features\*

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Attendant Flexible Night Answer .....	\$ 1.00	
b. Attendant Identification - Multiple Directory Numbers .....	1.00	
c. Attendant Mixed Night Answer (1)(6).....	NC	
d. Attendant Pre-Determined Night Answer (PNA) (6) .....	1.00	
e. Attendant Universal Night Answer (UNA) (1)(4)(5) .....	1.00	
f. Limited Automatic Call Distribution.....	1.00	
g. Pilot Number of Hunt Groups .....	.05	
h. Preferential Hunting (2) .....	.05	
i. Priority Queuing (3).....	1.00	
j. Proprietary Set Interface .....	5.00	
k. Pseudo Number (7).....	6.00	
l. Recorded Announcement.....	50.00	
m. Remote Activation of Call Forward .....	.80	
n. Speed Call 30 (System) .....	.30	
o. Tie Facility Access .....	3.00	
p. T1 Access .....	300.00	
q. VIP Alert .....	4.00	
r. WATS Access .....	3.00	
s. 800 Service Access.....	3.00	
t. Caller ID - Name and Number, per Customer Group		
2-25 lines .....	30.00	
26-50 lines .....	60.00	
51+ lines.....	120.00	
u. ISDN-PRI Internal Communications and Call Management Features		
Access, per PRI (8).....		\$200.00
v. ISDN-PRI VOIP Internal Communications and Call Management Features Access (8)		
Per Block of 100 DID Numbers or fraction thereof.....		235.00
Per Additional Number if less than 100 .....		2.50

- (1) Where facilities and conditions permit. Does not include music source for Music on Hold.
- (2) Requires one or more hunt groups.
- (3) Requires off-hook queuing.
- (4) Requires listed directory number.
- (5) Requires data-link console.
- (6) Requires PNA and UNA
- (7) Appropriate Feature Series rate applies per Pseudo Number.
- (8) ISDN-PRI Access and Tie Channel Service or Tie Channel to an Intermediary Customer Service is provided as set forth in Section 7 of this Product Guide. Initial installations are charged at the Per Block of 100 DID Numbers rate. For subsequent additions, Per Block of 100 DID Numbers or Each Additional Number rates may be used.

\* The charges apply to initial and subsequent additions of Optional Features.

NC - No Charge



Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 5. CUSTOMER MOVES AND CHANGES (CMAC)

#### .1 GENERAL

- .1.1 Customer Moves and Changes (CMAC) provides Internal Communications and Call Management Features Service customers with the ability to prepare, schedule, and implement, all under their control, certain feature changes and certain configurations of their Internal Communications and Call Management Features Service from the customer's computer terminal.
- .1.2 The management capabilities of CMAC include, but are not limited to, the following:
  - a. Service Option Information Changes:
    - a.1 Service Level Assignment - The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.
    - a.2 Call-Pickup Group - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.
    - a.3 Call Forwarding Number - The customer can change the number that a station user forwards calls.
    - a.4 Authorization Code Assignment - The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.
    - a.5 Button Features - The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances (specific telephone numbers assigned to buttons).
  - b. Activation/Deactivation of Features - The customer can either add a feature to a telephone number that does not have it, modify an existing feature, or take a feature off a telephone number that does. This function is limited to the features included in the feature packages subscribed to by the customer.
  - c. Telephone Number Swaps - The customer can swap telephone number assignments among like lines within a Internal Communications and Call Management Features Service system.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 5. CUSTOMER MOVES AND CHANGES (CMAC) (Continued)

#### .2 REGULATIONS

- .2.1 CMAC is available to either existing or new Internal Communications and Call Management Features Service customers.
- .2.2 CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.
- .2.3 Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.
- .2.4 Some of the lines in a customer's Internal Communications and Call Management Features Service system cannot or should not be rearranged. The Company will specify the unchangeable lines. The customer may have the Company designate other lines as unchangeable. Changes to these lines will be made through the Company's existing service order procedures.
- .2.5 CMAC service is provided per customer Internal Communications and Call Management Features Service system.
- .2.6 All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
- .2.7 The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
- .2.8 The Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Company.
- .2.9 Customers requesting CMAC service for 201 or more lines will be priced under a Customer Specific Offering (CSO) arrangement.

#### .3 RATES AND CHARGES

The following rates and charges apply per Internal Communications and call Management Features.

<u>Line Size</u>	<u>Nonrecurring Charge</u> <sup>1</sup>	<u>Monthly Rate</u>
2 - 200 Lines	\$800.00	\$95.00
201 + Lines	CSO	CSO

<sup>1</sup> Applies in addition to appropriate Service Charges as set forth in Section 3 of this Product Guide.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 6. STATION MESSAGE DETAIL RECORDING (SMDR)

#### .1 GENERAL

- .1.1 Station Message Detail Recording (SMDR) is an optional feature of Internal Communications and Call Management Features Service that provides a record of calls originating from Internal Communications and Call Management Features Service station lines to locations outside of the same Internal Communications and Call Management Features Service system. Facility groups may also be designated as requiring originating and terminating records. The SMDR record includes the following information:
  - a. The Internal Communications and Call Management Features Service line number of incoming facility group which originated the call or originating station number
  - b. The called telephone number
  - c. The date, time and duration of the call
  - d. The facility type used for routing the call
- .1.2 Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user.
- .1.3 SMDR records are provided to the customer via one of the following three methods:
  - a. Dedicated access to the customer's premises where the call records are transmitted to the customer according to a pre-determined schedule. This option requires a minimum of a dedicated voice grade line from the Central Office to the customer location. The associated rates, charges, and regulations for the dedicated access line under the appropriate Company tariff shall apply in addition to the rates, charges and regulations for SMDR.
  - b. Dial-up access where the customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of 10 days.
  - c. Internet access where the call records are sent to the customer via the internet.

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

6. STATION MESSAGE DETAIL RECORDING (SMDR) (Continued)

.2 REGULATIONS

- .2.1 SMDR is available only where facilities permit and from capable central office switches only.
- .2.2 SMDR is not represented to be a provision of billing detail.
- .2.3 Local call records are provided only where available.
- .2.4 Customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided.
- .2.5 Modem, collection devices, computer equipment and software are not provided as part of this service and are the responsibility of the customer.
- .2.6 SMDR customers requesting dedicated access will be priced under a Customer Specific Offering (CSO) arrangement. SMDR customers requesting dial-up or internet access for more than 200 lines will also be priced under a CSO agreement.

.3 RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Dedicated Access <sup>1</sup>	CSO	CSO
Dial-up Access		
2-200 Lines	\$300.00 <sup>2</sup>	\$200.00
201+ Lines	CSO	CSO
Internet Access <sup>3</sup>		
2-200 Lines	300.00 <sup>2</sup>	200.00
201+ Lines	CSO	CSO
Additions and Changes		
Per system change	4	

<sup>1</sup> In addition to CSO rates and charges, the associated rates, charges, and regulations for the dedicated access line as set forth in Section 17 of this Product Guide shall apply.

<sup>2</sup> Applies in addition to appropriate Service Charges as set forth in Section 3 of this Product Guide.

<sup>3</sup> Customer is responsible for obtaining connection to the internet.

<sup>4</sup> A Subsequent Order Charge as set forth in Section 3 of this Product Guide applies.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 7. Internal Communications and Call Management Features AUTOMATIC CALL DISTRIBUTION SERVICE

#### .1 GENERAL

Internal Communications and Call Management Features Automatic Call Distribution (ACD) is a central office based service which allows customers' incoming calls to be equally distributed to available agents. Distribution of the calls are determined by call parameters defined by the customer. ACD also allows the customer to manage fluctuations in call patterns, trunk loading and answering time frames.

ACD associates directory numbers (DN) with groups of answering positions rather than lines. ACD then provides equitable allocation of the workload by distributing calls to customer agents who have been available for the longest period of time.

Queuing capability of ACD allows specific call types to be directed to designated workgroups. In addition, the fluctuation of incoming calls is averaged out by holding callers in queue until the traffic load lightens. The queue reduces the total number of customer operators needed to handle peak traffic loads by holding calls until they can be equally distributed.

ACD is used with customer provided electronic or nonelectronic telephone sets. An electronic telephone set is a multibutton telephone set that allows for feature activation or for directory numbers. A nonelectronic telephone set requires an agent to dial codes to activate features.

The Management Information System (MIS) is a computer based system that provides detailed call management information by providing a global view of ACD call activities within the customer's call center. The information assists in evaluating traffic patterns, trunk utilization, agent efficiency and lost calls. At the supervisor level, ACD/MIS provides reports of the real-time status of agents and queues by providing reports for continual analysis of transaction activities. These reports enable the supervisor to immediately modify staffing and/or queuing to accommodate increases and/or decreases in call volumes.

#### .2 REGULATIONS

Internal Communications and Call Management Features ACD Service is available only to Internal Communications and Call Management Features customers and subject to the availability facilities from central offices equipped with DMS-100 switches.

The customer must subscribe to and maintain a minimum of five agent positions and at least one ACD group.

The customer must provide compatible premises equipment for MIS functionality. Some features may require a particular software release level in a customer-provided MIS to function to its fullest extent.

Agent Positions may be equipped with customer-provided electronic and/or nonelectronic telephone sets within the same system and group.

Internal Communications and Call Management Features ACD/MIS Service is subject to all general regulations applicable to the provision of service by the Telephone Company as specified in other sections of this Product Guide.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 7. Internal Communications and Call Management Features AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

#### .2 REGULATIONS (Continued)

A private line intraexchange data circuit is required between the customer's Management Information System and the Telephone Company serving central office.

The customer must subscribe to the Basic Agent Feature Package before subscribing to the Advanced Agent Feature Package or Optional Features.

Customers subscribing to Secondary Directory Numbers must subscribe to a Internal Communications and Call Management Feature Package for functionality.

#### .3 DEFINITIONS

Abandoned Call Clearing - Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call was presented to the agent position.

ACD Group - A group of agents receiving calls directed to the same incoming call queue. These agents can be in one or more supervisor subgroups.

ACD Overflow of Enqueued Calls - Provides for calls that have been in queue, for a customer determined amount of time, to queue against another group as well as the original queue.

ACD Multiple Line of Business Codes - Allows handling and tracking of multiple activities for the same call in a customer environment with more than one line of business (LOB).

ACD Node - Individual customer ACD group(s) served from the same Telephone Company central office.

ACD Secondary Directory Number - Provides for the assignment of a feature access position of one or more secondary directory numbers that are separate from the incoming ACD Directory Numbers. This feature allows agents to receive direct non-ACD incoming calls and to make outgoing calls.

ACD Walkaway/Closed - Allows agents to enter a three digit code, to identify the reason for unavailability to calls, when activating the Not Ready key; the code is then recorded by the Management Information System (MIS). Various customer assigned codes for entry provide data to evaluate productivity, schedule work shifts and determine staffing requirements.

Additional Queue Slots - Dedicated time slots used to hold incoming calls in a delayed state until an agent becomes available. One queue slot is required for each call to be held in queue.

Agent Login/Logout - Ensures only assigned agents are able to login to an ACD group. Two options are available to control improper login: 1) partitioning agent login identification numbers into various groups, or 2) requiring an agent login password.

Agent Queue - Places available answering agent positions in a queue determined by a first-in, first-out basis. The position waiting for a call the longest will receive the first incoming call.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 7. Internal Communications and Call Management Features AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

#### .3 DEFINITIONS (Continued)

Answer Agent - Permits a key to be reserved, at the supervisory position, to be used only for answering calls from agents.

Attendant Console to ACD - Allows operator consoles to be used to answer and to route incoming calls to ACD directory numbers.

Automatic Overflow - Reroutes incoming calls when the maximum number of incoming calls are in queue or the first call in queue has reached the maximum waiting time. The parameters for the maximum number of calls per queue and the maximum waiting time are set by the customer

Call Agent - Permits a supervisor to directly call an agent without having to dial the agents secondary directory number.

Call Forcing - Increases the speed of ACD call handling by automatically presenting incoming calls to the ACD agents; a short burst of tone alerts the agent of the incoming call. Ordinarily the agent presses a release key upon conclusion of a call and then presses an "in-calls" key to receive another call.

Call Transfer with Time - Allows a call that has been answered by an ACD agent and then transferred to another ACD agent group to be queued to the new group's highest priority queue based on the total time of the call (time in queue prior to being answered by the first agent plus the length of "talk time" with first agent.)

Called Name/Number Display - Shows the terminating group name and terminating directory number for calls arriving on the agent's set. This information allows the ACD agent to identify the called ACD group for appropriate call answering and call handling.

Call Source ID - Provides for the display, at the agent's position, of the incoming call facility, e.g. calls from within the same customer's group, the agent's extension number is displayed; calls from other customer groups served by the same ACD node, the calling agent's directory number is displayed.

Call Supervisor - Provides a key for quick access to the supervisor.

Controlled Interflow - Provides the supervisor position the capability to temporarily divert a group's new incoming calls. The calls are diverted to a route defined by the customer.

Directory Number - Incoming local access numbers assigned to the customer Automatic Call Distribution groups.

Distinctive Ringing - Enables agents to distinguish ACD calls from non-ACD calls.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 7. Internal Communications and Call Management Features AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

#### .3 DEFINITIONS (Continued)

Display Agents Summary - Key activated function enables the supervisor position to display a status summary of all ACD agent positions within a particular ACD group. The summary shows the number of agents:

- busy on ACD and non-ACD calls,
- waiting for calls (idle),
- not ready to receive calls, and
- not available (agent not logged in or Make Set Busy activated).

Display Queue Status - Allows the supervisor position to monitor the efficiency in which incoming calls are being handled. Activation of Display Queue Status shows the following current information for the corresponding ACD directory number:

- number of staffed agent positions,
- number of calls waiting in the incoming call queue,
- number of calls logically queued against group,
- waiting time (in seconds) of the oldest call in queue.

Emergency Alerting - Enables the agent to confer immediately with the supervisor or to automatically connect a customer provided tape recorder to a call.

Emergency Alerting Enhanced - Enhances the Emergency Alerting feature by providing the ACD agent with a single key to simultaneously add a supervisor and a recording device to a call.

Emergency Answer - Permits an answer emergency key lamp, at the supervisory position, to flash when an agent activates an emergency key

Emergency Answer Backup - Provides a method for redirecting emergency key calls to another customer designated position when the supervisor position is unavailable.

Forced Agent Availability - Allows the ACD supervisor to deactivate a Not Ready condition on a specific line. This feature is key activated on an individual agent basis.

Incoming Call Queue - Allows a customer to prioritized calls based on the number dialed. Calls of a higher priority get answered before calls of a lower priority.

Make Set Busy - Blocks non-ACD calls to the position.



Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 7. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES -AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

#### .3 DEFINITIONS (Continued)

MIS Data Stream Interface - Enables a downstream processor to use a data stream to collect ACD group information, from the ACD node, to produce real-time statistics and historical reports. The ACD/MIS Interface allows the user to perform the following functions:

- login or logoff the ACD/MIS,
- collect information from a pool of ACD groups,
- change the information for a pool of ACD groups,
- request information on the configuration of the data stream,
- request the current time and date,
- start and stop the transfer of call-event information.

This feature also includes the following:

- Remote ACD Load Management - Provides the capability of the supervisory position to reconfigure the structure and operational parameters of an ACD group to maximize the number of calls served or to alleviate overload on a remote supervisory terminal.
- Variable Wrap-Up Time - Allows the ACD supervisory position to vary the interval between call completion and the presentation of a new incoming call on an individual agent position basis or on a group basis.

Multistage-Queue Status Display - Allows the ACD agent to display the length of time calls have been held in the incoming call queue before being answered.

Music on Delay - Connects callers in queue to a customer provided music source while waiting for an available agent.

Night Treatment - Allows calls arriving after all agents have logged out to be handled by: 1) answering with a recorded announcement advising the caller that the ACD location is closed and then the call is disconnected, or 2) automatically forwarding the call to another ACD location or to a night service number for answering.

Not Ready - When activated the agent position cannot receive any ACD calls allowing the agent to complete follow up transactions or originate out going calls on a secondary directory number.

Observe Agent - Allows the supervisor position to monitor agents' calls. Monitoring capability is restricted to agents within a supervisor's group.

Observe Agent Extended - Allows the supervisor position to monitor agents' calls. Extends monitoring capability to entire ACD group.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 7. Internal Communications and Call Management Features AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

#### .3 DEFINITIONS (Continued)

Overflow Enhancement - Increases the customer's options for answering ACD calls during periods of heavy traffic. Customers may specify up to four ACD groups, within an ACD node, as potential overflow routes. When an incoming call queue for a group is full, this feature sequentially scans each of the other groups and routes the call to the first group able to accept it.

Ring Threshold - Provides for the rerouting of a call when an agent does not answer within a preprogrammed length of time. The call is then rerouted either to the longest idle agent or to the front of the incoming call queue if no agent is available.

Set Not Ready - When activated, this feature blocks the agent's position from incoming ACD calls; non-ACD incoming calls continue to be presented.

Standard Announcements - Recorded announcements to callers in queue to advise them of answering delays. The announcements are provided from the Telephone Company central office.

Supergroups - Enables multiple ACD groups, located in single or multiple locations but served by the same ACD node, to distribute calls dynamically among the separate groups based on the current available resources.

Supervisor Control of Night Service - Provides the supervisor position the capability to activate Night Treatment service for one or more agent groups within the same ACD system.

Three-Way Calling/Call Transfer to ACD - Allows an agent to transfer calls to another ACD directory number within the same customer group. This feature allows the originator to transfer a call with or without consultation with the called agent or to establish the call to involve all three parties.

Transfer to In-Calls Key - Enables the agent to transfer an incoming ACD call directly to another agent's In-Calls key within the same customer group.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 7. Internal Communications and Call Management Features AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

#### .4 FEATURE PACKAGES

Internal Communications and Call Management Features ACD is available in the following packages:

##### Basic Agent Feature Package

- Abandoned Call Clearing
- Agent Login/Logout
- Agent Queue
- Attendant Console to ACD
- Automatic Overflow
- Call Forcing
- Incoming Call Queue (equal to number of agents)
- Music on Delay
- Night Treatment
- Not Ready
- Overflow Enhancement
- Ring Threshold
- Standard Announcements
- Three-Way Calling/Call Transfer to ACD

##### Advanced Agent Feature Package

- ACD Overflow of Enqueued Calls
- ACD Multiple Line of Business Codes
- Call Transfer with Time
- Emergency Alerting
- Emergency Alerting Enhanced
- Transfer to In-Calls Key
- Available with Display Sets
  - ACD Walkaway/Closed
  - Called Name/Number Display
  - Call Source ID
  - Call Supervisor
  - Multistage-Queue Status Display

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 7. Internal Communications and Call Management Features AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

#### .4 FEATURE PACKAGES (Continued)

##### ACD on Single-Line Telephone Sets

- Abandoned Call Clearing
- Automatic Overflow
- Distinctive Ringing
- Incoming Call Queue (equal to number of agents)
- Login/Logout
- Make Set Busy
- Music on Delay
- Night Treatment
- Observe Agent from 2500 Set
- Overflow Enhancement
- Ring Threshold
- Set Not Ready
- Standard Announcements
- Three-Way Calling/Call Transfer to ACD

##### Supervisor Feature Package

- Answer Agent
- Call Agent
- Controlled Interflow
- Emergency Answer
- Emergency Answer Backup
- Forced Agent Availability
- Observe Agent
- Supervisor Control of Night Service
- Three-Way Calling/Call Transfer to ACD
- Available with Display Sets
  - Called Name/Number Display
  - Call Source ID
  - Display Agents Summary
  - Display Queue Status

#### .5 OPTIONAL FEATURES

Optional features include the following:

- ACD Secondary Directory Number(s)
- MIS Data Stream Interface, which includes:
  - Remote ACD Load Management
  - Variable Wrap-Up Time
- Additional Queue Slots (for queue slots greater than the number of access positions)
- Supergroups

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

7. Internal Communications and Call Management Features AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

.6 RATES AND CHARGES

	<u>Nonrecurring Charge<sup>1</sup></u>	<u>Monthly Rate</u>
Basic Agent Feature Package per ACD group per ACD line	\$ 55.00	\$ 24.00
Advanced Agent Feature Package per ACD group per ACD line	25.00	5.00
ACD on Single-Line Sets per ACD line	10.00	22.50
Supervisor Feature Package per ACD line	50.00	26.00
Optional Features		
Secondary Directory Number	-0-	2.00
MIS Data Stream Interface per interface	100.00	100.00
Additional Queue Slots per system per slot	25.00	2.50
Supergroups	50.00	25.00

<sup>1</sup> Does not include appropriate Service Charges from this Product Guide.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 8. MULTILLOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

#### .1 GENERAL

.1.1 Multilocation Internal Communications and Call Management Features Service allows customers to have Internal Communications and Call Management Features at multiple locations and/or terminate in multiple Telecommunications System to interact as though they were all within the same business group. The multiple locations may be on different premises served by the same end office, served by different offices within the same exchange, or served by different end offices in different exchanges. All end offices must be capable of providing Internal Communications and Call Management Features Service.

.1.2 Multilocation Internal Communications and Call Management Features Service uses the public switched network to provide capabilities and features typically offered by a private network. End user access via one of the service's Dialing Plans will operate across the network as if the customer were being served by a single switch. Multilocation Internal Communications and Call Management Features Service includes the following features:

- Dialing Plan
- Intercom Calling
- Access to Private Facilities
- Work-at-Home

#### .2 DEFINITIONS

Access to Private Facilities – Access to Private facilities allows Multilocation Internal Communications and Call Management Features equipped lines to reach private facilities (tie lines, WATS lines, etc.) by dialing an abbreviated code of one or more digits. Access is provided to facilities terminated in remote Internal Communications and Call Management Features central offices of the same customer. Example: A Internal Communications and Call Management Features customer located in one central office may dial an access code and be connected to a T1 facility terminating in another office Internal Communications and Call Management Features system.

Customer – The Internal Communications and Call Management Features customer of record subscribing to Multilocation Internal Communications and Call Management Features Service.

Dialing Plan – The dialing plan applies to internal, station-to-station dialing only. Incoming, DID calls are completed independent of the dialing plan selected. Two different dialing plans are available: (1) Location Code Dialing Plan, and (2) Portable Extension Dialing Plan. All intercom numbers for an individual customer must utilize the same dialing plan and must be the same length (3 to 7 digits).

- Location Code Dialing Plan – Utilizes a unique location code for each site along with an extension number. Individual intercom numbers have two components: (1) a one to three digit location code, which must begin with the numbers two through six; and, (2) two to six digits corresponding to a portion of the customer's North American Number Plan (NANP) telephone number. This dialing plan allows extension numbers to be reused at several locations.

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 8. MULTILOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES (Continued)

#### .2 DEFINITIONS (Continued)

##### Dialing Plan (Continued)

- Portable Extension Dialing Plan – Allows the customer to select any intercom number scheme, with individual intercom numbers transferable between customer locations. The intercom numbers do not relate to any portion of the NANP telephone number and must begin with the numbers two through six. This dialing plan allows customers to keep the same intercom number when relocating to another customer site, while being assigned a new NANP number for DID calls. Internal customer telephone directories do not have to be reprinted to keep up with employee job and location changes.

Both Dialing Plans can be used with public switched network calling or private line networks.

Dialing Plan Numbers - Internal Communications and Call Management Features lines having access to a Location Code or Portable Extension Dialing Plan.

Intercom Calling<sup>1</sup> – Intercom Calling uses the public switched network instead of a dedicated private line network to complete calls between Internal Communications and Call Management Features locations (inter-central office calls). If these calls cross intraLATA toll boundaries, customers will be assessed toll rates within their service locations.

Work-at-Home – Work-at-Home allows a residential telephone of the customer's employee to be converted to Multilocation Internal Communications and Call Management Features station on a call-by-call basis. The user dials an access code which enables the residential line to operate with Multilocation Internal Communications and Call Management Features features including Intercom Calling and Access to Private Line Facilities. All business calls will be billed to the employee's Multilocation Internal Communications and Call Management Features line or billing number.

#### .3 REGULATIONS

- .3.1 Multilocation Internal Communications and Call Management Features Service applies to Digital (ISDN) Internal Communications and Call Management Features Service for voice only. Multilocation Internal Communications and Call Management Features Service is not an option for customers using Digital (ISDN) Internal Communications and Call Management Features for data.
- .3.2 All Multilocation Internal Communications and Call Management Features Service equipped lines must terminate at an authorized location of the Customer of Record. Authorized locations may include branches, factories, plants, etc., of the Customer of Record or a subsidiary of the Customer of Record.
- .3.3 The Multilocation Internal Communications and Call Management Features customer must subscribe to both Intercom Calling and one Dialing Plan (Location Code or Portable Extension).
- .3.4 Location Code and Portable Extension Dialing Plans may not be mixed and station numbers must be three to seven digits in length.

<sup>1</sup> All lines designated to have multilocation capabilities must subscribe to Intercom Calling; however, a customer is not required to provide all Internal Communications and Call Management Features lines in his system with multilocation access capabilities (stations may be limited to intralocation or intra-central office calling).

Effective: JULY 1, 2010

## INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

### 8. MULTILLOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES (Continued)

#### .3 REGULATIONS (Continued)

- .3.5 The location code portion of the Location Code Dialing Plan can be one to three digits in length and must begin with a two through six. The remaining portion of the Location Code Dialing Plan station number is two to six digits and is derived from the last digits of the NANP telephone number.
- .3.6 Portable Extension numbers may be three through seven digits in length. The first digit of the Portable Extension must be numbered two through six.
- .3.7 Portable Extension numbers do not need to be the same as the North American Numbering Plan Number.
- .3.8 Intercom Calling will only be connected to Multilocation Service equipped lines at authorized locations.
- .3.9 All Multilocation Internal Communications and Call Management Features Service lines must subscribe to Intercom Calling and be located at authorized locations of the same Customer Record. However, not every Internal Communications and Call Management Features line in a customer's business group must be provisioned with Multilocation Service.

#### .4 RATE REGULATIONS

- .4.1 Monthly rates for Multilocation Internal Communications and Call Management Features are in addition to rates and charges for the Internal Communications and Call Management Features Service as set forth in this Section.
- .4.2 Intercom calls outside the local calling scope of the originating Internal Communications and Call Management Features line will be billed applicable toll and/or extended calling service charges.
- .4.3 The term lengths for Multilocation Internal Communications and Call Management Features must be the same in all locations and coincide with the customer's regular Internal Communications and Call Management Features term.
- .4.4 The Location Code Dialing Plan, Portable Extension Dialing Plan, Intercom Calling and Access to Private Facilities are available on a month-to-month basis for term periods of 12, 36, 60, or 84 months. The Work-at-Home feature is available on a month-to-month basis only. When a term period is elected, the customer is liable for termination charges for each and/or any features.
- .4.5 In the event Multilocation Internal Communications and Call Management Features Service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 2 of this Product Guide.



Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

8. MULTILOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE (Continued)

.5 RATES AND CHARGES

.5.1 Location Code Dialing Plans

	Nonrecurring Charge <sup>1</sup>	Monthly Rate <sup>2</sup> Per Customer
Month-to-Month		
3-25 Stations	\$ 120.00	\$ 25.00
26-50 Stations	147.00	35.00
12 Month Term		
3-25 Stations	120.00	20.00
26-50 Stations	147.00	30.00
51-100 Stations	175.00	50.00
101-200 Stations	220.00	75.00
36 Month Term		
4-30 Stations	130.00	18.00
31-50 Stations	147.00	25.00
51-75 Stations	175.00	35.00
76-100 Stations	200.00	45.00
101-500 Stations	275.00	75.00
60 Month Term		
4-30 Stations	130.00	15.00
31-50 Stations	147.00	22.00
51-75 Stations	175.00	30.00
76-100 Stations	200.00	40.00
101-500 Stations	275.00	70.00
84 Month Term		
4-30 Stations	130.00	12.00
31-50 Stations	147.00	20.00
51-75 Stations	175.00	25.00
76-100 Stations	200.00	35.00
101-500 Stations	275.00	65.00
Additions or Changes		
-per location	57.50	
-per Change to Dialing Plan		
First 25 Numbers	48.00	
Each Add'l. Number	.80	

<sup>1</sup> In addition to appropriate Service Charges as specified in this Product Guide.

<sup>2</sup> In addition to monthly rates for the Internal Communications and Call Management Features Service in this Section.

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

8. MULTILOCATION Internal Communications and Call Management Features SERVICE (Continued)

.5 RATES AND CHARGES (Continued)

.5.2 Portable Extension Dialing Plans

	Nonrecurring Charge <sup>1</sup>	Monthly Rate <sup>2</sup> Per Customer
Month-to-Month		
3-25 Stations	\$ 120.00	\$ 25.00
26-50 Stations	147.00	35.00
12 Month Term		
3-25 Stations	120.00	20.00
26-50 Stations	147.00	30.00
51-100 Stations	175.00	50.00
101-200 Stations	220.00	75.00
36 Month Term		
4-30 Stations	130.00	18.00
31-50 Stations	147.00	25.00
51-75 Stations	175.00	35.00
76-100 Stations	200.00	45.00
101-500 Stations	275.00	75.00
60 Month Term		
4-30 Stations	130.00	15.00
31-50 Stations	147.00	22.00
51-75 Stations	175.00	30.00
76-100 Stations	200.00	40.00
101-500 Stations	275.00	70.00
84 Month Term		
4-30 Stations	130.00	12.00
31-50 Stations	147.00	20.00
51-75 Stations	175.00	25.00
76-100 Stations	200.00	35.00
101-500 Stations	275.00	65.00
Additions or Changes		
-per location	57.50	
-per Change to Dialing Plan		
First 25 Numbers	48.00	
Each Add'l. Number	.80	

<sup>1</sup> In addition to appropriate Service Charges as specified in this Product Guide.

<sup>2</sup> In addition to monthly rates for the Internal Communications and Call Management Features Service in this Section.

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

8. MULTILOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES (Continued)

.5 RATES AND CHARGES (Continued)

.5.3 Intercom Calling

	Monthly Rate Per Line <sup>1</sup>
Month-to-Month	
3-25 Stations	\$ 2.75
26-50 Stations	2.50
12 Month Term	
3-25 Stations	2.50
26-50 Stations	2.25
51-100 Stations	2.10
101-200 Stations	2.00
36 Month Term	
4-30 Stations	2.30
31-50 Stations	2.20
51-75 Stations	2.10
76-100 Stations	2.00
101-500 Stations	1.90
60 Month Term	
4-30 Stations	2.20
31-50 Stations	2.10
51-75 Stations	2.00
76-100 Stations	1.90
101-500 Stations	1.80
84 Month Term	
4-30 Stations	2.10
31-50 Stations	2.00
51-75 Stations	1.90
76-100 Stations	1.80
101-500 Stations	1.70

<sup>1</sup> In addition to monthly rates for the Internal Communications and Call Management Features Service in this Section.

Effective: JULY 1, 2010

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

8. MULTILOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES (Continued)

.5 RATES AND CHARGES (Continued)

.5.4 Access to Private Facilities  
(Per Access Code)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate (per Access Code)</u>
Month-to-Month	\$ 320.00	\$ 65.00
12 Month Term	160.00	60.00
36 Month Term	55.00	55.00
60 Month Term	35.00	50.00
84 Month Term	25.00	45.00
Additions or Changes		
Subsequent additions or changes of access codes per access code	\$ 90.00	

.5.5 Work-at-Home

	<u>Nonrecurring Charge</u>	<u>Monthly Rate (per line)</u>
Per Employee Telephone Line Equipped	\$ 50.00	\$ 5.00

Effective: JULY 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

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Effective: JULY 1, 2010

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 1. 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), 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 multiple 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 (Network Interface Two) compliant. Any CPE that requires custom switch features not supported in the NI-2 specification per the Consultative Committee on International Telegraphy and Telephony, may be supported as an exception and priced on a Customer Specific Offering basis. Custom ISDN features based in specific switch types may be provided on a Customer Specific Offering 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 capable. In the event, the local serving office is not so equipped, the Company 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.
- .2.4 When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another Company designated ISDN-PRI central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).

When a customer's serving office is part of a Remote Switching Cluster, additional Special Transport Termination and Special Transport (Mileage) charges are not applicable. 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. Customers served from a Remote Switching Cluster may subscribe to ISDN-PRI from the host switch at no additional charge, provided the customer's local calling area and telephone numbers are those provided from the remote switch.

Effective: JULY 1, 2010

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 1. PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

#### .2 REGULATIONS (Continued)

##### .2.4 (Continued)

Each ISDN-PRI trunk group is provided with one telephone number per channel.

Additional numbers may be purchased at the rates specified in the DID Service section of this Product Guide.

- .2.5 This Paragraph 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 In the event Primary Rate Interface (ISDN-PRI) Service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 2 of this Product Guide. Termination liability does not apply to optional features. Termination liability charges will not apply when a customer converts from PRI Access and Facility to a PRI Access only when the PRI is connecting to an alternate high capacity facility.
- .2.7 During the term commitment period, the customer may add ISDN-PRI services at the same monthly rate as specified in their initial term commitment period or on a different term commitment basis. The commitment period for these additional ISDN-PRI services will not end concurrently with the initial commitment period.
- .2.8 Customers with existing PRI term commitments may convert to a new term commitment without incurring termination charges provided the value of the new term commitment is equal to or greater than the remaining value of the existing term commitment.
- .2.9 An ISDN-PRI Access without DS1 Facility term commitment period is independent of any term commitment to which the customer may subscribe for alternate facilities from Frontier's intrastate or interstate tariffs.
- .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.
- .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 compatible high capacity digital facility that meets the specifications as determined by the Company) in lieu of the local PRI Facility specified herein. The applicable rules, regulations and rates from the appropriate Company Tariff (I.U.R.C. No. T-3 when riding intrastate facilities and Frontier Telephone Companies Tariff FCC No. 5 when riding interstate facilities) will apply for the alternate high capacity digital facilities.

Effective: JULY 1, 2010

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 1. PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

#### .2 REGULATIONS (Continued)

.2.13 Where a customer's ISDN-PRI Service interconnects with an interexchange carrier or other service provider, PRI Access is only permitted within a single customer's ISDN-PRI Service Arrangement. Access to the Company's network exchange or switched services are not permitted.

.2.14 The following call connection arrangements are available with ISDN-PRI Service. A customer's ISDN-PRI Service Arrangement may be composed of any combination of the following call connections.

- Central Office to end-user premises - for consolidation of public and private services over an ISDN-PRI Facility to and from a single customer.

- Central Office to Central Office (via Tie Channel) - to be utilized for Internal Communications and Call Management Features to Internal Communications and Call Management Features or Internal Communications and Call Management Features to end-user configurations, within a single customer's ISDN-PRI Service Arrangement.

- ISDN-PRI Access to Intermediary Customer (IC) Services (via Tie Channel) - to be utilized for Internal Communications and Call Management Features to Internal Communications and Call Management Features or access to an IC's compatible service by a single ISDN-PRI Service Arrangement customer or customer's private network. In this situation, an 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.



Effective: JULY 1, 2010

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 1. PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

#### .3 PRI STANDARD FEATURES

The following B-channel features are offered to the customer, at no additional charge.

- .3.1 Calling Number Identification is a standard feature that 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<sup>1</sup> provides an option to the dedicated channel configuration by allowing channels to be configured to access multiple services on a per call basis. With this feature, separate facilities are not required for individual services, such as DID, DOD, and local switched access lines.
- .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. Up to 20 DS1 Facilities can be assigned to a PRI group.

<sup>1</sup> Effective July 1, 2008, this service is limited to existing customers at existing locations for the duration of their term.

Effective: JULY 1, 2010

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 1. 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. Calling Line Identification with Name is available only where facilities and conditions permit. Compatible CPE is required.
- .4.2 Tie Channel Service provides intercom capability on "B" channels of ISDN-PRI arrangements and other Internal Communications and Call Management Features within the same subscriber network (central office to central office). This feature provides the capability to communicate on a private facility basis as a tie line between Internal Communications and Call Management Features served from different central offices. Tie channels on a single ISDN-PRI arrangement can be configured for intercom calling to a Internal Communications and Call Management Features and local exchange access for CPE. Intercom calls between an ISDN-PRI arrangement and a Internal Communications and Call Management Features do not incur usage charges. Calls to telephone numbers outside of a Internal Communications and Call Management Features without intercom capability may incur usage charges. Tie Channel Service may terminate on CPE at a customer location or at an Intermediary Customer (IC) location. "B" channels may be specified as dedicated to compatible services of an interexchange carrier or other service provider. The Intermediary Customer will be required to order a 1.544 high capacity digital services facility to the customer's ISDN-PRI serving central office from the appropriate Frontier intrastate or interstate access service tariff, I.U.R.C. No. T-3 or FCC No. 5 respectively.
- .4.3 PRI Station Detail Billing provides individual station call details for all stations utilizing a customer's ISDN-PRI Service at an account level on a monthly basis. These details are provided with the normal customer bill or on the Frontier Communications Inc. website via the internet.

PRI Station Detail billing is only available with measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.

The customer's ISDN-PRI Service must be equipped with Calling Party Default Directory Number with the Calling Party Screening option. Customers will not have the option to change the Calling Party Number and CPN may not be deleted. Customers will have the option to define a partial listing in the screening list. Specific call details will not be provided for stations not included in the screening list. The screening list may not include 800 numbers, fictitious numbers, private network numbers or Internal Communications and Call Management Features dialing plan numbers defined in the screening tables. Station Call Details will only be provided for valid telephone numbers within the switch providing the customer's ISDN-PRI Service.

Effective: JULY 1, 2010

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 1. PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

#### .5 ISDN-PRI TERM AND VOLUME PLANS

- .5.1 ISDN-PRI Service is offered on a 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 Tie Channels). Packages are available with or without the ISDN-PRI (DS1) Facility and are offered as flat rate voice (with measured data option) or as measured voice/data. Available PRI Access configurations are 23B, 23+D Additional, or 24B. Tie Channels are additional.
- .5.2 All of a customer's Company provided TVP ISDN-PRIs within the state will count toward the volume commitment threshold. TVP customers may change the number of ISDN PRIs during the TVP period. In the event customers under a TVP plan make subsequent ISDN-PRI increases or decreases that cause the total number of ISDN-PRIs to fall within a different threshold level, all remaining ISDN-PRIs will be billed at the applicable level rate for the remainder of the TVP period.
- .5.3 The customer must provide the account information of the ISDN-PRIs included in the TVP at the time of the initial installation of service and with each change to the service under the TVP.
- .5.4 Regulations set forth in Paragraph .2 preceding are applicable to ISDN-PRI on a TVP. Customer will be subject to termination liability charges as specified in Paragraphs .2 and .5. herein and as set forth in Section 2 of this Product Guide.

Effective: JULY 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

.6 RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
.6.1 ISDN-PRI Facility, <sup>1</sup> per line	<sup>2</sup> (L <sup>1</sup> )	<sup>2</sup> (L <sup>1</sup> )
12-Month Term	\$150.00 (L <sup>2</sup> )	\$550.00 (L <sup>2</sup> )
60-Month Term	115.00	550.00
.6.2 ISDN-PRI Special Transport Termination, per termination	25.00	
.6.3 ISDN-PRI Special Transport, each airline mile or fraction thereof	9.00	
.6.4 ISDN-PRI Access <sup>3</sup> per line		
12-Month Term	400.00 (L <sup>2</sup> )	500.00 (L <sup>2</sup> )
36-Month Term	380.00 (L <sup>1</sup> )	500.00 (L <sup>1</sup> )
60-Month Term	360.00	500.00
.6.5 Channel Activations, per channel		
Voice Channel Activation (Flat Rate Voice/Measured Data)	15.00	-
Voice/Data Channel Activation (Measured Voice/Measured Data)	5.00	-
.6.6 Channel Usage		
Voice Channel Usage	N/A	N/A
Voice/Data Channel Usage	<sup>4</sup>	-

<sup>1</sup> Customers may utilize alternate high capacity digital facilities in lieu of the local ISDN-PRI Facility specified herein. The rules, regulations and rates from I.U.R.C. No. T-3 are applicable when using intrastate facilities and Frontier Telephone Companies Tariff FCC No. 5 will apply when using interstate facilities.

<sup>2</sup> The applicable rates and charges for the ISDN-PRI Facility, for those terms entered into prior to September 9, 2005, are the monthly and nonrecurring charges for 1.544 Access Line and Special Transport, as specified in I.U.R.C. No. T-3.

<sup>3</sup> End User Charges (per 24 channel set) as specified in Frontier Telephone Companies Tariff FCC No. 5 will apply per PRI Access.

<sup>4</sup> The applicable rates and charges for Voice/Data Channel Usage are the Network Usage rates shown for Switched Data Service, as specified in Section 5 of this Product Guide.

(L<sup>1</sup>) Effective September 9, 2005, this service is limited to existing customers at existing locations for the duration of their term.

(L<sup>2</sup>) Effective July 1, 2008, this service is limited to existing customers at existing locations for the duration of their term.

Effective: JULY 1, 2010

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

.6 RATES AND CHARGES (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
.6.7 Subsequent Activity Charge, per occurrence		\$200.00
.6.8 Optional Features		
Calling Line Identification with Name, per ISDN-PRI Service Arrangement		
1-Year Term Commitment	\$ 75.00 (L)	
2- or 3-Year Term Commitment	70.00 (L)	
5-Year Term Commitment	65.00	
Term and Volume	40.00	
Tie Channel <sup>1</sup> , per PRI (23 "B" Channels)	100.00	
Tie Channel to an Intermediary Customer <sup>1</sup> , per PRI (23 "B" Channels)	100.00	
PRI Station Detail Billing, per Account	100.00	

<sup>1</sup> ISDN-PRI C Internal Communications and Call Management Features Access or ISDN-PRI Voice over Internet Protocol (VOIP) Internal Communications and Call Management Features Access Nonrecurring Charges as set forth in Section 6 of this Product Guide always apply. Tie Channels are in addition to the normal channel charges.

(L) Effective July 1, 2008, this service is limited to existing customers at existing locations for the duration of their term.

Effective: January 15, 2024

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

.6 RATES AND CHARGES (Continued)

	<u>2-Year Term Commitment</u> <sup>1</sup>	<u>3-Year Term Commitment</u> <sup>1</sup>
.6.9 Term and Volume Plan (TVP)		
ISDN-PRI Access System - Flat Rate with DS1 Facility <sup>2</sup> , per PRI		
Package 1 (1 to 10 PRIs)	\$750.00	\$1,008.00 (I)
Package 2 (11 to 20 PRIs)	700.00	685.00
Package 3 (21 + PRIs)	675.00	650.00
ISDN-PRI Access System - Flat Rate w/o DS1 Facility <sup>2</sup> , per PRI		
Package 1 (1 to 10 PRIs)	615.00	585.00
Package 2 (11 to 20 PRIs)	590.00	570.00
Package 3 (21 + PRIs)	570.00	540.00
ISDN-PRI Access System - Measured Rate with DS-1 Facility <sup>3</sup> , per PRI		
Package 1 (1 to 10 PRIs)	505.00	630.00 (I)
Package 2 (11 to 20 PRIs)	470.00	425.00
Package 3 (21 + PRIs)	435.00	405.00
ISDN-PRI Access System - Measured Rate w/o DS1 Facility <sup>3</sup> , per PRI		
Package 1 (1 to 10 PRIs)	390.00	335.00
Package 2 (11 to 20 PRIs)	350.00	310.00
Package 3 (21 + PRIs)	315.00	290.00

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of a Term and Volume Plan.

<sup>2</sup> Channels activated for data will generate Usage Charges as set forth in .6.6 (Voice/Data Channel Usage) preceding.

<sup>3</sup> Usage Charges are as set forth in .6.6 (Voice/Data Channel Usage) preceding.

Effective: Januar 15, 2024

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

.6 RATES AND CHARGES (Continued)

	<u>1-Year Term Commitment</u> <sup>1</sup>
.6.9 Term and Volume Plan (TVP) (Continued)	
ISDN-PRI Access System - Flat Rate with DS1 Facility <sup>2</sup> , per PRI	
Package 1 (1 + PRIs)	\$1,162.00 (I)
ISDN-PRI Access System - Flat Rate w/o DS1 Facility <sup>2</sup> , per PRI	
Package 1 (1 + PRIs)	680.00
ISDN-PRI Access System - Measured Rate with DS-1 Facility <sup>3</sup> , per PRI	
Package 1 (1 + PRIs)	600.00
ISDN-PRI Access System - Measured Rate w/o DS1 Facility <sup>3</sup> , per PRI	
Package 1 (1 + PRIs)	450.00

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of a Term and Volume Plan.

<sup>2</sup> Channels activated for data will generate Usage Charges as set forth in .6.6 (Voice/Data Channel Usage) preceding.

<sup>3</sup> Usage Charges are as set forth in .6.6 (Voice/Data Channel Usage) preceding.

Effective: March 28, 2022

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (C)

#### .1 GENERAL

.1.1 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 The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Digital (ISDN) Single Line Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

.2.2 Digital (ISDN) Single Line Service is available where central office and operating facilities and conditions permit.

.2.3 Digital (ISDN) Single Line Service Line and Feature Packages rates apply each month from the time the system is placed in service until the Digital Single Line Service is discontinued.

.2.4 If remote units are required to provide switching capabilities for intracomunication 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.

.2.5 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.

.2.6 If ISDN is not available from a customer's normal serving central office, Frontier may chose, at the Company's discretion, to provide service from the nearest ISDN-capable office. If ISDN is available from the 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 (FX) charges 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 apply.

\* 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)



Effective: March 28, 2022

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (Continued) (C)

#### .2 CONDITIONS (Continued)

##### .2.6 (Continued)

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.

No charge will apply to transfer the customer back to their normal serving central office as set forth above. Provisioning of ISDN from noncapable ISDN offices is solely at the discretion of the Company.

.2.7 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.

.2.8 Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

##### .2.9 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.

##### .2.10 Termination Liability

In the event Digital (ISDN) Single Line Service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 2 of this Product Guide.

\* 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (Continued) (C)

.2 CONDITIONS (Continued)

.2.11 General

Services offered in accordance with this section 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 section 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 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 Product Guide.

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

- Single line access
- Residence One-Party or Business One-Party Line
- Line/Configuration:
  - B-Voice/circuit switched data (CSD), per line
  - B-Packet<sup>1</sup>, per channel (optional)
  - D-Packet<sup>1</sup>, per channel (optional)
- Usage Options - must choose one:

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

<sup>1</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

\* 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (Continued) (C)

.2 CONDITIONS (Continued)

.2.11 General (Continued)

End user charges as specified in the End User Common Access Service Section of Frontier Telephone Operating Companies Tariff FCC No. 5 apply as appropriate.

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.

2.12 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 Product Guide.

2.13 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 eight 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.

\* 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (Continued)

(C)

.3 FEATURES

- .3.1 Definitions of the SharpCall Feature Packages and CLASS Features are provided in Section 6 of this Product Guide.
- .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<sup>1</sup>: 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<sup>1</sup>: 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<sup>2</sup>:

Digital

Feature Name

Direct Inward Dialing	X
Direct Outward Dialing	X
Automatic Identification of Outward Dial	X
Distinctive Ringing	X
Touch Call	X

<sup>1</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

<sup>2</sup> An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Single Line may subscribe to a SharpCall feature package, not Digital (ISDN) Single Line Multibutton Key Set (MBKS) feature packages. An MBKS feature package may be supplemented with SharpCall feature packages by adding those packages to the Digital (ISDN) Single Line rate. Applicable charges will apply as stated elsewhere in this Product Guide.

\* 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (Continued)

(C)

.3 FEATURES (Continued)

.3.6 (Continued)

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
Data Packages Features:		<u>CSD1000</u>	<u>CSD2000</u>	<u>X.25</u> <sup>1</sup>	<u>X.25 DELUXE</u> <sup>1</sup>
<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				
Data Speed Call - Short List	X	X			
X.25 Flow control Parameters Negotiation <sup>1</sup>				X	X
X.25 Incoming Calls Barred <sup>1</sup>				X	X
X.25 Outgoing Calls Barred <sup>1</sup>				X	X
X.25 Reverse Charge <sup>1</sup>				X	X
X.25 Reverse Charge Acceptance <sup>1</sup>				X	X
X.25 Throughput Class Negotiation <sup>1</sup>				X	X
X.25 Transmit Delay Selection/Indication <sup>1</sup>				X	X
X.25 Closed User Groups <sup>1</sup>					X
X.25 Fast Select <sup>1</sup>					X
X.25 Fast Select Acceptance <sup>1</sup>					X
X.25 Hunt Groups <sup>1</sup>					X
X.25 One-Way Outgoing Logical Channel <sup>1</sup>					X
X.25 Permanent Virtual Circuit <sup>1</sup>					X

<sup>1</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

\* 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (Continued)

(C)

.3 FEATURES (Continued)

.3.7 Definitions

Digital (ISDN) Single Line:

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

B-Packet<sup>1</sup> - 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<sup>1</sup>.

D-Packet<sup>1</sup> - 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.

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

<sup>1</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

\* 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (Continued) (C)

.3 FEATURES (Continued)

.3.7 Definitions (Continued)

Kbps –Kilobits Per Second.

Mbps –Megabits Per Second.

User – A member of a business system.

MBKS – Multibutton Key Set.

Virtual Call – Emulates a dedicated circuit for the duration of one call to avoid a measured usage per minute charge.

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.

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.

X.25 Basic Package<sup>1</sup>:

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.

<sup>1</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

\* 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (Continued)

(C)

.3 FEATURES (Continued)

.3.7 Definitions (Continued)

X.25 Basic Package <sup>1</sup>: (Continued)

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 Deluxe Package <sup>1</sup>: 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.

Individual Services:

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

<sup>1</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

\* 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)



Effective: March 28, 2022

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (Continued)

(C)

#### .4 MBKS BASIC SERVICE

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.)

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.

\* 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)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (Continued)

(C)

.5 RATES

.5.1 Residential Digital (ISDN) Single Line Service

	<u>Monthly Rate</u>	<u>12 Month Rate</u>	<u>36 Month Rate</u>
a. Measured			
Non-Recurring Charge	\$200.00	\$100.00	\$ 0.00
Monthly Access <sup>1, 3, 5</sup>	33.50	33.50	33.50
Usage <sup>2</sup>	\$.025/MIN/ B-CHANNEL	\$.02/MIN/ B-CHANNEL	\$.015/MIN/ B-CHANNEL
b. Flat			
Non-Recurring Charge	\$200.00	\$100.00	\$ 0.00
Monthly Access <sup>1, 3, 5</sup>	88.50	58.50	38.50
FX Non-Recurring Charge	200.00	100.00	0.00
FX Monthly Access <sup>1, 3, 5</sup>	140.00	140.00	140.00
FX Interoffice/ Intraexchange Transport, per mile or fraction thereof	6.50	6.50	6.50
Usage <sup>3</sup>	N/A	N/A	N/A

<sup>1</sup> Monthly access includes B-voice/circuit switched data on both B-channels.

<sup>2</sup> 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.

<sup>3</sup> All originating local voice and circuit switched data calls apply. Block of time or flat rate does not apply to packet <sup>4</sup>. Applicable toll charges apply as required, in addition to blocks of time, flat rate or measured service.

<sup>4</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

<sup>5</sup> Local exchange rates apply in addition to the monthly access rates.

\* 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)

Effective: April 1, 2023

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (Continued)

.5 RATES (Continued)

.5.2 Business Digital (ISDN) Single Line Service

	<u>Monthly Rate</u>	<u>12 Month Rate</u>	<u>36 Month Rate</u>
a. Measured			
Non-Recurring Charge	\$200.00	\$100.00	\$ 0.00
Monthly Access <sup>1, 3, 5</sup>	160.80 (I)	160.80 (I)	160.80 (I)
Usage <sup>2</sup>	\$.025/MIN/	\$.02/MIN/	\$.015/MIN/
b. 400-hour block of time			
Non-Recurring Charge	\$200.00	\$100.00	\$ 0.00
Monthly Access <sup>1, 3, 5</sup>	424.80 (I)	424.80 (I)	424.80 (I)
FX Non-Recurring Charge	200.00	100.00	0.00
FX Monthly Access <sup>1, 3, 5</sup>	142.00	142.00	142.00
FX Interoffice/ Intraexchange Transport, per mile or fraction thereof	6.50	6.50	6.50
Usage <sup>3</sup>	\$.025/	\$.025/	\$.025/

.5.3 Optional Features

a. B-packet <sup>4</sup> , per channel	\$100.00	\$100.00	\$100.00
b. D-packet <sup>4</sup> , per channel	5.00	5.00	5.00

<sup>1</sup> Monthly access includes B-voice/circuit switched data on both B-channels.

<sup>2</sup> 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.

<sup>3</sup> All originating local voice and circuit switched data calls apply. Block of time or flat rate does not apply to packet <sup>4</sup>. Applicable toll charges apply as required, in addition to blocks of time, flat rate or measured service.

<sup>4</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

<sup>5</sup> Local exchange rates apply in addition to the monthly access rates.

\* 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.

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. DIGITAL (ISDN) SINGLE LINE SERVICE\* (Continued) (C)

.5 RATES (Continued)

.5.3 Optional Features (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charges</u>
c. Business or Home		
MBKS Basic Service, per line	\$ 6.00	\$25.00
Data 1000, per line	3.00	15.00
Data 2000, per line	5.00	15.00
X.25 Basic <sup>1</sup>	NC	NC
X.25 Deluxe <sup>1</sup> , per line	5.00	15.00
d. Individual Services		
Data Direct Connect per line	1.00	--
e. Additional Directory Numbers, each	2.00	--
f. Data Base Changes		
Software Changes, per change		25.00

<sup>1</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

\* 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)

Effective: March 28, 2022

### INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

#### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (C)

##### .1 GENERAL

.1.1 Integrated Services Digital Network (ISDN) - Basic Rate Interface Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices. It is a central office based service arrangement which provides for local exchange access, interexchange access, business group communications and feature packages.

.1.2 ISDN - Basic Rate Interface Service is furnished from digital central office equipment located on Company premises and associated facilities.

.1.3 A customer may choose to subscribe to ISDN - Basic Rate Interface Service from a central office other than his normal serving central office. In this situation, the customer will utilize the dialing plan associated with the central office that delivers the dial tone. Where available, rates and charges will be provided as shown in this Product Guide.

.1.4 ISDN - Basic Rate Interface Service may be comprised of the following elements:

- Channel Configuration
- Features
- ISDN Access
- Network Access

.1.5 ISDN - Basic Rate Interface features will be grouped as follows:

- Internal Communications and Call Management Features Series 1000
- Internal Communications and Call Management Features Series 2000
- Internal Communications and Call Management Features Series 3000
- Circuit Switched Data Features
- Non- Internal Communications and Call Management Features ISDN Feature Packages
- Optional Internal Communications and Call Management Features System Features
- Packet Switched Data Features<sup>1</sup>

<sup>1</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

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(N)

Effective: March 28, 2022

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .2 REGULATIONS

- .2.1 ISDN - Basic Rate Interface Services under this Product Guide are available to those subscribers requiring five-hundred (500) lines or less. The minimum allowed line size is three (3) lines. All subscribers over the five-hundred (500) line maximum will be handled as a Special Service Arrangement.
- .2.2 ISDN - Basic Rate Interface Service is required to conform with the Technical Reference Specifications as used by the Company in the GTE Technical Interface Reference Manual. Refer to Bellcore TR Nos. 393, 394, 397, 471, 793 and ANSI T1.601-620, T1.216-219. ISDN BRI will be provided where local loops do not exceed 14,000 kilofeet in length or a maximum 34 db loss as measured at the customer's premises.
- .2.3 Should a change or substitution of Telephone Company operating facilities occur, the Telephone Company will work cooperatively with the customer relative to the implementation required by the change in operating characteristics.
- .2.4 ISDN - Basic Rate Interface Features are listed in this Section. These features may require customer-provided compatible terminal equipment.
- .2.5 Access to the exchange network for voice calls is provided via a Network Access Register (NAR) as specified in Section 6 of this Product Guide. Each business group will have, at minimum, one (1) NAR.
- .2.6 The number of simultaneous voice exchange and toll network calls to and from ISDN - Basic Rate Interface Lines and attendant positions of an ISDN - Basic Rate Interface business system are limited by the number of Network Access Registers subscribed to by the customer. Each Network Access Register may be arranged for two-way, one-way incoming, or one-way outgoing utilization depending upon the option of the customer at the time the Network Access Register is installed. When a change in the type of network utilization is requested by the customer, the appropriate change charge as specified in Section 6 of this Product Guide will apply per Network Access Register affected. The Central Office Line Connection Work charge is not applicable.
- .2.7 Directory Listings will be furnished subject to the rates and regulations specified in Section 15 of this Product Guide.
- .2.8 Service charges as specified in Section 3 of this Product Guide apply in addition to the charges provided in this Section.
- .2.9 Regulations specified in Section 2 are applicable to ISDN - Basic Rate Interface Service unless otherwise specified elsewhere in this Section.
- .2.10 A single primary directory number (DN) is included with ISDN - Basic Rate Interface Service. Secondary directory numbers may be purchased as provided in Section 5 of this Product Guide. A shared Primary DN is a primary DN that appears on more than one terminal. A shared Secondary DN is a DN that appears on more than one terminal but is not the primary DN on any of those terminals. A Secondary DN may function as a primary DN on a terminal within a business group.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

.3 ISDN – BASIC RATE INTERFACE FEATURES

- .3.1 The Attendant Services Feature package requires a single "B" Voice channel configuration on the ISDN - Basic Rate Interface Line.
- .3.2 All features may not be available on all types of central office switches.
- .3.3 Basic Service Features: Automatic Identification of Outward Dial (AIOD) Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Distinctive Ringing, Station-to-Station Calling (Intercom), Touch Call, and Incoming Calling Number Identification (within the Business Group).
- .3.4 Internal Communications and Call Management Features Feature Package - Series 1000: Provided in Section 6 of this Product Guide.
- .3.5 Internal Communications and Call Management Features Feature Package - Series 2000: Provided in Section 6 of this Product Guide.
- .3.6 Internal Communications and Call Management Features Feature Package - Series 3000: Provided in Section 6 of this Product Guide.
- .3.7 Internal Communications and Call Management Features Optional System Features: Provided in Section 6 of this Product Guide.
- .3.8 Circuit Switched Data Features:
  - a. Data 1000 Feature Package includes Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
  - b. Data 2000 Feature Package includes Data Call Back, Data Circular Hunting, Data Group Speed Calling 30, and Data Speed Call-Long List or any combination of Data 1000/Data 2000 features. A single line may not be equipped for both Data Multi-Line Hunt and Data Circular Hunting.
- .3.9 Data Optional Features: Data Closed User Group and Data Direct Connect.
- .3.10 ISDN - Basic Rate Interface Attendant Service Features: Aggregate Work Time/Number of Calls Handled for ISDN Attendant, Attendant Busy Verification of Lines and Trunks, Attendant Call Hold, Attendant Call Splitting, Attendant Call-Through Tests, Attendant Camp On, Attendant Conference Calling, Attendant Console Terminal Management, Attendant Control of Voice Terminals, Attendant Direct Station Selection Busy Lamp Field, Attendant Direct Trunk Group Selection, Attendant Emergency Override, Attendant Incoming Calling Identification (Customer Group), Attendant Night Service, Attendant Origination Permission Display (Class of Service), Attendant Position Busy, Attendant Power Failure Transfer, Attendant Selective Customer Control of Facilities, Attendant Through Dialing, Attendant Timed Reminder, Attendant Traffic, Attendant Trunk Group Indicators, Attendant Trunk Identification, Attendant Trunk Queuing, Auto Dropback to ISDN Attendant (Serial Calls), Dial and Emergency Access to ISDN Attendant, Even Call Distribution (Uniform Call Distribution), Flexible Night Service/Attendant Call Forwarding, Number of Calls on Queue - ISDN Attendant, Queuing for ISDN Attendants with Call Waiting Indication, and Total Number of Calls Handled Display Data for ISDN Attendants.

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## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .3 ISDN – BASIC RATE INTERFACE FEATURES (Continued)

.3.11 ISDN - Basic Rate Interface Multibutton Key System Features (MBKS): Analog Shared Directory Number, Automatic Callback on Busy, Bridging, Call Forwarding, Call Pickup, Conference Calling, Drop, Feature Function Buttons, Feature Inspect, Hold, Intercom Function, Key System Coverage for Analog Lines, Manual Exclusion, Multiple Directory Number Buttons, Shared Call Appearances of Directory Numbers, Speed Calling, Terminal Management, Time and Date Display, Transfer, and Two-Digit Intercom Dialing.

.3.12 ISDN - Basic Rate Interface Multibutton Key System Deluxe Features: All of the ISDN MBKS Features plus the following: Delayed and Abbreviated Ringing, Display for Ringing Call Appearances Only, Initiated Priority Calling, Inspect for ISDN Terminals, Intercom Alerting, Originating Priority Calling, Outgoing Called Line Identification for ISDN Terminals, and Priority Calling Incoming Only.

.3.13 Packet Switching Features<sup>1</sup>:

- a. ISDN X.25 Basic Feature Package<sup>1</sup> includes Flow Control Parameter Negotiation, Incoming Calls Barred, Outgoing Calls Barred, Throughput Class Negotiations, and Transmit Delay Selection and Indication.
- b. ISDN X.25 Enhanced Feature Package<sup>1</sup> includes Closed User Group, Fast Select, Fast Select Acceptance, Hunt Groups, One-Way Outgoing Logical Channels, and Permanent Virtual Circuit.

#### .4 DEFINITIONS

.4.1 Standard definitions:

"B" Channel - A 64 Kbps channel primarily used for information transfer (voice/data) from user to user.

Business System - The combination of ISDN Access and Network Access Registers forming a complete communications system for a single business group within a single central office.

"D" Channel - A 16 kbps channel primarily used for signaling messages and/or packet-switched user data<sup>1</sup>. The bit rate is fixed as a function of the interface used.

ISDN - Basic Rate Interface Line Capacity (2B+D) - Two 64 kilobits per second (kbps) "B" channels and one 16 kbps "D" channel (2B+D).

Number Identification - A Basic Service Feature which permits incoming calling number identification between ISDN Service and a Internal Communications and Call Management Features in the same business group or between two or more ISDN Basic Rate Interface lines in the same business group.

Primary Directory Number (DN) - The single telephone number provided with each ISDN Access Line.

Secondary DN - A telephone number purchased by the customer which is in addition to the primary DN for an ISDN Access Line.

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## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.1 Standard definitions: (Continued)

Terminal - A CPE device connected to an ISDN - Basic Rate Interface line.

##### .4.2 Definition of Features:

a. Definitions of the Internal Communications and Call Management Features Feature Packages and Internal Communications and Call Management Features Optional System Features are provided in Section 6 of this Product Guide.

b. Circuit Switched Data Features:

##### b.1 Data 1000 Feature Package:

Data Call Forward - This feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. Call Forward consists of three variations as follows: all calls, busy, and no answer.

Data Multi-Line Hunt Group - Only a pilot directory number is associated with this hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

Data Speed Call-Short List - The use of the Speed Calling short list is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers.

Data Toll Restriction - Toll calls attempted from Switched Data lines with this feature are denied.

##### b.2 Data 2000 Feature Package:

Data Call Back - This feature allows a calling party upon encountering a busy line to be notified when the line becomes idle. The call is then automatically established.

Data Circular Hunting - Only a pilot directory number is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached.

Data Group Speed Calling 30 - This feature provides storage for an abbreviated numbers list which is shared for use by a group of lines. The list may be updated by a service order. A maximum of thirty stored numbers is available.

Data Speed Call-Long List - The use of the Speed Calling Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty stored numbers.

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### INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

#### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

##### .4 Definitions (Continued)

##### .4.2 Definition of Features: (Continued)

##### c. Data Optional Features

Data Closed User Group - This feature provides the partitioning of Switched Data lines into a group where calls within such a group are allowed, but calls between such groups are denied.

Data Direct Connect - This feature provides an automatic connection between a calling line that goes off-hook and a predetermined location.

##### d. ISDN - Basic Rate Interface Attendant Service Features:

Aggregate Work Time/Number of Calls Handled for ISDN Attendant - allows a supervisor, or attendant, to display data about an attendant position. The data includes:

- Aggregate time spent handling calls
- Length of time the console was active
- Number of calls handled

Attendant Busy Verification of Lines and Trunks allows an attendant to determine whether a line or trunk within the same customer group is busy or idle. If the line or trunk is busy, the attendant is bridged onto the connection to:

- Converse with the parties
- Determine if it is busy or if there is a problem
- Override (disconnect) the talking parties

Attendant Call Hold allows the attendant to hold a call in progress to originate another call, or pick up a call on hold. Timed reminder is activated when the call is placed on hold by the attendant.

Attendant Call Splitting allows the attendant to consult privately with the called party without the calling party hearing. The attendant can alternate conversation between the called and calling party before completing (or terminating) the call.

Attendant Call-Through Tests (Physical Trunks) allows the attendant to set up a test call over a selected physical trunk in a trunk group to determine if the trunk is working properly.

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## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### d. ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Attendant Camp-on allows calls that the attendant attempts to complete to a busy analog or ISDN station to be held waiting until the station becomes idle. The attendant can release from the connection. A call waiting indication is given to alert the busy party. When the busy station becomes idle, it is automatically alerted and connected to the calling party without attendant intervention. While waiting, the caller (and the attendant) can be connected to silence, tone, audible ringing, or announcement. The Timed Reminder feature can be initiated when camp-on is activated. Calls to the attendant from within the group and from outside the group can be camped-on to a busy station.

Attendant Conference Calling allows the attendant to set up conference calls with any combination of extensions or trunks on the internal conference bridge. The maximum number of parties on the conference call is limited to the capacity of the multipoint conference circuit.

Attendant Console Terminal Management provides management services for the attendant console but is not a feature that an attendant uses as part of his/her responsibilities. Rather, it is a feature provided by the switch to support the attendant console. The basic services provided are:

Button Management: The switch maintains information about the button configuration of the console. For example, a console could have ten buttons. For one console, the switch could configure these ten buttons to be six call appearance and four feature buttons. For another console, these ten buttons could be eight call appearances and two feature buttons.

Call Appearance Selection: The switch selects a call appearance on the console for incoming calls and for certain attendant-originated calls (e.g., originations via Direct Trunk Group Selection, Direct Station Selection, etc.).

Directory Number Management: A maximum of eight listed directory numbers (DNs) can be assigned to an attendant group. The switch does not support shared call appearances for attendant positions. Each attendant is capable of having a unique DN, other than the listed directory number (LDN), for purposes of attendant-to-attendant calls.

Display Management: Many of the attendant features use a console display.

Lamp Management: Lamp management is responsible for controlling console lamps associated with features.

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## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### d. ISDN - Basic Rate Interface Attendant Service Features: (Continued)

##### Attendant Console Terminal Management (Continued)

Tones Management: The switch informs the console to alert the attendant to one of four specific events. The console is responsible for generating corresponding tones. Note that these are not in-band call processing tones generated by the switch. The four alerting tones, arranged in priority of importance are:

- (1) Emergency informs the attendant that an emergency call is waiting (highest priority).
- (2) Timed Reminder informs the attendant that a timed reminder for a held call or an unanswered transferred call has expired.
- (3) Call Waiting informs the attendant that calls are in queue waiting to be answered.
- (4) Alerting informs the attendant that a call is alerting the console.

Attendant Control of Voice Terminals feature routes calls destined for a line or group of lines to the attendant for handling. It is activated by the attendant or automatically by the switch.

Attendant Direct Station Selection/Busy Lamp Field feature allows the attendant to display the status of up to 10,000 directory numbers (DNs) in 100 groups of 100 contiguous DN's starting at 00. Within a group of 100, the attendant can select a station via a single keystroke. Two selection options are available; one for monitoring up to 800 DN's and the other for monitoring up to 10,000 DN's.

Attendant Direct Trunk Group Selection allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

Attendant Emergency Override allows the attendant to complete incoming calls to stations:

- That are busy from setting the make busy key;
- That have a series completion or multiline hunt arrangement;
- With Call Forwarding activated; or
- With terminating restrictions.

Attendant Incoming Calling Identification Customer Group allows an attendant to identify the type of facility over which an incoming call to the attendant was routed.

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## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### d. ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Attendant Night Service routes calls directed to the ISDN Attendant to a different station. This feature is activated and deactivated from a designated ISDN Attendant console. The user can select one of the following options for Night Service routing:

Fixed Routing: Calls are routed from the major listed directory number to a preselected night station. Routing is controlled by the operating company and can be changed by a service order.

Flexible Routing: The ISDN Attendant user Call Forwarding-Variable to arrange routing.

Trunk Answer From Any Station: Calls activate a night ring or other indicator at all stations in the group. Calls can be answered at any station by dialing an access code for the call pickup feature.

When Night Service is activated, trunk queuing and automatic callback are automatically cancelled, and the attendant can originate calls.

Attendant Originated Permission Display (Class of Service Display) identifies the originating permissions of lines that have been routed to the attendant.

Attendant Position Busy allows the position to be made busy by the attendant. When the position is made busy in a single position arrangement, new calls to the position receive busy treatment. In a multiple position arrangement, new calls are directed to a different console position. When a position is in a position-busy state, the attendant can serve calls on hold, calls alerting the console, and calls on a timed reminder and can also originate calls. The attendant can remove the position busy condition at any time.

Attendant Power Failure Transfer (ISDN Communication Failure) routes calls destined for the attendant to a preassigned directory number (DN) during a commercial power failure at the customer premises.

Attendant Selective Customer Control of Facilities allows an attendant to deny access to a trunk or simulated facility group. All calls, including attendant-originated calls, are denied access to the facility when this feature is activated. Calls to restricted facilities are routed as specified by the customer.

Attendant Through Dialing allows an attendant to access an outgoing facility for a calling party within the group who has restrictions or difficulty in placing an outgoing call.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

d. ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Attendant Timed Reminder provides a timer that is started when a call is camped-on, when the called party has not answered after a transfer, or when a call is on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party. The length of the timer is specified by the customer.

Attendant Traffic provides the following counts for each attendant console position. These counts are available only to a designated attendant (master position) for display at the console and via traffic data to customer reporting mechanisms.

- Aggregate work time for the position
- Minutes the position has been active
- Number of calls handled by the position

Customer traffic reports these counts periodically (every 30 minutes). The master position can obtain this information for each attendant position in the attendant group. The master position must make repeated requests for this data to sequence through all the data for attendants in the attendant group.

These counts are zeroed by the switch when an attendant activates a position. The counts apply only to calls offered to the position, not including time waiting in a central office queue or calls abandoned before connection to an attendant call appearance. These counts are not part of the standard traffic reporting mechanism of the switch (e.g., hourly reports).

Attendant Trunk Group Indicators allow an attendant to monitor the level of traffic on customer selected trunk groups. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored. Each attendant position is capable of monitoring a different set of trunk groups. Two trunk indicators, busy and warning, are provided per trunk group. These indicators are based on traffic thresholds. The attendant is notified if the thresholds are exceeded or if the traffic levels recede below the thresholds.

Attendant Trunk Identification provides a display of the trunk group and member number of the incoming and outgoing trunk in use at the request of the attendant.

Attendant Trunk Queuing allows an attendant position to invoke this feature when all trunk in a trunk group are busy and provides call-back when a trunk is available.

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## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### d. ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Automatic Dropback to ISDN Attendant (Serial Calls) lets an attendant complete a call from an incoming trunk to two or more stations in succession, without requiring the calling party to redial the attendant. When the called party disconnects, the attendant is recalled and the calling party can give further instructions for the next call. This feature provides time and cost savings for a long-distance caller because the largest cost per time-segment occurs at the beginning of a call. Serial calling can also be used by callers within a group to place a series of calls over an outgoing trunk.

Dial Access to ISDN Attendant provides dial access from stations within the customer group.

Even Call Distribution (Uniform Call Distribution) uniformly distributes calls to multiple attendant positions.

##### Flexible Night Service/Attendant Call Forwarding

Night Service routes calls normally directed to the attendant group to a different location (night location, also known as a night directory number). Routing may be provided in one of the following ways:

- Fixed - All calls to all listed Directory Numbers (LDNs) served by Multiple Position Hunt (MUPH) or ISDN Attendant (ISAT) groups are routed to a preselected (at subscription time) night directory number and the activation/deactivation of it is done from a designated console only.
- Trunk Answer from any Station: All calls to all LDNs served by MUPH or ISAT groups activate a night bell or other indicator so that calls may be answered at any station by dialing an answer access code for the call pickup feature.
- Flexible: The Attendant call forwarding feature is used to selectively route all calls to an LDN served by a MUPH or ISAT group to a different customer changeable night directory number and the activation/ deactivation of it can be done from any console in the MUPH or ISAT group.

Flexible and fixed night service can be assigned concurrently to the same MUPH or ISAT group and both features can be used by attendants. The flexible night service feature, when activated, will take precedence over the fixed night service activation.

Attendant Call Forwarding allows attendant to activate/deactivate call forwarding for any LDN within the MUPH or ISAT group (i.e., Flexible night service) and for any extension or station with call forwarding variable assigned can be controlled from the attendant console.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

d. ISDN - Basic Rate Interface Attendant Service Features: (Continued)

Number of Calls on Queue-ISDN Attendant can be displayed for each ISDN call identification (ICI) type. By repeating the request, the attendant can display all ICI queues.

Queuing of ISDN Attendant with Call Waiting Indication (Lamps) provides queuing of calls designated for attendants who are to receive a particular call type, as determined by the Incoming Call Identification feature. Queues are served on a "first come, first serve" basis. An indicator is lighted to alert the attendant that a call is waiting.

Total Number of Calls Handled Display Data for ISDN Attendants provides supervisors with traffic data information about each attendant in the ISDN attendant group. This information includes:

- Average time for calls on queue abandoned before being served
- Average time on queue for served calls
- Longest time for a call on queue
- Total number of calls on queue abandoned before being served
- Total number of served calls

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## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### e. ISDN - Basic Rate Interface Multibutton Key System (MBKS) Features:

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

Automatic Callback on Busy allows the user to activate this feature by pressing the function button assigned to Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating MBKS set user. When the set user goes off-hook, the call is placed.

Bridging allows the MBKS set user to bridge onto a currently active call by pressing the active call appearance button on the MBKS set and going off-hook. This establishes a 3-way call. This is different from standard Threeway Calling because the third party initiates the bridge to the active call. Bridging is inhibited if Manual Exclusion is activated at an MBKS set engaged in the active call. Only one additional shared call appearance user may bridge on an active 2-way call. Bridging is not allowed on an active multiway call.

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

Call Pickup allows the MBKS set user to pick up a call directed to another station in the customer group.

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

Drop feature allows the MBKS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the MBKS set from the call.

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## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### e. ISDN - Basic Rate Interface Multibutton Key System (MBKS) Features: (Continued)

Feature Function Buttons on the MBKS set can be assigned to activate certain features (any that can be activated by dialing an activation code). Indicator lights show the activation or deactivation status of the features. The number of function buttons may vary dependent on the MBKS set design. Some of the features that can be assigned to feature function buttons are:

Automatic Callback on Busy allows the user to activate this feature by pressing the function button assigned to Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating MBKS set user. When the set user goes off-hook, the call is placed.

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

Call Pickup allows the MBKS set user to pick up a call directed to another station in the customer group.

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Drop feature allows the MBKS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the MBKS set from the call.

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

Manual Exclusion allows an MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

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

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

e. ISDN - Basic Rate Interface Multibutton Key System (MBKS) Features: (Continued)

Feature Function Buttons (Continued)

Speed Calling allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

Transfer allows the MBKS set user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

Feature Inspect - This provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on the terminal. This is different from inspect for ISDN terminal feature.

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

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

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

Manual Exclusion allows an MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

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

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

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

Effective: March 28, 2022

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### e. ISDN - Basic Rate Interface Multibutton Key System (MBKS) Features: (Continued)

Speed Calling (also known as Abbreviated Dialing) permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One- and two- digit speed calling lists are available. The Speed Calling feature is available to individual lines and members (some or all) of a multiline hunt group. Speed Calling lists assigned to individual lines can be shared by other lines at the customer's request. For the business and residential customer services feature, the service provider can define list sizes and up to three digit access codes. Speed Calling allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

Terminal Management provides a management function for the MBKS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

Adjunct Control automatically turns on the speaker phone at the station set, if appropriate for the particular feature.

Automatic Hold/Drop Preference automatically determines how to handle a call active on one call appearance when the user shifts to another appearance. Two types of treatment are provided: auto-drop and auto-hold.

Button Management provides generic buttons that can be used for features or call appearances.

Call Appearance Selection for Implicit Conference and Transfer automatically selects an idle appearance for the Implicit Conference and Transfer features.

Display for Ringing Call Appearances Only will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared backup coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

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## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### e. ISDN - Basic Rate Interface Multibutton Key System (MBKS) Features: (Continued)

##### Terminal Management (Continued)

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

Idle Call Appearance Preference automatically selects an idle call appearance, if available, when an MBKS set with multiple call appearances goes off-hook. This selection occurs even if other call appearances are alerting the station set.

Inspect for ISDN Terminals retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Ringling Call Appearance Preference automatically selects the call appearance that has been alerting the longest when the user goes off-hook at an MBKS station set with multiple call appearances being alerted.

Time and Date Display is a subscription feature for ISDN attendants and ISDN station set users.

Transfer allows the MBKS set user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

Two-Digit Intercom Dialing - This feature allows a user to have a shortened dialing sequence (two digits) to reach a group of destination numbers in the business group. The maximum size that can reside in that intercom group cannot exceed 100 members.

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## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

###### f. ISDN - Basic Rate Interface Multibutton Key System (MBKS) Deluxe Features:

The features below are in addition to the ISDN – Basic Rate Interface Multibutton (BMKS) Features described preceding.

Delayed and Abbreviated Ringing alerts an MBKS set for a predetermined interval before ringing another MBKS set.

Display for Ringing Call Appearances Only will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared backup coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Initiated Priority Calling provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

Inspect for ISDN Terminals retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Intercom Alerting provides a distinctive ring and/or visual indicator to alert the MBKS set user of an intercom call.

Originating Priority Calling provides an ISDN equivalent to Call Waiting Originating. When assigned to a particular station set, all calls originated from it are priority calls.

Outgoing Called Line Identification (OCLID) for ISDN Terminals – provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification call types. The OCLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- ISDN Call Identification (ICI)

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Effective: March 28, 2022

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### f. ISDN - Basic Rate Interface Multibutton Key System (MBKS) Deluxe Features: (Continued)

##### Outgoing Called Line Identification (OCLID) for ISDN Terminals (Continued)

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Priority Calling Incoming Only provides an ISDN equivalent of Call Waiting-Incoming Only. With this feature, calls outside the business group can terminate to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

##### g. Package Switching Features<sup>1</sup>

##### g.1 ISDN X.25 Basic Feature Package<sup>1</sup>:

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

X.25 Incoming Calls Barred feature prohibits a data terminal from terminating an incoming call. This feature is activated by a service order.

X.25 Outgoing Calls Barred feature prohibits a data terminal from originating outgoing virtual calls. This feature is activated by service order.

X.25 Throughput Class Negotiation feature allows the calling data terminal to request specific throughput classes in the call request package for both directions of data transmission. This feature is activated by service order.

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

<sup>1</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

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(N)

Effective: March 28, 2022

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### g. Package Switching Features<sup>1</sup> (Continued)

##### g.2 ISDN X.25 Enhanced Feature Package<sup>1</sup>:

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. Communication with users who are external to the closed user group is not permitted. The closed user groups are established by a service order. A user can belong to multiple closed user groups.

X.25 Fast Select allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

X.25 Fast Select Acceptance allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

X.25 Hunt Groups allow a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is an available logical channel on any of the access lines within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the switch, but the Hunt Group cannot span switches. A basic rate interface within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify some number of logical channels to be used only for calls that they originate. This feature is activated by service order.

X.25 Permanent Virtual Circuit feature allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing. The permanent virtual circuit is established by a service order.

<sup>1</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

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(N)



Effective: March 28, 2022

### INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

#### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

##### .5 CONVERSION

- .5.1 A customer with existing Centrex, Internal Communications and Call Management Features, or other local exchange service offering may select to convert to ISDN – Basic Rate Interface Service. When an existing Internal Communications and Call Management Features or Centrex customer orders services in combination, both Basic Rate Interface Service and Internal Communications and Call Management Features may be grouped together if the facilities provided for all the connections terminate in the same facilities terminal in the same Telephone Company central office.
- .5.2 All applicable installation and service connection charges, plus charges applicable to the establishment of ISDN – Basic Rate Interface Service will apply.
- .5.3 For the purpose of administering termination liability provision applicable to converting Internal Communications and Call Management Features, each Basic Interface Service line will be counted as a Internal Communications and Call Management Features service line in determining the total system size. Should the combined business/customer group decline below the existing system size or should the customer discontinue all existing Internal Communications and Call Management Features lines any and all appropriate termination liability charges will apply.
- .5.4 A temporary interruption of service will occur.
- .5.5 The conversion may incur a change of service arrangement requiring a telephone number change.

##### .6 ADDITIONAL DIRECTORY NUMBERS

- .6.1 One "primary" directory number (DN) is provided for the use of an ISDN – Basic Rate Interface Line.
- .6.2 With ISDN Access, a single terminal may choose to order multiple Secondary directory numbers for the ISDN – Basic Rate Interface Line.
- .6.3 A maximum of eight (8) terminals belonging to the same customer are permitted per ISDN – Basic Rate Interface Line. At a minimum, one secondary directory number is required for each additional terminal.
- .6.4 Secondary directory numbers are available as specified in Section 5 of this Product Guide.

##### .7 PAYMENT SCHEDULE

- .7.1 ISDN – Basic Rate Interface Service is offered as a month-to-month payment plan.
- .7.2 ISDN – Basic Rate Interface Service is subject to a one (1) month minimum service period.

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(N)

Effective: March 28, 2022

## INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### 3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

#### .8 ISDN MULTIPOINT ACCESS

- .8.1 ISDN Multipoint Access provides support for connecting a maximum of eight (8) terminals, belonging to the same customer, to a single ISDN – Basic Rate Interface Line (2B+D).
- .8.2 A maximum of two (2) terminals will be allowed access to the “B” channels, the remaining terminals on the same ISDN – Basic Rate Interface Line will have access to the “D” channel only.
- .8.3 All eight terminals can share the same “D” channel simultaneously in a “D” channel packet switching<sup>1</sup> arrangement.
- .8.4 ISDN Multipoint Access includes a “primary” directory number. Secondary directory numbers to be used by the multiple users on the same ISDN – Basic Rate Interface Line must be ordered by the customer as specified in Section 5 of this Product Guide.

#### .9 RATE STRUCTURE

- .9.1 ISDN – Basic Rate Interface Service consists of six (6) basic elements:

- “B” Circuit Switched Data Channel (B-CSD)
- “B” Packet Switched Data Channel<sup>1</sup>
- “B” Voice Channel
- “B” Voice/CSD Channel
- “D” Packet Switched Data Channel<sup>1</sup>
- ISDN Access

- .9.2 Each ISDN – Basic Rate Interface Service is comprised of an ISDN Access element. The channel elements can be arranged to best suit the customers needs, not to exceed the maximum 2B+D per ISDN – Basic Rate Interface capacity.
- .9.3 Each ISDN BRI line is allowed only one voice, one data and one packet<sup>1</sup> feature package regardless of the number of mix or desired channels.
- .9.4 Each ISDN – Basic Rate Interface Line within a business group can be individually suited by feature package and channel arrangement.
- .9.5 The rates and charges for ISDN Access specified in this Section provide for the access to the basic exchange network and the line termination.

<sup>1</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

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(N)

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

.9 RATE STRUCTURE (Continued)

- .9.6 The customer can subscribe to ISDN Access as Voice or Data or a combination of Data and Voice on a single or multi-point service.
- .9.7 The rates and charges for Network Access Registers (NARS) as specified in Section 6 of this Product Guide are required for exchange and toll network usage.
- .9.8 The "B" Voice Channel element assigns voice traffic to one of two available "B" channels on the ISDN – Basic Rate Interface Line.
- .9.9 The "B" Circuit Switched Data Channel (B-CSD) assigns circuit switched data traffic to one of two available "B" channels on the ISDN – Basic Rate Interface Line. The CSD channel will operate at speeds up to 64 Kbps for intra-business group calling only. When the CSD channel is utilized at the 56 Kbps speed, the user is able to place calls within a business group and outside the business group. Usage rates will only apply for calls to points outside the business group. Usage rates will only apply for calls to points outside the business group. If the customer desires that both available "B" lines be dedicated to CSD, then two (2) "B"-CSD Channel elements would be required.
- .9.10 The "B" Packet Switched Data Channel<sup>1</sup> dedicates a "B" channel to packet switched data<sup>1</sup>. This channel is available for business group calling only. If the customer desires that both available "B" channels be dedicated to packet switched data service, then two (2) "B" Packet Switched Data Channel elements are applicable.
- .9.11 The "D" Packet Switched Data Channel<sup>1</sup> allows the customer to utilize the "D" channel for packet switched data<sup>1</sup>. This channel is available for business group calling only. A single "D" Packet Switched Data Channel is available independent of the "B" channel configuration.
- .9.12 End User charges as specified in the End User FIA Section of the Frontier Telephone Companies Tariff FCC No. 5 apply as appropriate.
- .9.13 Presubscription of a Carrier of Preference is specified in Section 6 of the Frontier FCC No. 5 and Section 6 of the Tariff I.U.R.C. No. T-3. All secondary directory numbers will be presubscribed to the same Carrier of Preference as the customer's "primary" directory number. Access to other service providers will be via the 10XXX access code. Each Basic Rate Interface Line may have one Carrier of Preference for switched voice and one Carrier of Preference for switched data.

<sup>1</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

.10 INDIVIDUAL LINE LOOP EXTENSION

- .10.1 ISDN Individual Line Loop extension provides a physical extension of the BRI loop from approximately 18,000 feet to approximately 36,000 feet when provided from an ISDN capable central office. This physical extension is accomplished by means of a central office installed power module and an outside plant installed regenerator or U-repeater.
- .10.2 ISDN Individual Line Loop Extension Service is deployed based upon dB loss and not on specific cable footage. The equipment specifications state that a loss of up to 34dB at 40kHz in either direction from the field repeater is acceptable. The Frontier engineering practice maximum loss for an ISDN BRI loop is 38dB at 40kHz. When the customer's distance exceeds this standard, the U-repeater will be mounted within the stated range of 34dB and the customer's distance is extended another 34dB from the U-repeater installation point. Only one power module and U-repeater can be installed per BRI line.
- .10.3 The power module is designed for use only with the U-repeater and the repeater can only be used with the power module.
- .10.4 The customer will not incur a charge for the ISDN BRI Loop Extension unless the equipment is actually used.

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(N)

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

.11 RATES AND CHARGES

.11.1 Nonrecurring Charges

a. The following nonrecurring charge is in addition to any applicable service charges as described in Section 3 of this Product Guide, and/or installation provided for in other sections of this Product Guide.

	<u>Nonrecurring Charge</u>
b. Data Base Changes*	
b.1 Major Software Additions Per Hour or Fraction Thereof	\$50.00
(1) Add Customized Dialing Plan	
(2) Add Customer Requested Data Base Profile	
b.2 Routine Software Change Per Hour or Fraction Thereof	50.00
(1) Change Trunk Group	
(2) Change Non-Data-Link Attendant	
(3) Change Custom Recording	
(4) Change ARS Translations	
(5) Change Translations Tables	

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

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 (N)

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

.11 RATES AND CHARGES (Continued)

.11.1 Nonrecurring Charges (Continued)

b. Data Base Changes\* (Continued)

	<u>Nonrecurring Charge</u>
b.3 Minor Software Change	\$50.00
(1) Change Subgroup	
(2) Hunt Groups	
(3) ACD Hunt Group	
(4) Simulated Facility Group	
(5) Queuing Groups	
(6) Night Answer (UNA/PNA)	
(7) Paging/Public Address/Code Calling	
(8) Conference Calling - 8, 16, 24 Ports	
(9) Remote Access Directory Number	
(10) Authorization Code Validation	
(11) Music On Hold Access	
(12) Dictation Link Access	
(13) Standard Recording	
(14) Extended Pick Up Code	
(15) Executive Busy Override	
(16) Multi-Level Restriction	

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

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(N)

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued)

.11 RATES AND CHARGES (Continued)

.11.1 Nonrecurring Charges (Continued)

	<u>Nonrecurring Charge</u>
c. Software Reconfiguration Charge*	\$50.00

This charge applies for changes, deletions, additions for the following activities. The rate will apply on a per line, per service order basis regardless of the mix of activities. A Data Base Change Charge and a Software Reconfiguration Charge may be applicable on the same service order.

- c.1 Feature Packages
- c.2 Features Within a Feature Package
- c.3 Programmable Buttons
- c.4 Terminals

.11.2 Recurring Charges

- a. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in this Product Guide and other Company tariffs.

	<u>ISDN Access Monthly Rate</u>	<u>ISDN Multi-point Access Monthly Rate</u>
a.1 Per Access Line - Note 1		
4- 15 Lines	\$ 54.00 (I)	\$ 24.50
16- 25 Lines	22.00	24.00
26- 50 Lines	21.50	23.50
51-100 Lines	21.00	23.00
101-250 Lines	20.50	22.50
251-500 Lines	20.00	22.00

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

Note 1: May be used for Voice or Data or a combination of Data and Voice on a single or multipoint service.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

.11 RATES AND CHARGES (Continued)

.11.2 Recurring Charges (Continued)

	<u>Monthly Rate</u>
a. (Continued)	
a.2 For an ISDN - Basic Rate Interface Line Capacity (2B+D), the following channel elements apply per each channel so arranged:	
B-Voice/CSD Channel, each <sup>1</sup>	\$ 9.00
B-CSD Channel, each <sup>1</sup>	8.00
B-Voice Only Channel, each	2.00
B-Packet Switched Data Channel <sup>2</sup> , each	120.00
D-Packet Switched Data Channel <sup>2</sup> , each	15.00
a.3 The following Feature Series rates apply per Basic Rate Interface Line.	
Feature Series 1000, per line	3
Feature Series 2000, per line	3
Feature Series 3000, per line	3
Optional System Features	3

<sup>1</sup> Usage charges shown in this section for Switched Data Service will apply.

<sup>2</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

<sup>3</sup> Apply appropriate rates and charges as specified in Section 6 for Internal Communications and Call Management Features Feature Series.

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(N)



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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

.11 RATES AND CHARGES (Continued)

.11.2 Recurring Charges (Continued)

a. (Continued)

a.3 The following Feature Series rates apply per Basic Rate Interface Line. (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
EKTS Features, per line	\$25.00	\$ 6.00
EKTS Deluxe Features, per line	25.00	8.00
Attendant Services <sup>1</sup> , per line	100.00	25.00
X.25 Enhanced <sup>2</sup> Features, per line	15.00	5.00
Data 1000, per line	15.00	3.00
Data 2000, per line	15.00	5.00
a.4 Optional Data Features		
Data Direct Connect, per line	-	1.00
Data Closed User Group, per line	-	1.00
a.5 Secondary Directory Number, per line	-	.40

<sup>1</sup> Available in specific central offices.

<sup>2</sup> Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

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(N)

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

3. BASIC RATE INTERFACE (ISDN-BRI)\* (Continued) (C)

.11 RATES AND CHARGES (Continued)

.11.2 Recurring Charges (Continued)

a. (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a.6 ISDN Individual Line Loop Extension, per line*	\$50.00	\$25.00

\* The rates and charges for ISDN Individual Line Loop Extension apply in addition to all other applicable rates and charges for ISDN Basic Rate Interface Service.

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 (N)

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## DIGITAL NETWORK SERVICES

### 1. DIGITAL CHANNEL SERVICE

#### .1 GENERAL

- .1.1 Digital Channel Service is an intraexchange multifunctional digital channel service which provides network access between a customer's premises and the local serving office on a channelized basis (DSO) within a single high-capacity (DS1) digital facility.
- .1.2 Digital Channel Service is provided in capacity increments of 24 DS1 digital channels within a single DS1 facility.
- .1.3 The following types of network services as specified in other tariffs are available on a channelized basis via Digital Channel Service. These services may be furnished on a link basis across multiple jurisdictions when connected with Digital Channel Service.
  - a. Analog Voice Service (exchange lines/trunks, Internal Communications and Call Management Features, foreign exchange, off premises extensions, voice private lines, tie lines.)
  - b. Analog Data Service
  - c. Digital Data Service (2.4; 4.8; 9.6; 56 Kbps)
  - d. DS1 (1.544 Mbps) Service
  - e. Switched Data Service
- .1.4 Digital Channel Service is comprised of the following components:
  - Digital Channel Capacity
  - Service Activation
  - a. The Digital Channel Capacity, Digital Channel Activation and Service Activation will be at the rates and charges as specified in Paragraph 1.6 following.
  - b. Customers will have to select capacity in increments of 24 digital channels. Customers will be offered a Term Payment Plan of 36, 60, or 84 months.

#### .2 DIGITAL ARCHITECTURE AND DEFINITIONS

##### .2.1 Digital Architecture

Digital Channel Service differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service.

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## DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE (Continued)
  - .2 DIGITAL ARCHITECTURE AND DEFINITIONS (Continued)
    - .2.1 Digital Architecture (Continued)

The time required to provision service is known as the service date interval. The service date interval for Digital Channel Service and related network services connected to Digital Channel Service will differ from the normal guidelines applicable to end-to-end services.

Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like tie lines, off-premises 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 DS1 bit stream. Under those conditions, they will be provided as DSO channels by the Company. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superceded by the electrical specifications of the 1.544 Mbps (DS1) channel which is actually terminated. Each DSO channel provided will have identity only as a "time slot" within a DS1 channel. Compatible digital to analog conversion equipment must be provided by the customer (optional) to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer (optional).

### .2.2 Definitions

Digital Channel Capacity - A digital link DS1 is provided between the customer premises and the central office. This digital link can be used to transport switched and dedicated services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in increments of 24 Digital Channels.

Service Activation - A Service Activation is the connection between Digital Channel Service and the network service accessed.

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

DSO - The term DSO denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the GTE 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, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the GTE Technical Interface Reference Manual.

Effective: JULY 1, 2010

## DIGITAL NETWORK SERVICES

### 1. DIGITAL CHANNEL SERVICE (Continued)

#### .3 REGULATIONS

- .3.1 Digital Channel Service is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company.
- .3.2 This service is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified elsewhere in this Product Guide may be applicable.
- .3.3 Interoffice transport mileage will apply on an Individual Case Basis for a customer requested Digital Channel Service which must be provisioned in a central office other than the customer's local serving office.
- .3.4 The customer may activate any number or combination of digital channels within the limitations as set forth in Paragraph 1.3.7. Digital channels may be activated coincident with installation or at any time subsequent to Digital Channel Capacity installation. Once activated, a digital channel is subject to a minimum service period of 30 days.
- .3.5 All Digital Channel Service must be channelized in a single equipment location on a customer's premises. Digital Channel Service cannot be split between premises, or multiple locations within a premises. Tie lines or extensions (as specified elsewhere in this Product Guide) may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices. Intraexchange channel service mileage rates apply to extensions on continuous property in different buildings and/or noncontinuous property locations.
- .3.6 The regulations, rates, and charges specified in this Paragraph are applicable for the Digital Channel Service component of the customer's end-to-end service. The regulations, rates, and charges in other sections of this Product Guide and other Company Tariffs are applicable to the customer's interconnected services (i.e., tie lines, private lines, special access lines, etc.) for the non-Digital Channel Service component of the customer's end-to-end service.
- .3.7 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 necessary restrictions in total system capacities where certain types of services are channelized, i.e., some channelizing equipment may require two DSO channels per channel provided by the Company thereby reducing the basic system stated capacity substantially. The Company will notify the customer when the Digital Channel Capacity is affected.

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## DIGITAL NETWORK SERVICES

### 1. DIGITAL CHANNEL SERVICE (Continued)

#### .3 REGULATIONS (Continued)

- .3.8 Central Office channelization (component of Digital Channel Capacity) generally provides analog to digital conversion to permit individual exchange services and private line channel services to be transported over digital high capacity facilities. This channelization is also intended for use at Company or customer designated locations where different high capacity digital network links terminate in the same Central Office and must be converted to individual analog or digital channels before individual service links can be cross-connected. Digital Channel Capacities are provided in groups of 24 Digital (DSO) channels, and are subject to the limits as set forth in Paragraph 1.3.7.
- .3.9 The termination of this channelization will be in a single equipment location on a customer's premises. The customer must provide suitable floorspace, controlled environment, and a source of nonswitched 120 volt 60 Hz AC power to support this service. Emergency backup power and ring generating equipment capabilities are available for an extra charge on an individual case basis.
- .3.10 Channelization on a customer's premises may be provided by the customer or the Company. Provisioning of channelized services introduces joint responsibilities between the customer and the Company as specified following:
  - a. Responsibilities of the Company:
    - a.1 The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.
    - a.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.
    - a.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.
    - a.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.
    - a.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.
    - a.6 Digital synchronization timing for Digital Channel Service will be provided by the Company.

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## DIGITAL NETWORK SERVICES

### 1. DIGITAL CHANNEL SERVICE (Continued)

#### .3 REGULATIONS (Continued)

##### .3.10 (Continued)

##### b. Responsibilities of the Customer:

- b.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.
- b.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:

The Company will assist the customer in resolving any installation or day-to-day channel service problems. However, the Company does not assume responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in Premises Visit Charge, as set forth in Paragraph 1.5.2b.3, to the customer.

- .3.11 The technical specifications and standard network interfaces for DS1 and associated channelized services are stated in Section 7000 of the GTE Technical Interface Reference Manual. Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.
- .3.12 Low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer on an individual case basis.
- .3.13 When a customer's Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the local monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this Paragraph. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work. The adjustment is subject to liability provisions stated elsewhere in this Product Guide.



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## DIGITAL NETWORK SERVICES

### 1. DIGITAL CHANNEL SERVICE (Continued)

#### .4 APPLICATION OF RATES

- .4.1 Three basic rate elements; Digital Channel Capacity, Digital Channel Activation, and Service Activation are applicable to each Digital Channel Service.
- .4.2 The Digital Channel Capacity element provides for the transport and the central office channelization. Digital Channel Capacity is offered with 36, 60, or 84 month Term Payment Plan periods.
- .4.3 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 DS1 services, a DS1 Service Activation charge is applicable. In addition, a network access charges as described in 1.4.5 may apply.
- .4.4 Monthly rates and charges as specified in Paragraph 1.6 for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point in time.
- .4.5 Exchange and long-distance calling is provided within Digital Channel Service via network access charges at the rates and charges specified in Paragraph 1.6.4 and 1.6.5. A network access charge will apply to each Service Activation that utilizes basic exchange access from the local serving office, except foreign exchange service. The network access charges when utilized for Internal Communications and Call Management Features will be ordered and billed as set forth in Section 6 of this Product Guide. This charge is in addition to all other applicable Digital Channel Service charges.
- .4.6 Rates and charges specified in other Sections for services such as Custom Calling features, etc., are in addition to the monthly rates for Digital Channel Service. End User Subscriber Line charges are applicable to Digital Channel Service.
- .4.7 The rates and charges for other services connected or extended beyond Digital Channel Service (i.e., off-premises stations, tie lines, private lines, special access services, etc.) are in addition to the rates specified in this Section for the Digital Channel Service portion necessary to provide the customer's end-to-end service. This will also apply to Nonrecurring Charges and Service Connection Charges as specified in this Product Guide and other Company Tariffs for activities involving the non-Digital Channel Service portion of the customer's end-to-end service.

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## DIGITAL NETWORK SERVICES

### 1. DIGITAL CHANNEL SERVICE (Continued)

#### .4 APPLICATION OF RATES (Continued)

- .4.8 Digital Channel Capacity is available under Term Payment Plans only for rate periods of 36 months, 60 months, or 84 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).
- 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. Digital Channel Activation charges are available only on a month-to-month basis.
  - c. Service Activation charges are available on a month-to-month basis.
  - d. Individual network services (switched or dedicated) that are connected to Digital Channel Service, are not available under the Term Payment Plan rate stability provisions. Those services are subject to their standard tariff provisions and minimum service periods as appropriate.
- .4.9 At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan or on a month-to-month basis. Rates for service under these options will be the current rates as specified in this Paragraph.
- .4.10 In the event Digital Channel Service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 2 of this Product Guide.
- .4.11 Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified in Paragraph 1.5.2b.5. Charges as specified in Paragraph 1.5.2b.6 will apply.
- .4.12 Unless specified herein, the Regulations contained elsewhere in this Product Guide and other Company Tariffs are applicable to Digital Channel Service. These Regulations include but are not limited to:
- Cancellation of service
  - Application for service
  - Payment Arrangements
  - Limitation of Liability
- .4.13 Should customers request interconnection between different Digital Channel Services provisioned in two or more different local serving offices, interoffice transport mileage rates will be provided on an Individual Case Basis. This charge will apply in addition to Digital Channel Service charges.

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## DIGITAL NETWORK SERVICES

### 1. DIGITAL CHANNEL SERVICE (Continued)

#### .5 TYPES OF RATES AND CHARGES

There are two basic types of rates and charges that apply to Digital Channel Service; monthly rates and nonrecurring charges. The rates and charges are described as follows:

##### .5.1 Monthly rates

- a. Monthly rates are recurring charges that apply each month or fraction thereof that Digital Channel Service is provided. For billing purposes, each month is considered to have 30 days.

##### .5.2 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.

- b. Service Ordering Charges

- b.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. This charge also applies to subsequent orders received to establish additional Digital Channel Capacity(s).

- b.2 Service Change Charge

This charge applies on a per Digital Channel Capacity (increments of 24 channels) basis associated with a customer request for modifications to an existing Digital Channel Service. This would include activities such as but not limited to:

- customer's inside move.
- change of associated channel assignment.
- additions of supplemental features
- activate/deactivate Service Activations

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## DIGITAL NETWORK SERVICES

### 1. DIGITAL CHANNEL SERVICE (Continued)

#### .5 TYPES OF RATES AND CHARGES (Continued)

##### .5.2 Nonrecurring Charges (Continued)

###### b. Service Ordering Charges (Continued)

###### b.3 Premises Visit Charge

This charge applies on a per visit basis for the termination or rearrangement on a customer's premises. Only one charge applies when more than one channel is terminated or rearranged at the same customer premises at the same time.

This charge also applies to inside moves as specified in 1.5.2b.6. This charge also applies when the Company is dispatched to a customer premises caused by customer equipment troubles as stated in Paragraph 1.3.10.

###### b.4 Installation of Digital Channel Service

These are nonrecurring charges associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities. These charges apply at initial installation and for additional terminations to existing service.

In addition to these charges, the appropriate Service Ordering Charge will apply.

###### b.5 Service Rearrangements

Service Rearrangements are changes to existing (installed) services which may be administrative only in nature or involve an actual physical change to the service.

In cases where multiple service rearrangements or an additional termination or a move and a rearrangement are requested by the customer, the total charge will never exceed the full nonrecurring charge for the initial service.

- Changes in ownership or transfer of responsibility from one customer to another at the same location with no physical change to the service will incur Service Establishment Charge per service, per change.
- Changes in the physical location of the point of termination are treated as Moves which are described and charged for as set forth in Paragraph 1.5.2b.6.

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DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE (Continued)

.5 TYPES OF RATES AND CHARGES (Continued)

.5.2 Nonrecurring Charges (Continued)

b. Service Ordering Charges (Continued)

b.6 Moves

A move involves a change in the physical location of the point of termination at a customer's premises. The charge for the move depends on whether the move is within the same customer's premises (same address and/or same building) or to a different customer's premises (different address and different building).

- Inside Move - the move is to a new point within the same customer's premises. The charge for the move will be the Service Change Charge, Premises Visit Charge, plus an amount equal to one half the nonrecurring charge per Digital Channel Capacity (per group of 24 Digital Channels) termination(s) affected.

- Outside Move - the move is to a different customer premises. The Service Establishment Charge will apply plus all applicable nonrecurring charges.

.6 RATES AND CHARGES

.6.1 Nonrecurring Charges

a. Service Ordering Charges

	<u>Nonrecurring Charge</u>
a.1 Service Establishment Charge, Per Digital Channel Service Initial.....	\$300.00
a.2 Service Change Charge, Per Digital Channel Service Each ..... (increment of 24 channels)	75.00
a.3 Premises Visit Charge, Per Visit, Each .....	14.10

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DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE (Continued)

.6 RATES AND CHARGES (Continued)

.6.2 Digital Channel Capacity

The rates for Digital Channel Capacity without activated services are as follows:

	<u>Monthly Charge</u>	<u>Nonrecurring Charge</u>
a. 36 Month Term		
First 24 Channels .....	\$ 155.00	\$ 250.00
Each Add'l 24 Channels .....	155.00	250.00
672 Channel System .....	2,150.00	7,000.00
Each Add'l 672 Channel System .....	2,150.00	7,000.00
b. 60 Month Term		
First 24 Channels .....	135.00	250.00
Each Add'l 24 Channels .....	135.00	250.00
672 Channel System .....	2,050.00	7,000.00
Each Add'l 672 Channel System .....	2,050.00	7,000.00
c. 84 Month Term		
First 24 Channels .....	125.00	250.00
Each Add'l 24 Channels .....	125.00	250.00
672 Channel System .....	2,000.00	7,000.00
Each Add'l 672 Channel System .....	2,000.00	7,000.00

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DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE (Continued)

.6 RATES AND CHARGES (Continued)

.6.3 Service Activations

	Nonrecurring <u>Charge</u>	Month to <u>Month</u>
a. Per network service		
a.1 Analog Service..... Exchange Line/Trunk Internal Communications and Call Management Features	-0-	\$ 4.00
a.2 Foreign Exchange, Off Premises Extension, Private Line, Tie Line .....	-0-	12.50
a.3 Digital Data Service .....	-0-	40.00
2.4 Kbps, 4.8 Kbps, or 9.6 Kbps		
a.4 Digital Data Service .....	-0-	44.00
56 Kbps		
a.5 DS1 Service.....	-0-	75.00
(1.544 Mbps)		
a.6 Switched Data Service ....	-0-	10.00
(1) Multiline with DID and DOD.....	-0-	10.00
(2) Internal Communications and Call Management Features	-0-	(10.00)

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DIGITAL NETWORK SERVICES

1. DIGITAL CHANNEL SERVICE (Continued)

.6 RATES AND CHARGES (Continued)

.6.4 Network Access (former GTE exchanges)

	<u>Monthly Rate</u>
a. Network Access, each.....	
Rate Group 1 .....	18.50
Rate Group 2 .....	22.50
Rate Group 3 .....	30.00
Rate Group 4 .....	40.00
Rate Group 5 .....	45.00

.6.5 Network Access (former Contel exchanges)

	<u>Monthly Rate</u>
a. Network Access, each.....	
Rate Schedule 1 .....	70.00*
Rate Schedule 2 .....	45.00
Rate Schedules 3 thru 7 .....	30.00
Rate Schedules 8 and 9 .....	7.00

\* Applies to all former Alltel exchanges



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## DIGITAL NETWORK SERVICES

### 2. LAN SERVICE

#### .1 GENERAL

- .1.1 Lan Service is a group of high speed, fiber optic based services that provide connectivity at and transport between two or more customer designated locations (CDLs) served by one, two, or more serving wire centers (SWCs) connected to one or more Telephone Company fiber optic systems.
- .1.2 The Lan Service features shown herein, may be used to provide the digital facility for the Digital Channel Service offering as specified in this Product Guide.
- .1.3 Lan Service Transport is nondistance sensitive and is provided for a monthly flat rated recurring charge per transport facility.
- .1.4 Lan Service is available to all customers in the Telephone Company serving areas in which fiber optic systems are deployed. A list of the fiber optic systems, including a list of the SWCs interconnected to each system and where Lan Service is available, will be provided upon request.
- .1.5 Lan Service consists of the following services:
  - Lan DS-1 Service
  - Lan DS-3 Service
  - Lan Ethernet (IEEE 802.3) Service
  - Lan Token Ring (IEEE 802.5) Service

#### .2 DEFINITIONS

Customer Designated Location - The term "Customer Designated Location" (CDL) denotes a location specified by the customer for the purpose of terminating network or switched access services.

DS-1 - The term "DS-1" 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 Telephone Company equipment. The required format and interface specifications are stated in Section 7000 of the GTE Technical Interface Reference Manual.

DS-3 - The term "DS-3" denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 44.736 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. The required format and interface specifications are stated in Section 7000 of the GTE Technical Interface Reference Manual. DS-3 facilities are provided on fiber optic transmission medium.

Fiber Optic System - The term "Fiber Optic System" denotes a group of Telephone Company central offices connected by fiber optic facilities.

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## DIGITAL NETWORK SERVICES

### 2. LAN SERVICE (Continued)

#### .2 DEFINITIONS (Continued)

Lan DS-1 Service - The term "Lan DS-1 Service" denotes the termination and transport of a DS-1 at and between two or more CDLs, where the serving wire center(s) (SWCs) of the respective CDLs to be interconnected are located on and interconnected by one or more Telephone Company fiber optic systems. Lan DS-1 Service is only provided with DS-1 channel facilities derived from a DS-3 channel provided over fiber optic facilities and with fiber multiplexing equipment. Lan DS-1 Service may only terminate at those locations where the DS-3 from which it is derived terminates.

Lan DS-3 Service - The term "Lan DS-3 Service" denotes the termination and transport of a DS-3 at and between two or more CDLs, where the SWCs of the respective CDLs to be interconnected are located on and interconnected by one or more Telephone Company fiber optic systems. The link between the CDL and the SWC of the CDL may only consist of fiber optic facilities.

Lan Ethernet Service - The term "Lan Ethernet Service" denotes a LAN-to-LAN transport service for interconnecting IEEE 802.3 LANs with data rates up to 10 Mbps and data transmission at native speed and native protocol. This service is distance limited to a -31 db system loss. Lan Ethernet Service can be a point-to-point or a multi-point service with up to eight (8) nodes. The serving wire centers of the LANs to be interconnected must be located on and interconnected one or more Telephone Company fiber optic systems. The interoffice transport on the fiber optic system is flat rated, nondistance sensitive, and is provided at a 10 Mbps level. The link between the customer designated location and the serving wire center of the CDL may only consist of fiber optic facilities.

Lan Token Ring Service - The term "Lan Token Ring Service" denotes a LAN-to-LAN transport service for interconnecting IEEE 802.5 LANs with data rates of 4 Mbps or 16 Mbps and data transmission at native speed and native protocol. This service is distance limited to a -31 db system loss. Lan Token Ring Service can be a point-to-point or a multipoint service with up to eight (8) nodes. The serving wire centers of the LANs to be interconnected must be located on and interconnected by one or more Telephone Company fiber optic systems. The interoffice transport on the fiber optic system is flat rated, nondistance sensitive, and is provided at a 16 Mbps level. The link between the customer designated location and the serving wire center of the CDL may only consist of fiber facilities.

Network Interface - The term "Network Interface" denotes the point of electrical interconnection on the customer designated location between the Company's network communications facilities and the customer's terminal equipment.

Network Node - The term "Network Node" denotes the Telephone Company provided electronic equipment that converts the electrical signal delivered at the Network Interface to an optical signal.

OC-3 - The term "OC-3" denotes a SONET optical carrier channel facility. OC-3 channels provide high speed synchronous optical fiber based full duplex data transmission capabilities operating at a terminating bit rate of 155 Mbps. An OC-3 channel has a capacity of 84 DS-1s or three DS-3s.

## DIGITAL NETWORK SERVICES

### 2. LAN SERVICE (Continued)

#### .2 DEFINITIONS (Continued)

SONET - The term "SONET" (Synchronous Optical Network) denotes a family of fiber optic transmission bit rates starting at 51.84 Mbps, designed to provide the flexibility needed to transport many digital signals with different capacities. SONET defines an optical interface standard with optical line bit rates known as Optical Carrier (OC) signals. The OC signals are electrically defined synchronous transport signals. The base synchronous transport signal rate is 51.84 Mbps (OC1) and higher rate groupings are multiples of the OC1 base rate. SONET transmission equipment allows easy access to low speed signals such as DS-0, DS-1, and DS-3 without multi-stage multiplexing and demultiplexing.

#### .3 REGULATIONS

- .3.1 Lan Service is available only where technical capabilities permit.
- .3.2 Lan Service will only be used to interconnect customer locations located within the same exchange.
- .3.3 The network point of demarcation for Lan Service is on the electrical side of the Telephone Company provided Network Interface at the customer premises. The customer is responsible for providing all facilities and cabling necessary to connect customer equipment to the network interface.
- .3.4 It is the customer's responsibility to ensure that the customer's equipment provides industry standard electrical signals compatible with Lan Service transport transmission.
- .3.5 When Lan DS-1 Service, Lan DS-3 Service, Lan Ethernet Service, or Lan Token Ring Service is extended more than 2,000 feet from currently existing fiber optic facilities, special construction charges will apply. These extensions may only utilize fiber optic facilities.

#### .4 APPLICATION OF RATES

##### .4.1 There are four Lan Service rate element categories:

- Lan CDL Connect
- Lan CO Connect
- Lan Transport
- Lan Service Activation

##### .4.2 Lan CDL Connect

- a. The Lan CDL Connect provides the basic platform for customer access to the Company's Lan. The Lan CDL Connect element provides the Network Node at the point of demarcation at the CDL and provides the fiber optic link between the CDL and the SWC of the CDL.
- b. The Lan CDL Connect elements are provided for use with the Lan Service offering. The Lan Connect elements may also be provided for use with Digital Channel Service, as set forth in this Product Guide.

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## DIGITAL NETWORK SERVICES

### 2. LAN SERVICE (Continued)

#### .4 APPLICATION OF RATES (Continued)

##### .4.2 Lan CDL Connect (Continued)

- c. There are two Lan CDL Connect rate elements:
  - Lan DS-3 CDL Connect
  - Lan OC-3 CDL Connect
- d. A nonrecurring charge (NRC) and a flat rated monthly recurring charge (MRC) for each selected Lan CDL Connect element will apply for each CDL at which an individual Lan Service terminates.
- e. The Lan CDL Connect elements are offered as an Optional Payment Plan (OPP) of 3, 5, or 7-year. A nonrecurring charge does not apply when the customer subscribes to a 7-year OPP.
- f. The Lan DS-3 and OC-3 CDL Connect elements may be used to provide DS-1 digital facilities to connect the customer's premises and its local serving wire center. (See Digital Channel Service in this Product Guide.) One MRC, for either the Lan DS-3 CDL Connect element or the Lan CDL Connect element, will apply each time either element is used to link the customer's premises or CDL with the SWC.
- g. In addition to the Lan CDL Connect nonrecurring charges, appropriate Special Access Ordering Charge(s), as shown in Tariff I.U.R.C. No. T-3, will apply.

##### .4.3 Lan CO Connect

- a. The Lan CO Connect element provides the capability to connect DS-1 Special Access Lines (SALs) from Tariff I.U.R.C. No. T-3 to Lan Transport.
- b. The Lan DS-1 CO Connect rate element applies in lieu of the DS-1 Special Transport Termination rate element as specified in Tariff I.U.R.C. No. T-3.
- c. The Lan DS-1 CO Connect rate element is offered on a month-to-month basis.
- d. In addition to the Lan DS-1 CO Connect flat rated MRC, appropriate Special Access Ordering Charge(s), as shown in Tariff I.U.R.C. No. T-3, will apply.

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## DIGITAL NETWORK SERVICES

### 2. LAN SERVICE (Continued)

#### .4 APPLICATION OF RATES (Continued)

##### .4.4 Lan Transport

- a. The Lan Transport element is a flat-rated monthly recurring charge (MRC) that provides for the interoffice transport between SWCs on Company defined Lan. Lan Transport varies by bandwidth and Lan Transport flat rated MRCs are based on bandwidth capacity.
- b. Lan Transport is provided in and rated for the following bandwidths:
  - 1.544 Mbps
  - 10 Mbps
  - 16 Mbps
  - 44.736 Mbps
  - 155 Mbps
- c. One Lan Transport MRC applies for each specific amount of bandwidth provided on each Lan.
- d. Lan Transport is offered as an Optional Payment Plan (OPP) of a 3, 5 or 7 year.
- e. When an individual Lan Service terminates at CDLs that have the same SWC, Lan Transport charges will not apply.
- f. When a Lan Service terminates on two or more Lan, one Lan Transport MRC applies for each specific amount of bandwidth for each Lan traversed.
- g. Lan Transport is available only to customers subscribing to Lan CDL Connect, Lan CO Connect or DS-1 SALs from Tariff I.U.R.C. No. T-3.
- h. Appropriate Special Access Ordering Charge(s), as shown in Tariff I.U.R.C. No. T-3, will apply in addition to Lan Transport MRC(s) for any increases in the Lan Transport bandwidth capacity.

##### .4.5 Lan Service Activation

- a. The Lan Service Activation element provides the ability to terminate the network signal at the Network Node at the CDL and to convert that signal for the customer's use. There are four Lan Service Activations, one for each Lan Service. They are:
  - Lan DS-1 Service Activation
  - Lan DS-3 Service Activation
  - Lan Ethernet Service Activation
  - Lan Token Ring Service Activation

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## DIGITAL NETWORK SERVICES

### 2. LAN SERVICE (Continued)

#### .4 APPLICATION OF RATES (Continued)

##### .4.5 Lan Service Activation (Continued)

- b. All the Lan Service Activation elements are provided for use with the Lan Service offering. The Lan DS-1 Service Activation element and the Lan DS-3 Service Activation element may also be provided for use with Digital Channel Service as set forth in this Product Guide.
- c. Lan Service Activation is offered as an Optional Payment Plan (OPP) of a 3, 5 or 7 year.
- d. Customers may order varying combinations of Lan Services in conjunction with either the Lan DS-3 CDL Connect element or the Lan OC-3 CDL Connect element. The type of Lan Service Activation must agree with the type of Lan Service ordered.
- e. One Lan Service Activation flat rated MRC will apply for each CDL at which an associated Lan Service terminates. When additional Lan Services are added without the requirement for additional Lan Connect (CDL or CO) or additional Lan Transport, the Lan Service Activation nonrecurring charge will apply in addition to the Lan Service Activation MRCs for the additional Lan Services added.
- f. When Lan DS-3 or OC-3 CDL Connect elements are used to provide DS-1 digital facilities connecting the customer's premises (or CDL) to the SWC via Digital Channel Service, a Lan DS-1 Service Activation applies for each DS-1 activated.
- g. Lan Service Activations are not required when customers order Lan DS-1 CO Connect and Lan Transport to connect DS-1 SALs to Lan Transport.
- h. The Lan Service Activation-Additional nonrecurring charge (NRC) applies for service activations that are ordered subsequent to the initial installation of Lan Service.
- i. In addition to the Lan Service Activation-Additional nonrecurring charges, appropriate Special Access Ordering Charge(s), as shown in Tariff I.U.R.C. No. T-3, will apply.
- j. The minimum service period for Lan Service is three years (36 months). Lan DS-1 Service may be ordered under a three (3) or five (5) year Optional Payment Plan. Lan DS-3 Service, Lan Ethernet Service and Lan Token Ring Service may be ordered under a three (3), five (5), or seven (7) year Optional Payment Plan (OPP). Any OPP for any of these services is subject to an OPP Termination Liability Charge as specified in .4.5n. following. At any point during the time period for the selected OPP, the customer may convert the existing OPP to a different OPP with an available time period greater than the time period of the existing OPP, without penalty. At the end of the time period for the selected OPP, the customer may:
  - Convert to a new three, five, or seven year OPP without incurring a nonrecurring charge, or
  - Continue at the completed OPP's rate on a month-to-month basis, or
  - Discontinue service.

Effective: JULY 1, 2010

## DIGITAL NETWORK SERVICES

### 2. LAN SERVICE (Continued)

#### .4 APPLICATION OF RATES (Continued)

##### .4.5 Lan Service Activation (Continued)

- k. If, at the end of an OPP, the customer does not notify the Telephone Company of his or her acceptance of one of the above options, the Telephone Company will continue to bill the customer at the completed OPP's rate on a month-to-month basis.
- l. When a customer orders additional Lan Services whose functioning depends on other Lan Services installed on an earlier order, the following applies:
  - l.1 The OPP time period for the additional services must be equal to or shorter than the remaining OPP time period for the Lan Services installed earlier, or
  - l.2 The OPP time period for the Lan Services installed on an earlier order may be extended to be equal in length with the OPP time period for the additional services.
- m. Where technical capabilities and facilities exist, existing DS-1 services provided with conventional facilities, may be replaced with Lan DS-1 Service. When an existing DS-1 service provided on a month-to-month basis is converted to Lan DS-1 Service, the customer may subscribe to Lan DS-1 under a three (3), or five (5) year OPP.

When existing DS-1 services provided with conventional facilities under an OPP with a given time period are converted to Lan DS-1, the customer may subscribe to Lan DS-1 under one of the available OPPs that is equal to or greater than the time period of the existing OPP without paying any Termination Liability Charge associated with the existing OPP. However, no credit for monthly payments made under the existing OPP will extend to the new OPP.
- n. The Termination Liability Charge will apply when any portion of any of the Lan Services is terminated prior to the completion of the selected OPP for the portion terminated, unless that portion terminated is replaced with a service whose monthly recurring charge is equal to or greater than that of the service terminated. The Termination Liability Charge will be calculated based on the sum of the monthly payments remaining under the customer's OPP, adjusted to the net present value of that sum at the date of termination. The Termination Liability Charge is due in full at the date of termination.
- o. Under the three (3) and five (5) year OPP, a nonrecurring charge applies to the first and each additional Lan Connect established. Nonrecurring charges may be paid in three equal monthly installments.
- p. Monthly recurring charges apply to each Lan Connect, Lan Transport, and each Lan Service Activation rate element.

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DIGITAL NETWORK SERVICES

2. LAN SERVICE (Continued)

.5 RATES AND CHARGES

.5.1 Nonrecurring Charges

	<u>3 Year OPP</u>	<u>5 Year OPP</u>
a. Lan Connect		
DS-3	\$3,000.00	\$1,500.00
OC-3	3,000.00	1,500.00
Lan Service Activation	\$100.00	

.5.2 Monthly Recurring Charges

	<u>3 Year OPP</u>	<u>5 Year OPP</u>	<u>7 Year OPP</u>
a. Lan Connect			
DS-1 CO Connect	\$ 60.00	\$ 60.00	\$ 60.00
DS-3	1,400.00	1,300.00	1,200.00
OC-3	1,850.00	1,650.00	1,550.00
b. Lan Transport			
1.544 Mbps	90.00	80.00	70.00
10 Mbps	400.00	350.00	300.00
16 Mbps	600.00	525.00	450.00
44.736 Mbps	975.00	875.00	800.00
155 Mbps	2,410.00	2,200.00	1,950.00
c. Lan Service Activation			
DS-1	55.00	50.00	45.00
DS-3	180.00	160.00	150.00
Ethernet	500.00	450.00	400.00
Token Ring	500.00	450.00	400.00



Effective: JULY 1, 2010

## DIGITAL NETWORK SERVICES

### 3. DIGITAL SERVICE-VOICE TRUNK SERVICE

#### .1 GENERAL

- .1.1 Digital Service-Voice Trunk Service is an intraexchange multifunctional digital service, which provides network access between a customer's premises and the local serving office on a channelized basis (DS0) within a single high capacity (DS1) digital facility.
- .1.2 Digital Service-Voice trunking is provided in capacity increments of 24 DS0 Channels within a single DS1 facility. The following types of network services may be available on a channelized basis via Digital Service-Voice trunking.
  - Analog Voice Service (local exchange lines, PBX trunks, Internal Communications and Call Management Features lines, Internal Communicatinos, System and Call Managment Feature features, foreign exchange, off premises extensions and voice grade private lines),
  - Dedicated Access (56, 64, 128, 256, 384, 512 and 768 Kbps),
  - Digital Data Service (2.4, 4.8, 9.6, 19.2, 56, and 64 Kbps).
- .1.3 Digital Service-Voice Trunk Service is available on a digital basis at the network interface at the customer's premises. Analog voice services, Digital Data Services, and Dedicated Access Services are provided to the customer's premises by the Company, encoded as a DS1 bit stream. Each digital channel provided will have identity only as a time slot within a DS1 signaling stream. In cases where the customer does not order the Customer Premises Based Channelization Service Option as a part of the Digital Service-Voice Trunk Service, compatible conversion equipment must be provided by the customer including any Channel Service Units (CSUs).
- .1.4 Digital Service-Voice Trunk Service is comprised of the following options:
  - Option 1 - Central Office Based Channelization Service
  - Option 2 - Customer Premises Based Channelization Service
- .1.5 Multi-Jurisdiction provides connectivity between the customer's serving central office and the point-of-presence while Digital Service-Voice provides connectivity between the customer's premises and central office. Multi-Jurisdiction is available for both intraoffice and interoffice channel access service. Service activation is for each digital channel the customer chooses to activate with the digital channel network functionality at the central office. Multi-Jurisdictional Service Activation permits the provisioning of interconnected services on an intrastate or interstate basis.

#### .2 REGULATIONS

- .2.1 Digital Service-Voice Trunk Service is available only where facilities and conditions permit. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- .2.2 Digital Service-Voice Trunk Service arrangements must have at least one DS1 equivalent Digital Service-Voice trunk capacity activated. The total number of Digital Service-Voice trunk channels activated by the customer may not at any time exceed the total Digital Service-Voice trunk capacity.
- .2.3 All Digital Service-Voice Trunk Service must be channelized in a single equipment location on the customer's premises; channelization may be provided by the customer or the Company. The Digital Service-Voice Trunk Service can be split among multiple customer locations, provided that each location is served by one or more separate DS1 capacity Digital Service-Voice Trunk(s).

Effective: JULY 1, 2010

## DIGITAL NETWORK SERVICES

### 3. DIGITAL SERVICE-VOICE TRUNK SERVICE (Continued)

#### .2 REGULATIONS (Continued)

- .2.4 Additionally, there are some necessary restrictions in the total system capacities where certain types of services are channelized, i.e. some channelizing equipment may require two DS0 channels per channel provided by the Company thereby reducing capacity to some degree. The Company will notify the customer when the Digital Service-Voice Trunk capacity is affected by the choice of Service Activation.
- .2.5 Digital Service-Voice Trunk Capacity is offered with 12, 24, 36 or 60 month term commitment periods, with DS1 equivalent Digital Service-Voice Trunk or 24 DS0 channel increments. The rates established for Digital Service-Voice Trunk Capacity apply on a monthly basis for the duration of the whole term, regardless of the number of Digital Service-Voice Trunk channels that are actually activated by the customer at any point in time. The customer may order additional Digital Service-Voice Trunk Capacity during a term period. The expiration date of the additional capacity will be the same date as the original term period.
- .2.6 Digital Service-Voice Trunk Service Activation charges are available only on a month-to-month basis for each digital channel (DS0) activated within the Digital Service-Voice Trunk Capacity limits. The Service Activation charges are applicable for each network service (switched or dedicated; voice or data) required by the customer.
- .2.7 In case the customer orders Digital Service-Voice Customer Premises Based Channelization Service (Option 2), the service will be installed on the customer's premises. The customer must provide suitable floor space, controlled environment and a source nonswitched 120 volt 60 Hz AC power within four feet of the demarcation point to support the service. Emergency backup power capabilities are not included. The customer has the option to support premises channelization with CPE devices.
- .2.8 The customer may order any combination of Option 1 and/or Option 2 Trunk Capacity and Service Activation capabilities, provided that the number of Option 1 and Option 2 Service Activations are within the trunk capacity limits that the customer specified under the respective Option.
- .2.9 In the event Digital Service-Voice Trunk Service is terminated by the customer prior to the completion of the current term commitment period, the customer shall be liable for payment of the termination liability charges as set forth in Section 2 of this Product Guide.
- .2.10 Multi-Jurisdiction – The maximum number of channels that can be activated is equal to the customer's digital channel capacity. The intraoffice and interoffice service activations are incremental to the number of local exchange access lines, Internal Communications and Call Management Features, foreign exchange, off-premises extensions, private lines, tie lines, digital data service, and dedicated access service. The number of multi-jurisdiction activations cannot exceed the number of Digital Service-Voice Trunk Service activations.
- .2.11 An Initial Order Charge as specified in Section 3 of this Product Guide is applicable when Digital Service-Voice is established. When a customer orders additional Digital Service-Voice channels, requests moves within his present system, or makes changes to his present system on a subsequent order, the Digital Service-Voice Service Order Charge as specified in Paragraph 3.3.4 shall apply. When the customer moves to a different address, it will be treated as a disconnection of the service and an installation of a new service.

Effective: JULY 1, 2010

DIGITAL NETWORK SERVICES

3. DIGITAL SERVICE-VOICE TRUNK SERVICE (Continued)

.3 RATES AND CHARGES

.3.1 Option 1 - Central Office Based Channelization

	<u>Monthly Rate</u>
a. Digital Service-Voice Trunk Capacity, per DS1 equivalent	
12 Month Term	\$ 225.00
24 Month Term	200.00
36 Month Term	180.00
60 Month Term	150.00
b. Digital Service-Voice Trunk Service Activation	
b.1 Analog Line/Trunk/ Internal Communications and Call Management Features	
Month-to-Month	11.25
12 Month	11.25
24 Month	9.25
36 Month	9.25
60 Month	8.25
Communications System Features <sup>1</sup>	6.50
b.2 Dedicated Access	
56 or 64 Kbps	3.00
128 Kbps	10.00
256 Kbps	10.00
384 Kbps	10.00
512 Kbps	10.00
768 Kbps	10.00
b.3 Digital Data Service	
2.4, 4.8, 9.6, 19.2, 56 & 64 Kbps	3.00
b.4 Multi-Jurisdiction Access <sup>2</sup>	
IntraOffice Channel Access, per DSO	3.00
InterOffice Channel Access ,per DSO	7.00

<sup>1</sup> The monthly rate for Communications System Features is in addition to the Analog Line monthly rate. Communications System Features Service is not available on trunks.

<sup>2</sup> The Multi-Jurisdiction Service Activation rate is applied in addition to each Digital Service-Voice Trunk Service Activation rate when the customer selects a multi-jurisdiction option.

Effective: JULY 1, 2010

DIGITAL NETWORK SERVICES

3. DIGITAL SERVICE-VOICE TRUNK SERVICE (Continued)

.3 RATES AND CHARGES (Continued)

.3.2 Option 2 - Customer Premises Based Channelization

	<u>Monthly Rate</u>
a. Digital Service-Voice Trunk Capacity, per DS1 equivalent	
12 Month Term	\$ 300.00
24 Month Term	285.00
36 Month Term	275.00
60 Month Term	260.00
b. Digital Service-Voice Trunk Service Activation	
b.1 Analog Line/Trunk/ Internal Communications and Call Management Features	
Month-to-Month	21.25
12 Month	21.25
24 Month	19.25
36 Month	19.25
60 Month	18.25
Communications System Features <sup>1</sup>	6.50
b.2 Dedicated Access	
56 or 64 Kbps	3.00
128 Kbps	15.00
256 Kbps	15.00
384 Kbps	15.00
512 Kbps	15.00
768 Kbps	15.00
b.3 Digital Data Service	
2.4, 4.8, 9.6, 19.2, 56 & 64 Kbps	3.00

.3.3 Number Block for DID for either Option 1 or Option 2 <sup>2</sup>

a. 25 Number Block, each Block	10.00
b. 100 Number Block, each Block	40.00

3.4 Digital Service-Voice Service Order Charge for moves, additions or changes, per Order <sup>4</sup>	<u>Nonrecurring Charge</u> <sup>3</sup> \$150.00
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<sup>1</sup> The monthly rate for Communications System Features is in addition to the Analog Line monthly rate. Communications System Features Service is not available on trunks.

<sup>2</sup> DID rates as specified elsewhere in this Product Guide are not applicable in addition to these rates.

<sup>3</sup> An Initial Order Charge as specified in Section 3 of this Product Guide is applicable when Digital Service-Voice Trunk Service is established.

<sup>4</sup> Service Charges as specified in Section 3 of this Product Guide are not applicable in addition to this charge.

Effective: JULY 1, 2010

## DIGITAL NETWORK SERVICES

### 4. MULTI-MEDIA DATA SERVICE (MMDS)

#### .1 GENERAL

.1.1. Multi-Media Data Service (MMDS) is a fiber optic based group of high speed data and video services for intraexchange and interexchange use within a LATA.

.1.2. MMDS will support the following types of data and/or video services <sup>1</sup>:

- Ethernet (IEEE 802.3)
- Token Ring (IEEE 802.5)
- IBM 3270
- V.35
- RS449/422
- Non-Framed DS1
- Single Channel Broad Band Video (NTSC/RS250B)

#### .2 REGULATIONS

.2.1. MMDS service is only offered where fiber optic transmission facilities are available and service is technically feasible. Where service can be provided but not within the normal provisioning of service, any additional costs associated with providing this service will be subject to Special Construction Charges.

.2.2. MMDS providing IBM 3270 connectivity is limited to customer locations served by the same serving wire center.

.2.3. MMDS service will only be used to interconnect customer locations within the same LATA.

.2.4. The network demarcation point for MMDS is on the electrical side of the Company provided network interface on the customer premises. The customer is responsible for providing all facilities and cabling necessary to connect customer equipment to the network interface.

.2.5. It is the customer's responsibility to ensure that the customer's equipment provides industry standard electrical signals for MMDS transmission.

.2.6. A Link, whether First, Additional, or Video is a transport over MMDS facilities between the Company's wire center and each customer designation location (CDL).

.2.7. The First Data Link is required in order to provide MMDS to a CDL. An Additional Data Link (ADL) is only available to CDLs with at least one First Data Link. An ADL is required if an additional protocol is used, e.g., Ethernet and DS1.

<sup>1</sup> Specific distance limitations are identified within the individual service description. Where MMDS provides IBM 3270 connectivity, the service is limited to customer locations served by the same serving wire center.

Effective: JULY 1, 2010

## DIGITAL NETWORK SERVICES

### 4. MULTI-MEDIA DATA SERVICE (MMDS) (Continued)

#### .2 REGULATIONS (Continued)

- .2.8 A Video Link is only available to CDLs with at least one First Data Link.
- .2.9 The First Data Link, Additional Data Link and Video Link at each CDL must be ordered for a contract period of one (1), three (3), or five (5) years. All contracts are subject to the Contract Termination Liability as specified elsewhere in this section. Prior to the expiration of the contract period, the customer must notify the Company of the customer's choice of the following options:
  - a. Convert to a new contract period of the same or different length, or
  - b. Continue at the completed contract period's rate but on a month-to-month basis, or
  - c. Discontinue service.
- .2.10 If the customer does not notify the Company of one of the above options, then the Company will continue to bill the customer at the completed contract period's rate on a month-to-month basis.
- .2.11 If prior to the expiration of a contract, the customer converts to a contract period with a longer period of time, then the customer, at the customer's option, may receive credit for the elapsed time under the old contract toward the new contract period.
- .2.12 MMDS requires at least one First Data Link to a CDL. When the First Data Link is terminated, then MMDS will be terminated to the CDL. An Additional Data Link and/or Video Link can be terminated without terminating the First Data Link to the CDL.
- .2.13 In the initial order for MMDS service at a CDL, the contract period for Additional Data Links or Video Links cannot be longer than the contract period selected for the First Data Link.
- .2.14 If the customer subsequently orders an Additional Data Link(s) or a Video Link(s) and the contract period for the First Data Link has not expired, then the following applies:
  - a. The contract period selected for an Additional Data Link(s) or a Video Link(s) must be equal to or shorter than the remaining contract period for the First Data Link, or
  - b. The contract period for the First Data Link will be extended to be coterminous with the contract period selected for the Additional Data Link or Video Link. The monthly rate for the First Data Link shall be equal to the First Data Link rate for the new contract period selected for the Additional Data Link and/or Video Link.
- .2.15 An Additional Data Link(s) or a Video Link(s) can be provided after the expiration of the contract period for the First Data Link but, the First Data Link will be placed under contract for a period equal to the contract period selected for the Additional Data Link or Video Link. The First Data Link monthly rate shall be equal to the First Data Link rate for the new contract period selected for the Additional Data Link and/or Video Link.

Effective: JULY 1, 2010

## DIGITAL NETWORK SERVICES

### 4. MULTI-MEDIA DATA SERVICE (MMDS) (Continued)

#### .2 REGULATIONS (Continued)

- .2.16 The Contract Termination Liability will apply when any portion of the service that is subject to the Contract Termination Liability is terminated prior to completion of the elected contract period. The customer's liability will be equal to the monthly rate for the applicable link(s) times the number of months remaining in the contract period.
- .2.17 If the customer should terminate MMDS service under contract at any CDL, the Contract Termination Liability shall apply on a CDL-by-CDL basis.
- .2.18 Nonrecurring charges (NRCs) associated with MMDS service may, at the option of the customer when affirmed at the time that the service is ordered, be paid in three equal monthly installments.

#### .3 DEFINITIONS

Additional Data Link - Subsequent Data Links within the same network node, ordered from the same CDL ordered from the same CDL to the same serving wire center as the First Data Link, are rated as Additional Data Links. Once the capacity of a network node has been exceeded, another First Data Link will be assessed.

Customer Designated Location (CDL) - A location specified by the customer for purposes of terminating Network or Switched Access Service such as the customer's premises or the building where an off-premises extension terminates.

Data Link - A Data Link (DL) in MMDS is the electrical connection of the customer's data terminal equipment from the Network Interface to the Company's network supporting MMDS. The Data Link includes the Network Interface, the Network Node, and the fiber optic transport facility.

First Data Link - The First Data Link is assessed on the first Data Link ordered by the customer for each MMDS network node.

Interoffice Transport - Interoffice Transport provides for the transmission facilities between serving wire centers associated with two CDLs. The Interoffice Transport monthly rate applies to fiber optic transmission facilities between serving wire centers. The rate is applied to each airline mile or fraction thereof between the serving wire centers.

MMDS Ethernet Service - A Local Area Network (LAN) to Local Area Network (LAN) transport service for interconnecting IEEE 802.3 LANs data rates up to 10 Mbps. This service is distance limited to a -31 dB system loss budget. Ethernet service can be point-to-point or multipoint (a maximum of eight nodes).

MMDS IBM 3270 Host/Remote Service - A half-duplex, character oriented binary synchronous host to remote transport service offered in two configurations:

- a. Support of BNC coaxial connections supporting up to two customer provided 3274 controllers.
- b. Support of coaxial Terminal Adapter Ports for connection to customer provided 3299 type multiplexer.

Effective: JULY 1, 2010

## DIGITAL NETWORK SERVICES

### 4. MULTI-MEDIA DATA SERVICE (MMDS) (Continued)

#### .3 DEFINITIONS (Continued)

##### MMDS IBM 3270 Host/Remote Service (Continued)

Distance limitations for 3270:

- with IBM Remote Polling Query - 12,000 cable feet.
- without IBM Remote Polling Query - 3,200 cable feet.

MMDS Dual Counter-Rotating Rings First Data Link - Provides the customer network interface equipment, local loop fiber transport and line termination at the serving central office to interface with dual counter-rotating rings transport. This topology offers ring protection from outages so that a failure of a node (First Data Link) will not disable the customer's entire MMDS network. Only one MMDS Dual Counter-Rotating Rings (DCRR) First Data Link element per node is required in any configuration of basic elements. MMDS DCRR First Data Link service is limited to customer locations receiving service from the same serving wire center.

MMDS NFDS-1 Service - A non-framed, DS1 point-to-point optical transmission at 1.544 Mbps. This service is provided without synchronization and is not channelized by the Company.

MMDS RS-449/422 Service - An Electronics Industry Association recommended electrical interface for balanced circuits. The MMDS transport supports RS-449/422 at speeds from 20 Kbps to 9.4 Mbps.

MMDS Token Ring Service - A LAN-to-LAN transport service for interconnecting IEEE 802.5 LANS at data rates up to 4 Mbps or 16 Mbps. This service is distance limited to a -31 dB system loss budget. Token Ring service can be point-to-point or multipoint (a maximum of eight nodes).

MMDS V.35 Service - A wideband electrical signal for asynchronous transmission up to 256 Kbps.

MMDS Video Service - This is the transport over MMDS facilities for single channel broad band video signals conforming to NTSC/RS250B. The service supports a single video channel with two accompanying audio channels. MMDS Video is limited to point-to-point or point-to-multipoint service where each CDL is served from the same serving wire center.

Network Interface - The Network Interface is the point of electrical interconnection on the customer's premises between the company's communications facilities and the customer's terminal equipment.

Network Node - The Network Node is the Company provided electronic equipment that converts the electrical signal delivered at the network interface to an optical signal.

Video Link - A Video Link can only be ordered from a CDL for which a First Data Link rate is being assessed. The Video Link rate applies in addition to the First Data Link rate and any Additional Data Link rates. One Video Link must be ordered for each end (CDL) of a point-to-point MMDS Video service. MMDS Video Link service is limited to customer locations receiving service from the same serving wire center.



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DIGITAL NETWORK SERVICES

4. MULTI-MEDIA DATA SERVICE (MMDS) (Continued)

.4 RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
.4.1 First Data Link <sup>1</sup>		
1 Year Contract <sup>2</sup>	\$3,300.00	\$890.00
3 Year Contract <sup>2</sup>	3,300.00	840.00
5 Year Contract <sup>2</sup>	3,300.00	790.00
Month-to-Month		<sup>3</sup>
.4.2 Additional Data Link <sup>1</sup>		
1 Year Contract <sup>2</sup>	200.00	150.00
3 Year Contract <sup>2</sup>	200.00	115.00
5 Year Contract <sup>2</sup>	200.00	100.00
Month-to-Month		<sup>3</sup>
.4.3 Video Link <sup>1</sup>		
1 Year Contract <sup>2</sup>	1,400.00	1090.00
3 Year Contract <sup>2</sup>	1,400.00	950.00
5 Year Contract <sup>2</sup>	1,400.00	850.00
Month-to-Month		<sup>3</sup>
.4.4 Interoffice Transport, per airline mile		68.00
.4.5 Dual Counter-Rotating Rings		
First Data Link <sup>1</sup>		
1 Year Contract <sup>2</sup>	3,900.00	1270.00
3 Year Contract <sup>2</sup>	3,900.00	1210.00
5 Year Contract <sup>2</sup>	3,900.00	1170.00
Month-to-Month		<sup>3</sup>

<sup>1</sup> The customer must subscribe to the First Data Link between the serving wire center and each customer designated location (CDL), in order to subscribe to an Additional Data Link or a Video Link. If the First Data Link is terminated, then all MMDS will be terminated to the CDL. The Additional Data Link and Video Link can be terminated without terminating the First Data Link to a CDL. Video Link and the Dual Counter-Rotating Rings First Data Link are only available to CDLs within the same serving wire center.

<sup>2</sup> All contracts are subject to conditions for Contract Termination Liability.

<sup>3</sup> The Month-to-Month rate option will only be available after completion of one of the three contract period options. The Month-to-Month rate will be the same as the rate for the completed contract option.

Effective: JULY 1, 2010

## DIGITAL NETWORK SERVICES

### 5. DS1 CYBER SERVICE

#### .1 GENERAL

- .1.1 DS1Cyber 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. DS1Cyber is available for data dialed access use.
- .1.2 DS1Cyber is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal.
- .1.3 DS1Cyber provides a trunkside DS1 connection with 24 channels. DS1Cyber does not provide the function of analog to digital (or vice versa) conversions and no service types can be specified on the DS1.
- .1.4 DS1Cyber is comprised of a DS1Cyber Capacity component:
  - a. The DS1Cyber Capacity will be at the rates and charges as specified following.
  - b. DS1Cyber customers will have to select capacity in increments of 24 digital channels.
  - c. DS1Cyber is offered on a month-to-month basis, under a one-year, two-year or three-year term option, or under a term and volume plan.

#### .2 DIGITAL ARCHITECTURE

- .2.1 DS1Cyber 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.
- .2.2 The time required to provision service is known as the service date interval. The service date interval for DS1Cyber and related network services connected to DS1Cyber will differ from the normal guidelines applicable to end-to-end services.
- .2.3 DS1Cyber will be available on a digital basis at the network interface on a customer's premises. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications on the 1.544 Mbps (DS1) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

Effective: JULY 1, 2010

## DIGITAL NETWORK SERVICES

### 5. DS1CYBER SERVICE (Continued)

#### .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.

DS1Cyber Capacity - A DS1 signal between the customer premises and the central office. This digital link can be used to transport switched data services. DS1Cyber is available in increments of 24 digital channels.

DS0 - The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the GTE Technical Interface Reference Manual.

DS1 - The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the GTE Technical Interface Reference Manual.

#### .4 REGULATIONS

- .4.1 DS1Cyber 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.
- .4.2 DS1Cyber is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified in this Product Guide may be applicable.
- .4.3 All DS1Cyber must be channelized in a single equipment location on a customer's premises. DS1Cyber cannot be split between premises, or multiple locations within a premise. Standard network interfaces, without Integrated Services Digital Network (ISDN) signaling and without any line type features, will be provided by the Company for analog and digital services consistent with existing practices.
- .4.4 The technical specifications and standard network interface for DS1 and associated channelized services are stated in Section 7000 of the GTE Technical Interface Reference Manual.
- .4.5 In the event DS1Cyber is terminated by the customer prior to completion of a term commitment period or a term and volume plan, the customer shall be liable for termination liability charges as set forth in Section 2 of this Product Guide.

Effective: JULY 1, 2010

## DIGITAL NETWORK SERVICES

### 5. DS1CYBER SERVICE (Continued)

#### .5 APPLICATION OF RATES

- .5.1 The DS1Cyber Capacity rate is applicable to each DS1Cyber Service.
- .5.2 The DS1Cyber Capacity element provides for the network facility to the customer premises and the central office channelization.
- .5.3 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.
- .5.4 DS1Cyber Service is offered on a month-to-month basis, under a one-year, two-year or three-year term option, or under a term and volume plan.
- .5.5 Customers on a term commitment option may convert to a term and volume plan (TVP) without incurring termination liability charges provided the new TVP length is equal to or greater than the existing term commitment and the customer has less than twelve (12) months remaining on their existing term commitment.
- .5.6 TVP customers may change the number of DS1Cyber Services during the term period. In the event customers under a TVP make subsequent DS1Cyber increases or decreases that cause the total number of DS1Cyber Services to fall within a different threshold level, all remaining DS1Cyber Services will be billed at the applicable level rate for the remainder of the term period. TVP customers may not change to a month-to-month or term commitment offering and must maintain the minimum threshold of six (6) DS1Cyber Services for the term period to avoid incurring termination liability charges.
- .5.7 Transfer of service responsibility between customers is permitted subject to the rules and regulations as in this Product Guide.
- .5.8 Unless specified herein, rules and regulations contained elsewhere in this Product Guide are also applicable to DS1Cyber Service.

Effective: JULY 1, 2010

DIGITAL NETWORK SERVICES

5. DS1CYBER SERVICE (Continued)

.6 RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u> <sup>1</sup>
DS1Cyber Capacity, per DS1	\$500.00	
Month-to-Month		\$750.00
Term Commitment		
One-Year		725.00
Two-Year		675.00
Three-Year		600.00
Term and Volume Plan		
One-Year Term, Threshold Levels:		
6-10		675.00
11-20		600.00
21 and over		500.00
Two-Year Term, Threshold Levels:		
6-10		625.00
11-20		550.00
21 and over		450.00
Three-Year Term, Threshold Levels:		
6-10		550.00
11-20		450.00
21 and over		375.00

<sup>1</sup> 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.

Effective: October 1, 2011

## 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 Section 15.
  - .6 Service charges as specified in Section 3 apply to all customer requested moves and changes performed at the customer's premises.
  - .7 Maintenance of Service Charges, as set forth in Section 3 apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities for equipment.
  - .8 The Local Exchange Calling scope for Versaline stations will be the as specified in Section 4.
  - .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 Section 17.
  - .11 Versaline Service features are available to PBX and key system customers. Refer to 5.1.5 for trunk additive. Versaline Service cannot be used as a surrogate for the business line serving a PBX or key system.
  - .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 End User Common Line (EUCL) Charges will be billed to each Versaline Service Line as set forth in Section 13 of Frontier Telephone Companies FCC No. 5 tariff.
- .3.2 Former Continental Telephone System Employees Only
- a. All craft and clerical personnel who reside within an area served by the Company having six months or more continuous employment with the Company shall be granted a 100% concession on one residence access line.

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 2. VERSALINE CENTREX SERVICE ARRANGEMENTS

#### .1 SUBSCRIPTION COMPONENTS

##### .1.1 Versaline Station Line Service

Monthly Rate includes:

- Versaline loop
- Local exchange calling
- Versaline system and station features
- Versaline station-to-station calling

##### .1.2 System Size Bands:

- 2 lines and greater

##### .1.3 Contract Terms:

- 12 Months
- 24 Months
- 36 Months

.1.4 Optional Add-On Features listed in 2.2.2 apply. The contract period for the Optional Features is based upon the initial contract period for the Digital Versaline System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

#### .2 SERVICE FEATURES

##### .2.1 System and Station Features

###### System Features

- Automatic Identification of Outward Dialing (AIOD)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Equal Access
- Intercept Announcements - Common
- Intercom Dialing (Station to Station 4 digit)
- Local Exchange Calling
- Off Premises Stations <sup>1</sup>
- Touch Calling
- 911 Emergency Service

<sup>1</sup> Applicable only to Off Premises Stations within the exchange and served from the same Central Office.

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 2. VERSALINE CENTREX SERVICE ARRANGEMENTS (Continued)

#### .2 SERVICE FEATURES (Continued)

##### .2.1 System and Station Features (Continued)

###### Station Features

- Blind Transfer Recall
- Busy/No Answer Split
- Call Forward
  - Busy
  - Fixed
  - Variable
  - No Answer Variable
  - No Answer (30 seconds)
- Caller ID Name and Number
- Call Hold – Code Dialed
- Call Park
  - Directed
  - Multiple
- Call Pick-Up
  - Directed
  - Directed Any Station
  - Directed Barge In
  - Directed Exempt
- Call Transfer
- Call Waiting (Customer Specific)
  - All Calls
  - Cancel
  - Dial
  - Inhibit
  - Originating
- Consultation Hold
- Data-Call Protection
- Direct Line
  - Hot Line
  - Manual Line
  - Warm Line
- Directed Call Pickup
- Distinctive Call Waiting Tones
- Distinctive Ringing
- Do Not Disturb
- Executive Busy Override
- Executive Busy Override - Exempt
- Group Intercom (dependent on customer equipment)



Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 2. VERSALINE CENTREX SERVICE ARRANGEMENTS (Continued)

#### .2 SERVICE FEATURES (Continued)

##### .2.1 System and Station Features (Continued)

###### Station Features (Continued)

- Hunting (Customer Specific)
  - Circular
  - Uniform Call Distribution (UCD)
  - Sequential
  - Stop
- Last Number Redial
- Line Restriction
  - Fully
  - Semi
  - Toll
  - Code
  - Multi-Level
- Make Busy
- Remote Activation
  - Variable
  - Of Call Waiting Call
- Ring Again
- Speed Calling
  - Short List (8)
  - Long List (30)
  - Group List
- Station-to-station Dialing (4 digit)
- Three Way Calling
- Touch Tone

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 2. VERSALINE CENTREX SERVICE ARRANGEMENTS (Continued)

#### .2 SERVICE FEATURES (Continued)

##### .2.2 Optional Add-On Features

- Authorization Codes (AC)
- Automatic Call Distribution (ACD)
- Automatic Route Selection (ARS)
- Conference Calling – Six Port
- Custom Intercept Announcements
- Customer Data Changes (CDC)
- Delay Announcements for Queued Calls
- FX Facilities Access
- Meet-Me-Conference (Up to 30 ports)
- Multiple Appearance Directory Numbers (MADNs)
  - Single-Call-Arrangement (SCA)
  - Multiple-Call-Arrangement (MCA)
- Music On Hold
- OutWATS Access
- Paging Access
  - Loudspeaker Access
  - Code Access
  - Radio Access
- Private Line Facilities Access
- Queuing for Multiline Hunt Groups
- Special Service Facilities Access
- Station Message Detail Recording (SMDR)
- Tie Facility Access
- 800 Service Access

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 2. VERSALINE CENTREX SERVICE ARRANGEMENTS (Continued)

#### .2 SERVICE FEATURES (Continued)

##### .2.3 Attendant Feature Packages

- Access to Paging
- Autodial
- Automatic Recall
- Busy Verification
- Call Hold
- Call Park
- Call Selection
- Camp-On
- Code Calling Line Termination
- Conference
- Console Activation of Call Forward
- Console Test
- Control of Trunk Group Access
- Delayed Operation
- Display of Queued Calls by ICI Key
- Flexible Console Alerting
- Interposition Calls
- Locked-Loop Operation
- Lockout
- Multiple Listed Directory Numbers
- Position Busy
- Priority Console Alerting
- Recorded Announcement
- Secrecy
- Serial Call
- Speed Call
- Transfer
- Two-Way Split
- Wildcard Key

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 3. TERMS AND CONDITIONS

- .1 Versaline Service is provided for a minimum of one month, beginning on the service installation date.
- .2 Versaline Service is also offered on a contractual basis, commencing on the date that service is installed, for fixed terms of twelve months, twenty-four months, or thirty-six months. For the contract period, Versaline rates offered by the Company will not change. Versaline customers who subscribe to fixed term contracts will receive reduced pricing to the Versaline Station Line month-to-month rate as stated in 5.1.1.
- .3 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.
- .4 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.
- .5 When the contract term expires, a Versaline customer may select a new contract period or continue with month-to-month service at rates offered in the tariff in effect at that time.

Effective: October 1, 2011

## 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

##### .2.1 System Features Definitions

**Automatic Identification of Outward Dialing (AIOD)** identifies all calls leaving the customer group by the station number from which calls are placed.

**Direct Inward Dialing (DID)** allows a station user to receive local or long distance calls from outside of the business group, without the aid of an attendant.

**Direct Outward Dialing (DOD)** allows a station user to place local or long distance calls outside of the business group, without the aid of an attendant.

**Equal Access** provides the ability to access an InterLATA carrier of choice.

**Intercept Announcements - Common** alerts callers when stations are disconnected with a standard office intercept announcement.

**Intercom Dialing (Station to Station)** allows abbreviated (4 digits) dialing between Versaline stations.

**Local Exchange Calling** provides a station user exchange network calling to and from a Versaline station.

**Off Premises Stations** allows for stations served from the same central office to be located in a building(s) other than the one housing primary Versaline.

**911 Emergency Service** allows a station to report an emergency by dialing 911.

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 4. DEFINITIONS (Continued)

#### .2 SYSTEM AND STATION FEATURES (Continued)

##### .2.2 Station Features Definitions

**Blind Transfer Recall** allows a set user to transfer a call to another party without waiting for that party to answer. If the party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

**Call Forward Busy** allows incoming calls to a busy line to be automatically routed to a preselected Versaline line. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

**Call Forward Fixed** provides an automatic connection between a calling station going off hook and a predetermined terminating number.

**Call Forward No Answer** allows an incoming call to be forwarded to a predetermined number within the customer group if the called station does not answer within a designated number of ringing cycles.

**Call Forward Busy/No Answer Split** is a single feature that allows the customer to specify the destination of a forwarded call.

**Call Forward Remote Activation** allows a station to activate and deactivate Call Forward from his station. Activation\deactivation can be performed from another phone served by their own central office, or from another central office.

**Call Forward Variable** allows a station user to redirect all incoming calls for that line to another directory number. The number that calls are forwarded to is restricted by the line's class-of-service. Activation\deactivation and the forward-to destination are controlled by the station user.

**Call Forward No Answer (30 seconds)** allows incoming calls to a Versaline line to be automatically routed to a preselected Versaline line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

**Call Forward No Answer Variable Timer** allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group.

**Call Forward of A Call Waiting Call** allows a station user to have calls that are enqueued against their busy station for a set period of time to automatically be forwarded to a pre-determined station.

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

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 4. DEFINITIONS (Continued)

#### .2 SYSTEM AND STATION FEATURES (Continued)

##### .2.2 Station Features Definitions (Continued)

**Call Park** allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

**Call Park Directed** allows a station user to park calls against another DN within the customer group by flashing the hook switch and dialing the Call Park Directed access code. The parked call can be retrieved from any station by dialing the retrieval access code and the parked DN.

**Call Park Multiple** allows a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer group.

**Call Pick-Up** allows a station to answer incoming calls to another station within a defined call pickup group by completing a pickup dial code. This feature is provided on individual stations within a customer group.

**Directed Call Pick-Up** allows a Versaline line user to answer calls directed to a specific Versaline line from any other Versaline line in the customer group by dialing a feature code and the number of the ringing station.

**Call Pick-Up Directed Any Station** is a terminating line option which allows any station in the business group to answer/pick-up on the incoming calls terminating at the station assigned with the feature.

**Call Pick-Up Directed Barge-In** allows a station user to answer a call that is ringing on any other line within the same customer group. To answer the station user dials the access code, receives a special dial tone, and then dials the extension number of the station to be picked-up or barged into.

**Call Pick-Up Directed Exempt** allows a station user to answer a call that is ringing on any other line within the same customer group. Once the call is picked-up this feature will not allow the call to be barged into.

**Call Transfer** allows a station user to transfer calls to another station either within or outside the business group by flashing the switchhook and dialing the transfer-to number.

**Call Waiting All Calls** allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon one of the calls.

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 4. DEFINITIONS (Continued)

#### .2 SYSTEM AND STATION FEATURES (Continued)

##### .2.2 Station Features Definitions (Continued)

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

**Call Waiting Cancel** permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call.

**Call Waiting Dial** allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

**Call Waiting Inhibit** prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

**Call Waiting Originating** allows a station user to impose Call Waiting tones on a called station within the customer group.

**Consultation Hold** permits the transferring party to talk privately with the destination before transferring the call.

**Data - Call Protection** allows the assignment to individual lines within the customer group of No Double-Connect. This option does not allow the connection of test or busy-verification circuits to the line while the line is busy. This option protects data calls from interruption.

**Direct Line - Hot Line** allows a station user to automatically place a call to a pre-selected DN by lifting the receiver.

**Direct Line - Manual Line** - automatically places a call to an operator when the station user goes off hook.

**Direct Line - Warm Line** is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a Hot Line.

**Distinctive Call Waiting Tones** permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

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



Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 4. DEFINITIONS (Continued)

#### .2 SYSTEM AND STATION FEATURES (Continued)

##### .2.2 Station Features Definitions (Continued)

**Do Not Disturb** allows station users to prevent incoming calls from ringing their station. Calls can be diverted to an attendant, another station, a busy tone or a recorded announcement.

**Executive Busy Override** allows a single-line set user to gain access to a busy station by flashing the switchhook (during busy tone), and dialing a feature code.

**Executive Busy Override Exempt** will not allow Executive Busy Override to be activated against the line by a station user within the customer group.

**Hunting (customer specific)** is a call completion feature that increases the likelihood of an incoming call being completed within a customer-defined group of lines. Three types of hunting are available.

**Directory Number Hunting (DNH)** - may be either circular or sequential

- Circular hunting hunts all lines in the group regardless of the starting point.
- Sequential hunting starts at the number dialed and ends with the last number in the group.

**Multi-Line Hunting** - Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from the pilot number to the last number in the group.

**Distributed Line Hunting (DLH)** - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

**Last Number Redial** allows a station user to redial the last number dialed by utilizing an access code rather than dialing the entire number.

**Line Restriction Fully** permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It also prevents the customer from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the customer group.

**Line Restriction Semi** permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and/or receive calls via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

**Line Restriction Toll** permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 4. DEFINITIONS (Continued)

#### .2 SYSTEM AND STATION FEATURES (Continued)

##### .2.2 Station Features Definitions (Continued)

**Line Restriction Code** allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

**Line Restriction Multi-Level** allows the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NXX) or a six-digit area code (NPA) and (NXX) basis.

**Make Busy** allows a station user to temporarily make a particular station appear busy to incoming callers. Make Busy causes the hunt feature to skip over a station during the search for an idle station. Make Busy can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

**Ring Again** allows a station user when encountering a busy station within the customer group to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

**Speed Calling Short List** provides a Versaline line user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

**Speed Calling Long List** provides a station user with abbreviated dialing. The individual long list provides two digit codes and is dedicated to one station user.

**Speed Calling Group List** allows two or more station users within a customer group to have access to the same Speed Calling list. The list can be from 10 up to 69 numbers and can only be updated from a specified line, called the controller.

**Stop Hunt** allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will stop the search for an idle line at that station. Stop Hunt can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

**Touch Tone** equips all station lines for touch call dialing.

**Three Way Calling** permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 4. DEFINITIONS (Continued)

#### .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.

**Music On Hold** allows a customer group to have music and/or an announcement applied to a calling line while on hold.

**Paging Access** provides a central office interface to customer provided paging equipment such as loudspeaker, code, and radio.

**Queuing for Multiline Hunt Groups** allows calls to hunt groups with all lines busy to be queued with an announcement or music.

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 4. DEFINITIONS (Continued)

#### .3 OPTIONAL ADD-ON FEATURES (Continued)

**Special Service Facilities Access** allows station users to gain access to the following by dialing an access code:

- **Foreign Exchange (FX) Facilities Access** provides access to and from an InterLATA or IntraLATA Foreign Exchange circuit or Foreign Central Office Circuit.
- **OutWATS Access** provides the customer access to an interexchange carrier for bulk toll calling.
- **Private Line Facilities Access** provides the customer access to a Private Line or Dedicated Circuit.
- **Tie Facility Access** provides the customer access to and from an InterLATA or IntraLATA tie facility.
- **800 Service Access** permits 800 Service Access to terminate in the Versaline Service System.

**Station Message Detail Recording (SMDR)** provides a detailed customer report of calling activity of chargeable and non-chargeable calls for each customer group.

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 4. DEFINITIONS (Continued)

#### .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.

**Console Activation of Call Forward** - allows attendants to activate, deactivate, and program Call Forwarding for stations.

**Console Test** - allows attendant to test the functional operations of a console.

**Control of Trunk Group Access** - allows the attendant to control the access to all stations and incoming trunks to various trunk groups by operating corresponding keys.

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 4. DEFINITIONS (Continued)

#### .4 ATTENDANT FEATURE PACKAGE (Continued)

**Delayed Operation** - allows the attendant to place a call for a calling station while the calling station waits on hook.

**Display of Queued Calls by ICI Key** - provides console operators with a visual indication of the number of calls queued to be answered.

**Flexible Console Alerting** - allows an attendant to be alerted to a call requiring attention.

**Interposition Calls** - allows an attendant to call, speak to, and transfer a call to another attendant.

**Locked-Loop Operation** - allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, automatic and manual. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

**Lockout** - prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

**Multiple Listed Directory Numbers** – allows each directory number to be assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

**Position Busy** - allows the attendant to make the console unavailable to additional queued calls.

**Priority Console Alerting** - allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

**Recorded Announcement** - feature permits the routing of either originated or extended attendant calls to an optional announcement.

**Secrecy** - allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

**Serial Call** - allows an attendant to extend a call to more than one station.

**Speed Call** - allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

**Transfer** - allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

**Two-Way Split** - allows the attendant to talk privately to either the calling party of the called party.

**Wildcard Key** - allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

Effective: January 15, 2023

VERSALINE CENTREX SERVICE

5. RATES

.1 RECURRING CHARGES

.1.1 Versaline Station Line Service

The following monthly rates and charges are in addition to the nonrecurring rates and charges set forth in Section 3 of this Product Guide.

<u>Period</u>	<u>Monthly Recurring Charge</u>	<u>Billing Code</u>
Month-to-Month	\$60.75 (I)	VER00
12 Month Contract	\$59.75 (I)	VER01
24 Month Contract	\$58.75 (I)	VER02
36 Month Contract	\$57.75 (I)	VER03

Effective: October 1, 2011

## VERSALINE CENTREX SERVICE

### 5. RATES (Continued)

#### .1 RECURRING CHARGES (Continued)

##### .1.2 Monthly Credits

Monthly credit will be applied to the monthly rate for Versaline customers who purchase Frontier Long Distance Service and/or Frontier Business DSL or Dedicated Internet Service.

- a. A \$1.00 per month credit will be applied to each Versaline station line if the customer selects Frontier Long Distance as their InterLATA and IntraLATA preferred interexchange carrier (PIC).
- b. A \$1.00 per month credit will be applied to each Versaline station line if the customer subscribes to Frontier Business DSL or Dedicated Internet Service.
- c. A \$2.00 per month credit will be applied to each Versaline station line if the customer subscribes to both Frontier Long Distance and Frontier Business DSL or Dedicated Internet Service (a. and b. preceding).



Effective: October 1, 2011

VERSALINE CENTREX SERVICE

5. RATES (Continued)

.1 RECURRING CHARGES (Continued)

.1.3 Optional Add-On Features

<u>Optional Add-On Features</u> <sup>1,2</sup>	<u>MRC</u>	<u>Billing Code</u>	<u>NRC</u>	<u>Billing Code</u>
Authorization Codes (AC), per group 100	\$ 0.30	CXACM	\$ 3.00	CXACN
Automatic Call Distribution (ACD)	ICB	-	ICB	-
Automatic Route Selection(ARS)	ICB	-	ICB	-
Conference Calling (Six Port)	40.00	CXCCM	100.00	CXCCN
Custom Intercept Announcements, Each	40.00	CXIN	50.00	-
Customer Data Changes (CDC)	ICB	-	ICB	-
Delay Announcements for Queued Calls, per announcement	40.00	-	50.00	-
Meet-Me-Conference (Up to 30 ports)	450.00	CMMC	100.00	CMMCN
Multiple Appearance Directory Numbers (MADNs)				
Single-Call-Arrangement (SCA) Each	6.00	CXSCM	-	CXMCN
Multiple-Call-Arrangement (MCA) Each <sup>3</sup>	6.00	CXMCM	-	CXMCN
Music on Hold <sup>4</sup>	25.00	CXMHM	4.00	CXMHN

<sup>1</sup> Optional features are available only where facilities and conditions permit.

<sup>2</sup> Rates apply per customer group unless otherwise noted.

<sup>3</sup> Available only within a Versaline customer group.

<sup>4</sup> Does not include music source.

Effective: October 1, 2011

VERSALINE CENTREX SERVICE

5. RATES (Continued)

.1 RECURRING CHARGES (Continued)

.1.3 Optional Add-On Features (Continued)

<u>Optional Add-On Features</u> <sup>1,2</sup>	<u>MRC</u>	<u>Billing Code</u>	<u>NRC</u>	<u>Billing Code</u>
<b>Paging Access</b>				
Loudspeaker Access	\$40.00	CXLPM	\$25.00	CXLPN
Code Access	40.00	CXCPM	25.00	CXCPN
Radio Access	40.00	CXRPM	25.00	CXRPN
<b>Queuing for Multiline Hunt Groups</b>				
	2.50	-	-	-
<b>Special Service Facilities Access</b> <sup>3</sup>				
FX Facilities Access	3	-	3	-
OutWATS Access	3	-	3	-
Private Line Facilities Access	3	-	3	-
Tie Facility Access	3	-	3	-
800 Service Access	3	-	3	-
<b>Station Message Detail Recording (SMDR)</b>				
	ICB	-	ICB	-

<sup>1</sup> Optional features are available only where facilities and conditions permit.

<sup>2</sup> Rates apply per customer group unless otherwise noted.

<sup>3</sup> Refer to appropriate sections for mileage and termination charges.

Effective: October 1, 2011

VERSALINE CENTREX SERVICE

5. RATES (Continued)

.1 RECURRING CHARGES (Continued)

.1.4 Attendant Feature Package

	<u>Monthly Recurring Charge</u>	<u>Billing Code</u>
Attendant Feature Package, <sup>1</sup> per attendant	\$65.00	CAFPM
See 2.2.3 for package features		

.1.5 PBX and Systems <sup>2</sup>

System and Station Versaline Service features may be extended to PBX and key system customers at the applicable business line rates as specified in Section 4 and the following:

	<u>Monthly Recurring Charge</u>	<u>Billing Code</u>
Versaline PBX Add-On Rate, per trunk	\$7.95	CXPXM
Versaline Business Line Add-On Rate, per line	\$7.95	C XKLM

.2 DATABASE MODIFICATIONS

Additions, changes or deletions per hour or fraction thereof	\$50.00	-
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<sup>1</sup> Available where facilities and conditions permit.

<sup>2</sup> Rates are not subject to volume discounts.

Effective: October 1, 2011

VERSALINE CENTREX SERVICE

6. TELEPHONE NUMBERS AND FACILITIES RESERVED FOR FUTURE USE

.1 GENERAL

- .1.1 A customer may reserve pre-assigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.
- .1.2 Telephone numbers reserved for future use services include pre-assigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.
- .1.3 The assignment of telephone numbers and the sequence of numbers assigned to a Versaline system is made at the discretion of the Company.
- .1.4 The service is furnished subject to the availability of facilities and telephone numbers.
- .1.5 Calls to reserved (unassigned) telephone numbers will be routed to intercept over Versaline common recorded announcement facilities as specified in 4.2.1.
- .1.6 Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Versaline main station.
- .1.7 Reserved numbers not assigned to a main station as agreed in 6.1 will be billed at the following rates until removed from reserved status or billed as an active Versaline main station.

.2 RATES

.2.1 Reserved Versaline Telephone Numbers <sup>1</sup>

<u>Reserved Numbers</u>	<u>Monthly Recurring Charge</u>	<u>Billing Code</u>
Month-to-Month	\$15.24	CXMTR
12 Month Contract	14.34	CX36R
24 Month Contract	13.86	CX60R
36 Month Contract	13.41	CX84R

<sup>1</sup> Rates are based on 33.8 percent of the monthly rate applicable for a Station Line as specified preceding for a main station line.

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN

#### .1 GENERAL

Local Calling Plan (LCP) is an optional service offered in all exchanges of the Company. The rates shown following are in lieu of Message Toll Telephone Service rates set forth in Section 11 of this Product Guide. The regulations and rates contained herein are in addition to regulations and rates specified in this Product Guide and other tariffs of the Company.

#### .2 REGULATIONS

.2.1 Existing customers have may have the option of keeping their current message toll service or subscribing to Local Calling Plan. No customer may simultaneously subscribe on the same telephone account to the Local Calling Plan and other optional calling plans offered by the Company. Customers subscribing to more than one LCP option will be billed via separate bills for lines associated with each LCP plan.

.2.2 The Local Calling Plan consists of the following options:

Community Calling Plan - provides for calls to designated exchanges to be rated at LCP rates.

Community Plus Plan - provides flat rate calling to specified exchanges with calls rated at LCP rates to other designated exchanges.

Premium Calling Plan - provides flat rate calling to specified exchanges and a Block of Time to other designated exchanges. The Block of Time provides 15 Hours of Calling Minutes for Residential Service and 20 Hours of Calling Minutes for Business Service.

.2.3 Local Calling Plan will not be offered to the following classes of service: Pay Telephone Service or Foreign Exchange Service.

.2.4 Calls made to the specified areas must be dialed by the customer on a station to station sent-paid basis without operator assistance. Operator assisted (O+/-) calls are excluded for the LCP plans and will be rated at appropriate message toll rates.

.2.5 Local Calling Plan provides for calling to specified exchanges with each call measured on a per minute and/or Block of Time basis.

.2.6 Local Call Detail Billing is optional at rates specified following. Local Call Detail includes: date of call, telephone number called, time of call and number of minutes. Local Call Detail may be requested with the initial establishment of service. When requested subsequent to the establishment of the LCP, the customer must request it at least 30 days prior to the period for which the detail is desired.

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .3 RATES

##### .3.1 Usage Charges

- a. Usage Charges for the Local Calling Plan are determined as follows:

Monthly billing is based on cumulative minutes of usage with the total fraction rounded to the next higher minute.

Chargeable time for all calls begins when connection is established between the calling line and the called line or branch exchange, and ends when the calling line "hangs-up" thereby releasing the network connection. If the called line "hangs-up", but the calling line does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.

- b. Usage charges for the Community and Community Plus Plans are rated at \$ .07 (7 cents) per minute for the measured exchanges. Usage charges of \$ .07 (7 cents) per minute for the Premium Plan are applicable only if the customer exceeds the allotted Block of Time. The customer will only be charged for the minutes exceeding the allotment.

##### .3.2 Local Call Detail Billing

Local Call Detail, per month	\$ 1.50
plus each bill page	.10

Effective: May 1, 2024

LOCAL CALLING PLANS

1. LOCAL CALLING PLAN (Continued)

.3 RATES

.3.3 Monthly Rates

a. The following rates are applicable to Rate Group 1 exchanges shown below.

	Community <u>Calling</u>	Community <u>Plus</u>	Premium <u>Calling</u>
Residence 1-Party	\$21.50 (I)	\$25.00	\$45.50
Business 1-Party	41.99	44.49	67.18
Business Trunk	54.49	66.49 (I)	79.66

Akron	Fredericksburg	Morton
Albion	Fulton	North Manchester
Arlington	Garrett	Oakland City
Atwood	Glenwood	Owensville
Bicknell	Graysville	Paoli
Bourbon	Greens Fork	Patoka
Brazil	Hagerstown	Redkey
Brookville	Idaville	Ridgeville
Burket	Kimmell	Rushville
Butler	Lexington	Shirley
Butlerville	Liberty	Sidney
Cambridge City	Loogootee	Silver Lake
Campbellsburg	Lynn	Shoals
Carthage	Lynnville	Sullivan
Center Point	Mackey	Tippecanoe
Clay City	Macy	Uniondale
Crane	Mentone	Waterloo
Cutler	Millwood	Wawaka
English	Milroy	Winchester
Francisco	Modoc	

Effective: June 1, 2023

LOCAL CALLING PLANS

1. LOCAL CALLING PLAN (Continued)

.3 RATES (Continued)

.3.3 Monthly Rates (Continued)

b. The following rates are applicable to Rate Group 2 exchanges shown below.

	<u>Community Calling</u>	<u>Community Plus</u>	<u>Premium Calling</u>
Residence 1-Party	\$21.50 (I)	\$23.90 (I)	\$45.50 (I)
Business 1-Party	41.99	44.49	67.18
Business Trunk	54.49	56.49	79.66

Angola	Hanover	Princeton
Austin	Laurel	Reservoir
Bippus	Logansport	Royal Center
Birdseye	Lucerne	Salem
Claypool	Madison	Scipio
Connersville	Markle	Scottsburg
Cynthiana	Mays	Spiceland
Delphi	Mooreland	Wabash
Fort Branch	North Vernon	Walton
Fremont	Orland	West College Corner
Green Castle	Pleasant Lake	Worthington
Hamilton	Pokagon	



Effective: June 1, 2023

LOCAL CALLING PLANS

1. LOCAL CALLING PLAN (Continued)

.3 RATES (Continued)

.3.3 Monthly Rates (Continued)

c. The following rates are applicable to Rate Group 3 exchanges shown below.

	<u>Community Calling</u>	<u>Community Plus</u>	<u>Premium Calling</u>
Residence 1-Party	\$23.00 (I)	\$27.00 (I)	\$45.50 (I)
Business 1-Party	41.99	44.49	67.18
Business Trunk	54.49	56.49	79.66

Brownstown	Haysville	Orleans
Centerville	Henryville	Pendleton
Cicero	Huntingburg	Perkinsville
Clearspring	Jasper	Reddington
Crothersville	Kouts	Richmond
Dubois	LaCrosse	Rolling Prairie
Ferdinand	LaPorte	Seymour
Fountain City	Mechanicsburg	St. Anthony
Freetown	Medora	Union Mills
Galveston	Mitchell	Wanatah
Hanna	Morristown	Westville

Effective: June 1, 2023

LOCAL CALLING PLANS

1. LOCAL CALLING PLAN (Continued)

.3 RATES (Continued)

.3.3 Monthly Rates (Continued)

d. The following rates are applicable to Rate Group 4 exchanges shown below.

	Community <u>Calling</u>	Community <u>Plus</u>	Premium <u>Calling</u>
Residence 1-Party	\$23.00 (I)	\$27.00 (I)	\$47.00 (I)
Business 1-Party	41.99	44.49	67.18
Business Trunk	54.49	56.49	79.66

Batesville	Frankton	Riley
Blountsville	Freelandville	Springport
Bristol	Goshen	St. Joe
Chesterton	Hobart	Terre Haute
Cory	Lafayette	Valparaiso
Dunkirk	Lake Station	Wakarusa
Dunlap	Lewis	Wheeler
Elberfeld	Middlebury	Windfall
Elkhart	Oaktown	
Farmland	Prairie Creek	

Effective: June 1, 2023

LOCAL CALLING PLANS

1. LOCAL CALLING PLAN (Continued)

.3 RATES (Continued)

.3.3 Monthly Rates (Continued)

e. The following rates are applicable to Rate Group 5 exchanges shown below.

	<u>Community Calling</u>	<u>Community Plus</u>	<u>Premium Calling</u>
Residence 1-Party	\$23.50 (I)	\$27.00 (I)	\$47.00 (I)
Business 1-Party	41.99	44.49	67.18
Business Trunk	54.49	56.49	79.66

Central	Laconia	Poe-Hoagland
Churubusco	Lanesville	Portage
Corydon	Leavenworth	Ramsey
Crandall	Leo	Roanoke
Decker	Marengo	Shelburn
Elizabeth	Merom	Spurgeon
Fairbanks	Milan	Versailles
Farmersburg	Milltown	Westfield
Fort Wayne	Monroe City	Westport
Fritchton	Monroeville	Wheatland
Georgetown	New Haven	Woodburn
Greensburg	New Middleton	Wyatt
Harlan	Ossian	Zanesville
Hazleton	Palmyra	
Huntertown	Petersburg	

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .4 INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES

- .4.1 Internal Communications and Call Management Features customers may subscribe to the Frontier Local Calling Plan in all exchanges set forth in this section where technically capable.
- .4.2 Internal Communications and Call Management Features customers who choose Feature Series 1000 must subscribe to a single LCP option on all Internal Communications and Call management Features.
- .4.3 Internal Communications and Call Management Features customers with Feature Series 2000 or Feature Series 3000 may subscribe to more than one LCP option and may split their Internal Communications and Call Management Features system lines between LCP and non-LCP equipped lines.
  - a. Internal Communications and Call Management Features system lines subscribed to an LCP option are not aggregated with lines subscribed to other LCP options and/or non-LCP equipped lines for determining the appropriate line rates as set forth in 1.4.4 d. following.
- .4.4 Rates
  - a. The Local Calling Plan for Internal Communications and Call Management Features is offered via month-to-month rates or term options of 12, 36, 60 or 84 months.
  - b. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Tariffs.
  - c. The Internal Communications and Call Management Features LCP rates set forth in 1.4.4 d. following apply to all mileage bands.

Effective: JULY 1, 2010

LOCAL CALLING PLANS

1. LOCAL CALLING PLAN (Continued)

.4 INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES (Continued)

.4.4 Rates (Continued)

a. In addition to the following line rates, Feature Series rates and appropriate Internal Communications and Call Management Features trunk access rates as set forth in Section 6, Paragraph 4., Internal Communications and Call Management Features Rates, apply.

	<u>Community Calling</u>	<u>Community Plus</u>	<u>Premium Calling</u>
<u>Month to Month</u>			
3-25 Lines, per line	\$41.00	\$44.00	\$80.00
26-50 Lines, per line	36.00	38.00	65.00
<u>12 Month Term</u>			
3-25 Lines, per line	36.00	38.00	75.00
26-50 Lines, per line	31.00	33.00	60.00
51-100 Lines, per line	26.00	28.00	45.00
101-200 Lines, per line	24.00	25.00	40.00
<u>36 Month Term</u>			
3-15 Lines, per line	31.00	34.00	70.00
16-20 Lines, per line	26.00	29.00	55.00
21-30 Lines, per line	26.00	29.00	55.00
31-40 Lines, per line	21.50	23.00	40.00
41-50 Lines, per line	21.50	23.00	40.00
51-75 Lines, per line	14.50	16.50	30.00
76-100 Lines, per line	14.50	16.50	30.00
101-500 Lines, per line	14.50	16.50	30.00
<u>60 Month Term</u>			
3-15 Lines, per line	29.00	33.00	67.50
16-20 Lines, per line	23.00	26.00	52.50
21-30 Lines, per line	23.00	26.00	52.50
31-40 Lines, per line	19.00	21.00	37.50
41-50 Lines, per line	19.00	21.00	37.50
51-75 Lines, per line	12.00	14.00	27.50
76-100 Lines, per line	12.00	14.00	27.50
101-500 Lines, per line	12.00	14.00	27.50
<u>84 Month Term</u>			
3-15 Lines, per line	28.00	32.00	65.00
16-20 Lines, per line	22.00	25.00	50.00
21-30 Lines, per line	22.00	25.00	50.00
31-40 Lines, per line	18.00	20.00	35.00
41-50 Lines, per line	18.00	20.00	35.00
51-75 Lines, per line	11.50	13.00	25.00
76-100 Lines, per line	11.50	13.00	25.00
101-500 Lines, per line	11.50	13.00	25.00

Effective: July 1, 2010

LOCAL CALLING PLANS

1. CALLING PLAN (Continued)

.5 COMMUNICATIONS SYSTEM SERVICE

.5.1 Communications System Service customers may subscribe to the Frontier Local Calling Plan in all exchanges set forth in this section where technically capable.

.5.2 Communications System customers may subscribe to more than one LCP option and may split their Communications System lines between LCP and non-LCP equipped lines.

.5.3 Rates

The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in this Product Guide and Company Tariffs.

	Community <u>Calling</u>	Community <u>Plus</u>	Premium <u>Calling</u>
<u>Month to Month</u> 2-30 Lines, per line	\$44.50	\$53.00	\$78.00
<u>24 Month Term</u> <sup>1</sup> 2-30 Lines, per line	38.50	47.00	72.00
<u>36 Month Term</u> 2-30 Lines, per line	36.50	45.00	70.00

<sup>1</sup> The Communications System 24-month term option is limited to customers subscribed prior to June 19, 2010. Those existing subscribers may move, add, or delete lines to their existing service and may continue their 24-month term option up to December 18, 2012, or until the expiration of their current contract.

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS

##### Akron

###### Community Calling

- Flat Rated Calling Area - Akron, Macy, Mentone, Silver Lake
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

- Flat Rated Calling Area - Akron, Macy, Mentone, Rochester, Silver Lake
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

- Flat Rated Calling Area - Akron, Macy, Mentone, Rochester, Silver Lake
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336

##### Albion

###### Community Calling

- Flat Rated Calling Area - Albion, Kimmell
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

- Flat Rated Calling Area - Albion, Churubusco, Kendallville, Kimmell, Wawaka
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

- Flat Rated Calling Area - Albion, Churubusco, Kendallville, Kimmell, Wawaka
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

##### Angola

###### Community Calling

- Flat Rated Calling Area - Angola, Fremont, Hamilton, Orland, Pleasant Lake, Pokagon
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

- Flat Rated Calling Area - Angola, Butler, Fremont, Hamilton, Orland, Pleasant Lake, Pokagon, Waterloo
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

- Flat Rated Calling Area - Angola, Butler, Fremont, Hamilton, Orland, Pleasant Lake, Pokagon, Waterloo
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Arlington

###### Community Calling

- Flat Rated Calling Area - Arlington, Carthage, Morristown, Rushville
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

- Flat Rated Calling Area - Arlington, Carthage, Milroy, Morristown, Rushville
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

- Flat Rated Calling Area - Arlington, Carthage, Milroy, Morristown, Rushville
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 937

##### Atwood

###### Community Calling

- Flat Rated Calling Area - Atwood, Bourbon, Mentone, Millwood
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

- Flat Rated Calling Area - Atwood, Bourbon, Mentone, Millwood, Tippecanoe, Warsaw
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

- Flat Rated Calling Area - Atwood, Bourbon, Mentone, Millwood, Tippecanoe, Warsaw
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Austin

###### Community Calling

- Flat Rated Calling Area - Austin, Lexington, Scottsburg
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

- Flat Rated Calling Area - Austin, Crothersville, Lexington, Scottsburg, Seymour
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

- Flat Rated Calling Area - Austin, Crothersville, Lexington, Scottsburg, Seymour
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338



Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Batesville

###### Community Calling

- Flat Rated Calling Area - Batesville
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

- Flat Rated Calling Area - Batesville, Greensburg, Milan, Versailles
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

- Flat Rated Calling Area - Batesville, Greensburg, Milan, Versailles
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Bicknell

###### Community Calling

- Flat Rated Calling Area - Bicknell, Freelandville
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

- Flat Rated Calling Area - Bicknell, Bruceville, Freelandville, Fritchton, Oaktown, Vincennes, Wheatland
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

- Flat Rated Calling Area - Bicknell, Bruceville, Freelandville, Fritchton, Oaktown, Vincennes, Wheatland
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Bippus

###### Community Calling

- Flat Rated Calling Area - Bippus, Huntington, North Manchester
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

- Flat Rated Calling Area - Bippus, Fort Wayne, Huntington, North Manchester, Roanoke
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

- Flat Rated Calling Area - Bippus, Fort Wayne, Huntington, North Manchester, Roanoke
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Birdseye

###### Community Calling

- Flat Rated Calling Area - Birdseye, Dubois, Ferdinand, Haysville, Huntingburg, Jasper, St. Anthony
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

- Flat Rated Calling Area - Birdseye, Dubois, English, Ferdinand, Haysville, Huntingburg, Jasper, St. Anthony
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

- Flat Rated Calling Area - Birdseye, Dubois, English, Ferdinand, Haysville, Huntingburg, Jasper, St. Anthony
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

##### Blountsville

###### Community Calling

- Flat Rated Calling Area - Blountsville, Mooreland, Muncie
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

- Flat Rated Calling Area - Blountsville, Farmland, Modoc, Mooreland, Muncie, Springport
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

- Flat Rated Calling Area - Blountsville, Farmland, Modoc, Mooreland, Muncie, Springport
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 937

##### Bourbon

###### Community Calling

- Flat Rated Calling Area - Bourbon, Atwood, Millwood, Tippecanoe
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

- Flat Rated Calling Area - Bourbon, Atwood, Bremen, Millwood, Plymouth, Tippecanoe
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

- Flat Rated Calling Area - Bourbon, Atwood, Bremen, Millwood, Plymouth, Tippecanoe
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Brazil

###### Community Calling

- Flat Rated Calling Area - Brazil, Center Point
- Measured Rate Calling Area - All other exchanges in LATA 938

###### Community Plus

- Flat Rated Calling Area - Brazil, Center Point, Clay City, Cory, Greencastle, Morton, Reelsville, Riley, Terre Haute
- Measured Rate Calling Area - All other exchanges in LATA 938

###### Premium Calling

- Flat Rated Calling Area - Brazil, Center Point, Clay City, Cory, Greencastle, Morton, Reelsville, Riley, Terre Haute
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 938

##### Bristol

###### Community Calling

- Flat Rated Calling Area - Bristol, Dunlap, Elkhart, Goshen, Middlebury, Osceola, Wakarusa
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

- Flat Rated Calling Area - Bristol, Dunlap, Elkhart, Goshen, Middlebury, Osceola, South Bend, Wakarusa
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

- Flat Rated Calling Area - Bristol, Dunlap, Elkhart, Goshen, Middlebury, Osceola, South Bend, Wakarusa
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Brookville

###### Community Calling

- Flat Rated Calling Area - Brookville, Laurel
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

- Flat Rated Calling Area - Brookville, Connersville, Laurel, West College Corner
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

- Flat Rated Calling Area - Brookville, Connersville, Laurel, West College Corner
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 937

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Brownstown

###### Community Calling

Flat Rated Calling Area - Brownstown, Clearspring, Crothersville, Freetown, Medora, Reddington, Seymour

Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Brownstown, Clearspring, Columbus, Crothersville, Freetown, Medora, Reddington, Salem, Seymour

Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Brownstown, Clearspring, Columbus, Crothersville, Freetown, Medora, Reddington, Salem, Seymour

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Burket

###### Community Calling

Flat Rated Calling Area - Burket, Claypool, Mentone, Silver Lake

Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rate Calling Area - Burket, Claypool, Mentone, Silver Lake, Warsaw

Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Burket, Claypool, Mentone, Silver Lake, Warsaw

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Butler

###### Community Calling

Flat Rated Calling Area - Butler, Auburn, St. Joe

Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Butler, Angola, Auburn, Fremont, Hamilton, Harlan, Pokagon, St. Joe, Waterloo, Woodburn

Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Butler, Angola, Auburn, Fremont, Hamilton, Harlan, Pokagon, St. Joe, Waterloo, Woodburn

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Butlerville

###### Community Calling

Flat Rated Calling Area - Butlerville, North Vernon, Scipio, San Jacinto  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Butlerville, North Vernon, Scipio, San Jacinto, Seymour, Versailles  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Butlerville, North Vernon, Scipio, San Jacinto, Seymour, Versailles  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

##### Cambridge City

###### Community Calling

Flat Rated Calling Area - Cambridge City  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Cambridge City, Centerville, Connersville, Greens Fork, Hagerstown  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Cambridge City, Centerville, Connersville, Greens Fork, Hagerstown  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

##### Campbellsburg

###### Community Calling

Flat Rated Calling Area - Campbellsburg, Fredericksburg, Pekin, Salem  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Campbellsburg, Fredericksburg, Mitchell, Orleans, Paoli, Pekin, Salem  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Campbellsburg, Fredericksburg, Mitchell, Orleans, Paoli, Pekin, Salem  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Carthage

###### Community Calling

Flat Rated Calling Area - Carthage, Arlington, Knightstown, Mays, Rushville  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Carthage, Arlington, Greenfield, Knightstown, Mays, Morristown, Rushville  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Carthage, Arlington, Greenfield, Knightstown, Mays, Morristown, Rushville  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

##### Center Point

###### Community Calling

Flat Rated Calling Area - Center Point, Brazil  
Measured Rate Calling Area - All other exchanges in LATA 938

###### Community Plus

Flat Rated Calling Area - Center Point, Brazil, Clay City, Cory, Poland, Terre Haute  
Measured Rate Calling Area - All other exchanges in LATA 938

###### Premium Calling

Flat Rated Calling Area - Center Point, Brazil, Clay City, Cory, Poland, Terre Haute  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 938

##### Centerville

###### Community Calling

Flat Rated Calling Area - Centerville, Greens Fork, Richmond  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Centerville, Cambridge City, Connersville, Fountain City, Greens Fork, Richmond  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Centerville, Cambridge City, Connersville, Fountain City, Greens Fork, Richmond  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Central

###### Community Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Community Plus

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Premium Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 462

##### Chesterton

###### Community Calling

Flat Rated Calling Area - Chesterton, Michigan City, Portage, Valparaiso

Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Chesterton, Michigan City, Portage, Valparaiso, Hobart, Kouts, Lake Station, LaPorte, Westville, Wheeler

Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Chesterton, Michigan City, Portage, Valparaiso, Hobart, Kouts, Lake Station, LaPorte, Westville, Wheeler

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Churubusco

###### Community Calling

Flat Rated Calling Area - Churubusco, Arcola, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville

Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Churubusco, Albion, Arcola, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville

Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Churubusco, Albion, Arcola, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Cicero

###### Community Calling

Flat Rated Calling Area - Cicero, Atlanta, Noblesville, Tipton  
Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

Flat Rated Calling Area - Cicero, Atlanta, Noblesville, Tipton, Carmel, Fishers, Indianapolis, Westfield  
Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

Flat Rated Calling Area - Cicero, Atlanta, Noblesville, Tipton, Carmel, Fishers, Indianapolis, Westfield  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 336

##### Clay City

###### Community Calling

Flat Rated Calling Area - Clay City, Cory, Lewis, Patricksburg  
Measured Rate Calling Area - All other exchanges in LATA 938

###### Community Plus

Flat Rated Calling Area - Clay City, Brazil, Center Point, Cory, Lewis, Patricksburg, Terre Haute  
Measured Rate Calling Area - All other exchanges in LATA 938

###### Premium Calling

Flat Rated Calling Area - Clay City, Brazil, Center Point, Cory, Lewis, Patricksburg, Terre Haute  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 938

##### Claypool

###### Community Calling

Flat Rated Calling Area - Claypool, Burket, Sidney, Silver Lake, Warsaw  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Claypool, Burket, North Manchester, Sidney, Silver Lake, Warsaw  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Claypool, Burket, North Manchester, Sidney, Silver Lake, Warsaw  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334



Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Clearspring

###### Community Calling

Flat Rated Calling Area - Brownstown, Clearspring, Crothersville, Freetown, Medora, Reddington, Seymour

Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Brownstown, Clearspring, Columbus, Crothersville, Freetown, Medora, Reddington, Seymour

Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Brownstown, Clearspring, Columbus, Crothersville, Freetown, Medora, Reddington, Seymour

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Connersville

###### Community Calling

Flat Rated Calling Area - Connersville, Laurel

Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Connersville, Brookville, Cambridge City, Centerville, Glenwood, Laurel, Liberty, Mays, Richmond, Rushville, West College Corner

Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Connersville, Brookville, Cambridge City, Centerville, Glenwood, Laurel, Liberty, Mays, Richmond, Rushville, West College Corner

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 937

##### Cory

###### Community Calling

Flat Rated Calling Area - Cory, Clay City, Riley, Terre Haute

Measured Rate Calling Area - All other exchanges in LATA 938

###### Community Plus

Flat Rated Calling Area - Cory, Brazil, Center Point, Clay City, Riley, Terre Haute

Measured Rate Calling Area - All other exchanges in LATA 938

###### Premium Calling

Flat Rated Calling Area - Cory, Brazil, Center Point, Clay City, Riley, Terre Haute

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 938

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Corydon

###### Community Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Community Plus

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Premium Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 462

##### Crandall

###### Community Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Community Plus

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Premium Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 462

##### Crane

###### Community Calling

Flat Rated Calling Area - Crane, Loogootee, Odon, Shoals

Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Crane, Bedford, Bloomfield, Loogootee, Odon, Shoals

Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Crane, Bedford, Bloomfield, Loogootee, Odon, Shoals

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Crothersville

###### Community Calling

Flat Rated Calling Area - Brownstown, Clearspring, Crothersville, Freetown, Medora, Reddington, Seymour

Measured Rate Calling Area - All other exchanges in LATA 33

###### Community Plus

Flat Rated Calling Area - Austin, Brownstown, Clearspring, Crothersville, Freetown, Medora, Reddington, Scottsburg, Seymour

Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Austin, Brownstown, Clearspring, Crothersville, Freetown, Medora, Reddington, Scottsburg, Seymour

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Cutler

###### Community Calling

Flat Rated Calling Area - Cutler, Burlington, Delphi, Flora, Geetingsville, Rossville

Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

Flat Rated Calling Area - Cutler, Buck Creek, Burlington, Delphi, Flora, Geetingsville, Lafayette, Rossville

Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

Flat Rated Calling Area - Cutler, Buck Creek, Burlington, Delphi, Flora, Geetingsville, Lafayette, Rossville

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336

##### Cynthiana

###### Community Calling

Flat Rated Calling Area - Cynthiana, Fort Branch (Haubstadt), Owensville, Poseyville, Wadesville

Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Cynthiana, Evansville, Fort Branch (Haubstadt), Owensville, Poseyville, St. Joseph, Wadesville

Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Cynthiana, Evansville, Fort Branch (Haubstadt), Owensville, Poseyville, St. Joseph, Wadesville

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Decker

###### Community Calling

- Flat Rated Calling Area - Decker, Hazleton, Monroe City, Vincennes
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

- Flat Rated Calling Area - Decker, Fritchton, Hazleton, Monroe City, Vincennes
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

- Flat Rated Calling Area - Decker, Fritchton, Hazleton, Monroe City, Vincennes
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Delphi

###### Community Calling

- Flat Rated Calling Area - Delphi, Battle Ground, Brookston, Buck Creek, Burrows, Camden, Cutler, Deer Creek, Idaville, Yeoman
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

- Flat Rated Calling Area - Delphi, Battle Ground, Brookston, Buck Creek, Burrows, Camden, Cutler, Deer Creek, Idaville, Lafayette, Yeoman
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

- Flat Rated Calling Area - Delphi, Battle Ground, Brookston, Buck Creek, Burrows, Camden, Cutler, Deer Creek, Idaville, Lafayette, Yeoman
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336

##### Dubois

###### Community Calling

- Flat Rated Calling Area - Dubois, Birdseye, Ferdinand, Haysville, Huntingburg, Jasper, St. Anthony
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

- Flat Rated Calling Area - Dubois, Birdseye, Ferdinand, Haysville, Huntingburg, Jasper, Loogootee, Shoals, St. Anthony
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

- Flat Rated Calling Area - Dubois, Birdseye, Ferdinand, Haysville, Huntingburg, Jasper, Loogootee, Shoals, St. Anthony
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Dunkirk

###### Community Calling

Flat Rated Calling Area - Dunkirk, Albany, Eaton, Muncie  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Dunkirk, Albany, Eaton, Muncie, Portland, Redkey  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Dunkirk, Albany, Eaton, Muncie, Portland, Redkey  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

##### Dunlap

###### Community Calling

Flat Rated Calling Area - Dunlap, Bristol, Elkhart, Goshen, Middlebury, Osceola, Wakarusa  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Dunlap, Bristol, Elkhart, Goshen, Middlebury, Osceola, South Bend, Wakarusa  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Dunlap, Bristol, Elkhart, Goshen, Middlebury, Osceola, South Bend, Wakarusa  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 332

##### Elberfeld

###### Community Calling

Flat Rated Calling Area - Elberfeld, Boonville, Chandler, Evansville, Lynnville, McCutchanville  
Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Elberfeld, Boonville, Chandler, Evansville, Fort Branch (Haubstadt), Francisco,  
Lynnville, Mackey, McCutchanville  
Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Elberfeld, Boonville, Chandler, Evansville, Fort Branch (Haubstadt), Francisco,  
Lynnville, Mackey, McCutchanville  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 330

Effective: JULY 1, 2010

LOCAL CALLING PLANS

1. LOCAL CALLING PLAN (Continued)

.6 EXCHANGE CALLING AREAS (Continued)

Elizabeth

Community Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

Community Plus

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

Premium Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 462

Elkhart

Community Calling

Flat Rated Calling Area - Elkhart, Bristol, Dunlap, Goshen, Middlebury, Osceola, Wakarusa, Wyatt and the MI exchanges of Edwardsburg and Union

Measured Rate Calling Area - All other exchanges in LATA 332

Community Plus

Flat Rated Calling Area - Elkhart, Bristol, Dunlap, Goshen, Middlebury, Osceola, South Bend, Wakarusa, Wyatt and the MI exchanges of Edwardsburg and Union

Measured Rate Calling Area - All other exchanges in LATA 332

Premium Calling

Flat Rated Calling Area - Elkhart, Bristol, Dunlap, Goshen, Middlebury, Osceola, South Bend, Wakarusa, Wyatt and the MI exchanges of Edwardsburg and Union

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

English

Community Calling

Flat Rated Calling Area - English

Measured Rate Calling Area - All other exchanges in LATA 330

Community Plus

Flat Rated Calling Area - English, Birdseye, Jasper, Marengo

Measured Rate Calling Area - All other exchanges in LATA 330

Premium Calling

Flat Rated Calling Area - English, Birdseye, Jasper, Marengo

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Fairbanks

###### Community Calling

Flat Rated Calling Area - Fairbanks, Farmersburg, Prairie Creek, Shelburn  
Measured Rate Calling Area - All other exchanges in LATA 938

###### Community Plus

Flat Rated Calling Area - Fairbanks, Farmersburg, Graysville, Prairie Creek, Shelburn, Sullivan, Terre Haute  
Measured Rate Calling Area - All other exchanges in LATA 938

###### Premium Calling

Flat Rated Calling Area - Fairbanks, Farmersburg, Graysville, Prairie Creek, Shelburn, Sullivan, Terre Haute  
Block of Time/Measured Rate Calling Area - All other exchanges in LATA 938

##### Farmersburg

###### Community Calling

Flat Rated Calling Area - Farmersburg, Fairbanks, Lewis, Prairie Creek, Shelburn  
Measured Rate Calling Area - All other exchanges in LATA 938

###### Community Plus

Flat Rated Calling Area - Farmersburg, Fairbanks, Lewis, Prairie Creek, Shelburn, Sullivan, Terre Haute  
Measured Rate Calling Area - All other exchanges in LATA 938

###### Premium Calling

Flat Rated Calling Area - Farmersburg, Fairbanks, Lewis, Prairie Creek, Shelburn, Sullivan, Terre Haute  
Block of Time/Measured Rate Calling Area - All other exchanges in LATA 938

##### Farmland

###### Community Calling

Flat Rated Calling Area - Farmland, Muncie  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Farmland, Blountsville, Modoc, Muncie, Winchester  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Farmland, Blountsville, Modoc, Muncie, Winchester  
Block of Time/Measured Rate Calling Area - All other exchanges in LATA 937

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Ferdinand

###### Community Calling

Flat Rated Calling Area - Ferdinand, Birdseye, Dubois, Haysville, Huntingburg, Jasper, St. Anthony, St. Meinrad

Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Ferdinand, Birdseye, Dale, Dubois, Haysville, Huntingburg, Jasper, St. Anthony, St. Meinrad

Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Ferdinand, Birdseye, Dale, Dubois, Haysville, Huntingburg, Jasper, St. Anthony, St. Meinrad

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

##### Fort Branch

###### Community Calling

Flat Rated Calling Area - Fort Branch (Haubstadt), Cynthiana, Francisco, Mackey, Oakland City, Owensville, Patoka, Princeton

Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Fort Branch (Haubstadt), Cynthiana, Elberfeld, Evansville, Francisco, Mackey, McCutchanville, Oakland City, Owensville, Patoka, Princeton

Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Fort Branch (Haubstadt), Cynthiana, Elberfeld, Evansville, Francisco, Mackey, McCutchanville, Oakland City, Owensville, Patoka, Princeton

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

##### Fort Wayne

###### Community Calling

Flat Rated Calling Area - Fort Wayne, Arcola, Churubusco, Harlan, Huntertown, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Spencerville, St. Joe, Woodburn, Zanesville

Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Fort Wayne, Arcola, Bippus, Churubusco, Garrett, Harlan, Huntertown, Leo, Markle, Monroeville, New Haven, Ossian, Poe-Hoagland, Reservoir, Roanoke, Spencerville, St. Joe, Uniondale, Woodburn, Zanesville

Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Fort Wayne, Arcola, Bippus, Churubusco, Garrett, Harlan, Huntertown, Leo, Markle, Monroeville, New Haven, Ossian, Poe-Hoagland, Reservoir, Roanoke, Spencerville, St. Joe, Uniondale, Woodburn, Zanesville

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334



Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Fountain City

###### Community Calling

Flat Rated Calling Area - Fountain City, Greens Fork, Lynn, Richmond

Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Fountain City, Centerville, Greens Fork, Lynn, Richmond

Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Fountain City, Centerville, Greens Fork, Lynn, Richmond

Block of Time/Measured

Rate Calling Area - All other exchanges in LATA 937

##### Francisco

###### Community Calling

Flat Rated Calling Area - Francisco, Fort Branch (Haubstadt), Mackey, Oakland City, Owensville, Patoka, Princeton

Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Francisco, Elberfeld, Fort Branch (Haubstadt), Lynnville, Mackey, Oakland City, Owensville, Patoka, Princeton

Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Francisco, Elberfeld, Fort Branch (Haubstadt), Lynnville, Mackey, Oakland City, Owensville, Patoka, Princeton

Block of Time/Measured

Rate Calling Area - All other exchanges in LATA 330

##### Frankton

###### Community Calling

Flat Rated Calling Area - Alexandria, Anderson, Elwood, Frankton

Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

Flat Rated Calling Area - Alexandria, Anderson, Elwood, Frankton, Pendleton, Windfall

Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

Flat Rated Calling Area - Alexandria, Anderson, Elwood, Frankton, Pendleton, Windfall

Block of Time/Measured

Rate Calling Area - All other exchanges in LATA 336

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Fredericksburg

###### Community Calling

Flat Rated Calling Area - Campbellsburg, Fredericksburg, Salem  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Campbellsburg, Fredericksburg, Paoli, Salem  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Campbellsburg, Fredericksburg, Paoli, Salem  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

##### Freelandville

###### Community Calling

Flat Rated Calling Area - Freelandville, Bicknell, Edwardsport, Oaktown, Sandborn  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Freelandville, Bicknell, Edwardsport, Fritchton, Oaktown, Sandborn, Vincennes  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Freelandville, Bicknell, Edwardsport, Fritchton, Oaktown, Sandborn, Vincennes  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

##### Freetown

###### Community Calling

Flat Rated Calling Area - Brownstown, Clearspring, Crothersville, Freetown, Medora, Reddington, Seymour  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Brownstown, Clearspring, Columbus, Crothersville, Freetown, Medora, Reddington, Seymour  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Brownstown, Clearspring, Columbus, Crothersville, Freetown, Medora, Reddington, Seymour  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

Effective: July 12, 2021

LOCAL CALLING PLANS

1. LOCAL CALLING PLAN (Continued)

.6 EXCHANGE CALLING AREAS (Continued)

Fremont

Community Calling

Flat Rated Calling Area - Fremont, Angola, Hamilton, Orland, Pleasant Lake, Pokagon  
Measured Rate Calling Area - All other exchanges in LATA 334

Community Plus

Flat Rated Calling Area - Fremont, Angola, Butler, Hamilton, Orland, Pleasant Lake, Pokagon, Waterloo  
Measured Rate Calling Area - All other exchanges in LATA 334

Premium Calling

Flat Rated Calling Area - Fremont, Angola, Butler, Hamilton, Orland, Pleasant Lake, Pokagon, Waterloo  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

Fritchton

Community Calling

Flat Rated Calling Area - Fritchton, Monroe City, Vincennes, Wheatland  
Measured Rate Calling Area - All other exchanges in LATA 338

Community Plus

Flat Rated Calling Area - Fritchton, Bicknell, Decker, Freelandville, Monroe City, Vincennes, Wheatland  
Measured Rate Calling Area - All other exchanges in LATA 338

Premium Calling

Flat Rated Calling Area - Fritchton, Bicknell, Decker, Freelandville, Monroe City, Vincennes, Wheatland  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

Fulton

Community Calling

Flat Rated Calling Area - Fulton, Macy  
Measured Rate Calling Area - All other exchanges in LATA 336

Community Plus

Flat Rated Calling Area - Fulton, Macy (C)  
Measured Rate Calling Area - All other exchanges in LATA 336

Premium Calling

Flat Rated Calling Area - Fulton, Macy (C)  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 336

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Galveston

###### Community Calling

Flat Rated Calling Area - Galveston, Kokomo, Logansport  
Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

Flat Rated Calling Area - Galveston, Kokomo, Logansport, Walton  
Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

Flat Rated Calling Area - Galveston, Kokomo, Logansport, Walton  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 336

##### Garrett

###### Community Calling

Flat Rated Calling Area - Garrett  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Garrett, Fort Wayne, Huntertown  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Garrett, Fort Wayne, Huntertown  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

##### Georgetown

###### Community Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Galena, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey  
Measured Rate Calling Area - All other exchanges in LATA 462

###### Community Plus

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Galena, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey  
Measured Rate Calling Area - All other exchanges in LATA 462

###### Premium Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Galena, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 462

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Glenwood

###### Community Calling

- Flat Rated Calling Area - Glenwood, Mays, Milroy, Rushville
- Measured Rate Calling Area - All other exchanges in LATA 973

###### Community Plus

- Flat Rated Calling Area - Glenwood, Connersville, Laurel, Mays, Milroy, Rushville
- Measured Rate Calling Area - All other exchanges in LATA 973

###### Premium Calling

- Flat Rated Calling Area - Glenwood, Connersville, Laurel, Mays, Milroy, Rushville
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 973

##### Goshen

###### Community Calling

- Flat Rated Calling Area - Goshen, Bristol, Dunlap, Elkhart, Middlebury, Millersburg, New Paris, Osceola, Wakarusa
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

- Flat Rated Calling Area - Goshen, Bristol, Dunlap, Elkhart, Middlebury, Millersburg, New Paris, Osceola, South Bend, Wakarusa
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

- Flat Rated Calling Area - Goshen, Bristol, Dunlap, Elkhart, Middlebury, Millersburg, New Paris, Osceola, South Bend, Wakarusa
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Graysville

###### Community Calling

- Flat Rated Calling Area - Graysville, Sullivan
- Measured Rate Calling Area - All other exchanges in LATA 938

###### Community Plus

- Flat Rated Calling Area - Graysville, Fairbanks, Merom, Shelburn, Sullivan
- Measured Rate Calling Area - All other exchanges in LATA 938

###### Premium Calling

- Flat Rated Calling Area - Graysville, Fairbanks, Merom, Shelburn, Sullivan
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 938

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Greencastle

###### Community Calling

Flat Rated Calling Area - Fillmore, Greencastle, Morton, Roachdale  
Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

Flat Rated Calling Area - Brazil, Cloverdale, Fillmore, Greencastle, Morton, Reelsville, Roachdale  
Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

Flat Rated Calling Area - Brazil, Cloverdale, Fillmore, Greencastle, Morton, Reelsville, Roachdale  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 336

##### Greensburg

###### Community Calling

Flat Rated Calling Area - Greensburg, Westport  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Greensburg, Batesville, Milroy, Versailles, Westport  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Greensburg, Batesville, Milroy, Versailles, Westport  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

##### Greens Fork

###### Community Calling

Flat Rated Calling Area - Greens Fork, Centerville, Fountain City, Hagerstown, Modoc  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Greens Fork, Cambridge City, Centerville, Fountain City, Hagerstown, Modoc,  
Richmond  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Greens Fork, Cambridge City, Centerville, Fountain City, Hagerstown, Modoc,  
Richmond  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Hagerstown

###### Community Calling

Flat Rated Calling Area - Hagerstown, Greens Fork, Modoc  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Hagerstown, Cambridge City, Greens Fork, Modoc, Richmond  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Hagerstown, Cambridge City, Greens Fork, Modoc, Richmond  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

##### Hamilton

###### Community Calling

Flat Rated Calling Area - Hamilton, Angola, Fremont, Orland, Pleasant Lake, Pokagon  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Hamilton, Angola, Butler, Fremont, Orland, Pleasant Lake, Pokagon, Waterloo  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Hamilton, Angola, Butler, Fremont, Orland, Pleasant Lake, Pokagon, Waterloo  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

##### Hanna

###### Community Calling

Flat Rated Calling Area - Hanna, LaPorte, Rolling Prairie, Union Mills, Westville  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Hanna, LaPorte, Rolling Prairie, Union Mills, Westville, LaCrosse, Valparaiso,  
Wanatah  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Hanna, LaPorte, Rolling Prairie, Union Mills, Westville, LaCrosse, Valparaiso,  
Wanatah  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 332

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Hanover

###### Community Calling

- Flat Rated Calling Area - Hanover, Madison
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

- Flat Rated Calling Area - Hanover, Lexington, Madison, Scottsburg
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

- Flat Rated Calling Area - Hanover, Lexington, Madison, Scottsburg
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Harlan

###### Community Calling

- Flat Rated Calling Area - Harlan, Arcola, Churubusco, Fort Wayne, Hometown, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Spencerville, Woodburn, Zanesville
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

- Flat Rated Calling Area - Harlan, Arcola, Butler, Churubusco, Fort Wayne, Hometown, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Spencerville, St. Joe, Woodburn, Zanesville
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

- Flat Rated Calling Area - Harlan, Arcola, Butler, Churubusco, Fort Wayne, Hometown, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Spencerville, St. Joe, Woodburn, Zanesville
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

##### Haysville

###### Community Calling

- Flat Rated Calling Area - Haysville, Birdseye, Dubois, Ferdinand, Huntingburg, Jasper, St. Anthony
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

- Flat Rated Calling Area - Haysville, Birdseye, Dubois, Ferdinand, Huntingburg, Jasper, Loogootee, Shoals, St. Anthony
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

- Flat Rated Calling Area - Haysville, Birdseye, Dubois, Ferdinand, Huntingburg, Jasper, Loogootee, Shoals, St. Anthony
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330



Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Hazleton

###### Community Calling

Flat Rated Calling Area - Hazleton, Decker, Patoka, Princeton

Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Hazleton, Decker, Patoka, Petersburg, Princeton, Vincennes

Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Hazleton, Decker, Patoka, Petersburg, Princeton, Vincennes

Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

##### Henryville

###### Community Calling

Flat Rated Calling Area - Charlestown, Henryville, New Albany (includes Jeffersonville), Sellersburg

Measured Rate Calling Area - All other exchanges in LATA 462

###### Community Plus

Flat Rated Calling Area - Charlestown, Henryville, New Albany (includes Jeffersonville), Scottsburg,  
Sellersburg

Measured Rate Calling Area - All other exchanges in LATA 462

###### Premium Calling

Flat Rated Calling Area - Charlestown, Henryville, New Albany (includes Jeffersonville), Scottsburg,  
Sellersburg

Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 462

##### Hobart

###### Community Calling

Flat Rated Calling Area - Hobart, Gary, Lake Station, Merrillville, Portage, Wheeler

Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Hobart, Gary, Lake Station, Merrillville, Portage, Wheeler, Chesterton, Crown  
Point, Valparaiso

Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Hobart, Gary, Lake Station, Merrillville, Portage, Wheeler, Chesterton, Crown  
Point, Valparaiso

Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 332

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Huntertown

###### Community Calling

Flat Rated Calling Area - Huntertown, Arcola, Churubusco, Fort Wayne, Harlan, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville

Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Huntertown, Arcola, Churubusco, Fort Wayne, Garrett, Harlan, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville

Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Huntertown, Arcola, Churubusco, Fort Wayne, Garrett, Harlan, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

##### Huntingburg

###### Community Calling

Flat Rated Calling Area - Huntingburg, Birdseye, Dubois, Ferdinand, Haysville, Holland, Jasper, St. Anthony

Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Huntingburg, Birdseye, Dale, Dubois, Ferdinand, Haysville, Holland, Jasper, St. Anthony

Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Huntingburg, Birdseye, Dale, Dubois, Ferdinand, Haysville, Holland, Jasper, St. Anthony

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

##### Idaville

###### Community Calling

Flat Rated Calling Area - Idaville, Buffalo, Camden, Delphi, Yeoman

Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Idaville, Buffalo, Burnettsville, Camden, Delphi, Monticello, Yeoman

Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Idaville, Buffalo, Burnettsville, Camden, Delphi, Monticello, Yeoman

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Jasper

###### Community Calling

Flat Rated Calling Area - Jasper (Ireland), Birdseye, Dubois, Ferdinand, Haysville, Huntingburg, St. Anthony

Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Jasper (Ireland), Birdseye, Dubois, English, Ferdinand, Haysville, Huntingburg, Loogootee, Shoals, St. Anthony

Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Jasper (Ireland), Birdseye, Dubois, English, Ferdinand, Haysville, Huntingburg, Loogootee, Shoals, St. Anthony

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

##### Kimmell

###### Community Calling

Flat Rated Calling Area - Albion, Kimmell

Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Albion, Kendallville, Kimmell

Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Albion, Kendallville, Kimmell

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

##### Kouts

###### Community Calling

Flat Rated Calling Area - Kouts, LaCrosse, Valparaiso, Wanatah

Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Kouts, LaCrosse, Valparaiso, Wanatah, Hebron, Lakes of the Four Seasons, Portage, Chesterton

Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Kouts, LaCrosse, Valparaiso, Wanatah, Hebron, Lakes of the Four Seasons, Portage, Chesterton

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Laconia

###### Community Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Community Plus

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Premium Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 462

##### LaCrosse

###### Community Calling

Flat Rated Calling Area - LaCrosse, Kouts, Valparaiso, Wanatah

Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Kouts, LaCrosse, Valparaiso, Wanatah, Hanna, North Judson

Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Kouts, LaCrosse, Valparaiso, Wanatah, Hanna, North Judson

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Lafayette

###### Community Calling

Flat Rated Calling Area - Lafayette, Battle Ground, Brookston, Buck Creek, Clarks Hill, Mulberry, Otterbein, Romney, West Point

Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

Flat Rated Calling Area - Lafayette, Battle Ground, Brookston, Buck Creek, Clarks Hill, Cutler, Delphi, Mulberry, Otterbein, Romney, West Point

Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

Flat Rated Calling Area - Lafayette, Battle Ground, Brookston, Buck Creek, Clarks Hill, Cutler, Delphi, Mulberry, Otterbein, Romney, West Point

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Lake Station

###### Community Calling

Flat Rated Calling Area - Lake Station, Gary, Hobart, Merrillville, Portage, Wheeler  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Lake Station, Gary, Hobart, Merrillville, Portage, Wheeler, Chesterton, Crown Point, Valparasio  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Lake Station, Gary, Hobart, Merrillville, Portage, Wheeler, Chesterton, Crown Point, Valparasio  
Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Lanesville

###### Community Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Galena, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey  
Measured Rate Calling Area - All other exchanges in LATA 462

###### Community Plus

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Galena, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey  
Measured Rate Calling Area - All other exchanges in LATA 462

###### Premium Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Galena, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey  
Block of Time/Measured Rate Calling Area - All other exchanges in LATA 462

##### LaPorte

###### Community Calling

Flat Rated Calling Area - LaPorte, Hanna, Rolling Prairie, Union Mills, Westville  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - LaPorte, Hanna, Rolling Prairie, Union Mills, Westville, Chesterton, Michigan City, Valparaiso, Wanatah  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - LaPorte, Hanna, Rolling Prairie, Union Mills, Westville, Chesterton, Michigan City, Valparaiso, Wanatah  
Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Laurel

###### Community Calling

Flat Rated Calling Area - Laurel, Brookville, Connersville  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Laurel, Brookville, Connersville, Glenwood, Rushville  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Laurel, Brookville, Connersville, Glenwood, Rushville  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

##### Leavenworth

###### Community Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville,  
Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey  
Measured Rate Calling Area - All other exchanges in LATA 462

###### Community Plus

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville,  
Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New  
Middletown, Palmyra, Ramsey  
Measured Rate Calling Area - All other exchanges in LATA 462

###### Premium Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville,  
Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New  
Middletown, Palmyra, Ramsey  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 462

##### Leo

###### Community Calling

Flat Rated Calling Area - Leo, Arcola, Churubusco, Fort Wayne, Harlan, Hometown, Monroeville, New  
Haven, Ossian, Poe-Hoagland, Roanoke, Spencerville, Woodburn, Zanesville  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Leo, Arcola, Auburn, Churubusco, Fort Wayne, Harlan, Hometown, Monroeville,  
New Haven, Ossian, Poe-Hoagland, Roanoke, Spencerville, St. Joe, Woodburn,  
Zanesville  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Leo, Arcola, Auburn, Churubusco, Fort Wayne, Harlan, Hometown, Monroeville,  
New Haven, Ossian, Poe-Hoagland, Roanoke, Spencerville, St. Joe, Woodburn,  
Zanesville  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

LOCAL CALLING PLANS

1. LOCAL CALLING PLAN (Continued)

.6 EXCHANGE CALLING AREAS (Continued)

Lewis

Community Calling

Flat Rated Calling Area - Lewis, Clay City, Farmersburg, Riley, Terre Haute  
Measured Rate Calling Area - All other exchanges in LATA 938

Community Plus

Flat Rated Calling Area - Lewis, Clay City, Farmersburg, Hymera, Riley, Shelburn, Sullivan, Terre Haute  
Measured Rate Calling Area - All other exchanges in LATA 938

Premium Calling

Flat Rated Calling Area - Lewis, Clay City, Farmersburg, Hymera, Riley, Shelburn, Sullivan, Terre Haute  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 938

Lexington

Community Calling

Flat Rated Calling Area - Austin, Lexington, Scottsburg  
Measured Rate Calling Area - All other exchanges in LATA 338

Community Plus

Flat Rated Calling Area - Austin, Hanover, Lexington, Madison, Scottsburg  
Measured Rate Calling Area - All other exchanges in LATA 338

Premium Calling

Flat Rated Calling Area - Austin, Hanover, Lexington, Madison, Scottsburg  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

Liberty

Community Calling

Flat Rated Calling Area - Liberty, West College Corner  
Measured Rate Calling Area - All other exchanges in LATA 937

Community Plus

Flat Rated Calling Area - Liberty, Connersville, Richmond, West College Corner  
Measured Rate Calling Area - All other exchanges in LATA 937

Premium Calling

Flat Rated Calling Area - Liberty, Connersville, Richmond, West College Corner  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Logansport

###### Community Calling

Flat Rated Calling Area - Logansport, Galveston, Lucerne, Royal Center, Twelve Mile, Walton  
Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

Flat Rated Calling Area - Logansport, Galveston, Kokomo, Lucerne, Royal Center, Twelve Mile, Walton  
Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

Flat Rated Calling Area - Logansport, Galveston, Kokomo, Lucerne, Royal Center, Twelve Mile, Walton  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 336

##### Loogootee

###### Community Calling

Flat Rated Calling Area - Loogootee, Crane, Montgomery, Shoals  
Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Loogootee, Crane, Dubois, Haysville, Jasper, Montgomery, Shoals  
Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Loogootee, Crane, Dubois, Haysville, Jasper, Montgomery, Shoals  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 330

##### Lucerne

###### Community Calling

Flat Rated Calling Area - Logansport, Lucerne  
Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

Flat Rated Calling Area - Logansport, Lucerne, Royal Center  
Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

Flat Rated Calling Area - Logansport, Lucerne, Royal Center  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 336



Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Lynn

###### Community Calling

- Flat Rated Calling Area - Lynn
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

- Flat Rated Calling Area - Lynn, Fountain City, Modoc, Winchester
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

- Flat Rated Calling Area - Lynn, Fountain City, Modoc, Winchester
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 937

##### Lynnville

###### Community Calling

- Flat Rated Calling Area - Lynnville, Boonville, Elberfeld
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

- Flat Rated Calling Area - Lynnville, Boonville, Elberfeld, Evansville, Mackey, Newburgh
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

- Flat Rated Calling Area - Lynnville, Boonville, Elberfeld, Evansville, Mackey, Newburgh
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

##### Mackey

###### Community Calling

- Flat Rated Calling Area - Mackey, Fort Branch (Haubstadt), Francisco, Oakland City, Owensville, Patoka, Princeton
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

- Flat Rated Calling Area - Mackey, Elberfeld, Fort Branch (Haubstadt), Francisco, Lynnville, Oakland City, Owensville, Patoka, Princeton
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

- Flat Rated Calling Area - Mackey, Elberfeld, Fort Branch (Haubstadt), Francisco, Lynnville, Oakland City, Owensville, Patoka, Princeton
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

Effective: JULY 1, 2010

LOCAL CALLING PLANS

1. LOCAL CALLING PLAN (Continued)

.6 EXCHANGE CALLING AREAS (Continued)

Macy

Community Calling

Flat Rated Calling Area - Macy, Akron, Fulton  
Measured Rate Calling Area - All other exchanges in LATA 336

Community Plus

Flat Rated Calling Area - Macy, Akron, Denver, Fulton  
Measured Rate Calling Area - All other exchanges in LATA 336

Premium Calling

Flat Rated Calling Area - Macy, Akron, Denver, Fulton  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 336

Madison

Community Calling

Flat Rated Calling Area - Canaan, Hanover, Madison, San Jacinto  
Measured Rate Calling Area - All other exchanges in LATA 338

Community Plus

Flat Rated Calling Area - Canaan, Hanover, Lexington, Madison, North Vernon, San Jacinto, Versailles  
Measured Rate Calling Area - All other exchanges in LATA 338

Premium Calling

Flat Rated Calling Area - Canaan, Hanover, Lexington, Madison, North Vernon, San Jacinto, Versailles  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

Marengo

Community Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville,  
Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey  
Measured Rate Calling Area - All other exchanges in LATA 462

Community Plus

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, English, Georgetown, Laconia, Lanesville,  
Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New  
Middletown, Palmyra, Ramsey  
Measured Rate Calling Area - All other exchanges in LATA 462

Premium Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, English, Georgetown, Laconia, Lanesville,  
Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New  
Middletown, Palmyra, Ramsey  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 462

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Markle

###### Community Calling

- Flat Rated Calling Area - Markle, Bluffton, Huntington, Reservoir, Uniondale, Zanesville
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

- Flat Rated Calling Area - Markle, Bluffton, Fort Wayne, Huntington, Ossian, Reservoir, Uniondale, Zanesville
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

- Flat Rated Calling Area - Markle, Bluffton, Fort Wayne, Huntington, Ossian, Reservoir, Uniondale, Zanesville
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

##### Mays

###### Community Calling

- Flat Rated Calling Area - Mays, Carthage, Glenwood, Knightstown, Rushville, Spiceland
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

- Flat Rated Calling Area - Mays, Carthage, Connersville, Glenwood, Knightstown, Rushville, Spiceland
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

- Flat Rated Calling Area - Mays, Carthage, Connersville, Glenwood, Knightstown, Rushville, Spiceland
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 937

##### Mechanicsburg

###### Community Calling

- Flat Rated Calling Area - Anderson, Markleville, Mechanicsburg, Middletown
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

- Flat Rated Calling Area - Anderson, Markleville, Mechanicsburg, Middletown, Muncie, Pendleton
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

- Flat Rated Calling Area - Anderson, Markleville, Mechanicsburg, Middletown, Muncie, Pendleton
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Medora

###### Community Calling

Flat Rated Calling Area - Brownstown, Clearspring, Crothersville, Freetown, Medora, Reddington, Seymour

Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Brownstown, Clearspring, Crothersville, Freetown, Medora, Reddington, Salem, Seymour

Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Brownstown, Clearspring, Crothersville, Freetown, Medora, Reddington, Salem, Seymour

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Mentone

###### Community Calling

Flat Rated Calling Area - Mentone, Akron, Atwood, Burket, Tippecanoe

Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Mentone, Akron, Atwood, Burket, Tippecanoe, Warsaw

Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Mentone, Akron, Atwood, Burket, Tippecanoe, Warsaw

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Merom

###### Community Calling

Flat Rated Calling Area - Merom (New Lebanon)

Measured Rate Calling Area - All other exchanges in LATA 938

###### Community Plus

Flat Rated Calling Area - Merom (New Lebanon), Graysville, Shelburn, Sullivan

Measured Rate Calling Area - All other exchanges in LATA 938

###### Premium Calling

Flat Rated Calling Area - Merom (New Lebanon), Graysville, Shelburn, Sullivan, Terre Haute

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 938

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Middlebury

###### Community Calling

- Flat Rated Calling Area - Middlebury, Bristol, Dunlap, Elkhart, Goshen, Millersburg, Osceola, Wakarusa
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

- Flat Rated Calling Area - Middlebury, Bristol, Dunlap, Elkhart, Goshen, Millersburg, Osceola, South Bend, Wakarusa
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

- Flat Rated Calling Area - Middlebury, Bristol, Dunlap, Elkhart, Goshen, Millersburg, Osceola, South Bend, Wakarusa
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Milan

###### Community Calling

- Flat Rated Calling Area - Milan, Moores Hill, Versailles
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

- Flat Rated Calling Area - Batesville, Milan, Moores Hill, Versailles
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

- Flat Rated Calling Area - Batesville, Milan, Moores Hill, Versailles
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Milltown

###### Community Calling

- Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey
- Measured Rate Calling Area - All other exchanges in LATA 462

###### Community Plus

- Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey
- Measured Rate Calling Area - All other exchanges in LATA 462

###### Premium Calling

- Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 462

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Millwood

###### Community Calling

Flat Rated Calling Area - Millwood, Atwood, Bourbon, Nappanee  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Millwood, Atwood, Bourbon, Nappanee, Warsaw  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Millwood, Atwood, Bourbon, Nappanee, Warsaw  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 332

##### Milroy

###### Community Calling

Flat Rated Calling Area - Milroy, Glenwood, Rushville  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Milroy, Arlington, Glenwood, Greensburg, Rushville  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Milroy, Arlington, Glenwood, Greensburg, Rushville  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

##### Mitchell

###### Community Calling

Flat Rated Calling Area - Mitchell, Bedford, Orleans  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Mitchell, Bedford, Campbellsburg, Orleans, Paoli  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Mitchell, Bedford, Campbellsburg, Orleans, Paoli  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Modoc

###### Community Calling

Flat Rated Calling Area - Modoc, Greens Fork, Hagerstown  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Modoc, Farmland, Greens Fork, Hagerstown, Lynn, Mooreland, Winchester  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Modoc, Farmland, Greens Fork, Hagerstown, Lynn, Mooreland, Winchester  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

##### Monroe City

###### Community Calling

Flat Rated Calling Area - Monroe City, Decker, Fritchton, Vincennes, Wheatland  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Monroe City, Decker, Fritchton, Petersburg, Vincennes, Wheatland  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Monroe City, Decker, Fritchton, Petersburg, Vincennes, Wheatland  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

##### Monroeville

###### Community Calling

Flat Rated Calling Area - Monroeville, Arcola, Churubusco, Fort Wayne, Harlan, Huntertown, Leo, New Haven, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Monroeville, Arcola, Churubusco, Decatur, Fort Wayne, Harlan, Huntertown, Leo, New Haven, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Monroeville, Arcola, Churubusco, Decatur, Fort Wayne, Harlan, Huntertown, Leo, New Haven, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Mooreland

###### Community Calling

- Flat Rated Calling Area - Mooreland, Blountsville, Mount Summit, New Castle, New Lisbon
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

- Flat Rated Calling Area - Mooreland, Blountsville, Modoc, Mount Summit, New Castle, New Lisbon, Springport
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

- Flat Rated Calling Area - Mooreland, Blountsville, Modoc, Mount Summit, New Castle, New Lisbon, Springport
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 937

##### Morristown

###### Community Calling

- Flat Rated Calling Area - Morristown, Arlington, Greenfield, Manilla, New Palestine, Shelbyville
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

- Flat Rated Calling Area - Morristown, Arlington, Carthage, Greenfield, Manilla, New Palestine, Rushville, Shelbyville
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

- Flat Rated Calling Area - Morristown, Arlington, Carthage, Greenfield, Manilla, New Palestine, Rushville, Shelbyville
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 937

##### Morton

###### Community Calling

- Flat Rated Calling Area - Greencastle, Morton
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

- Flat Rated Calling Area - Brazil, Cloverdale, Greencastle, Morton, Reelsville, Roachdale
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

- Flat Rated Calling Area - Brazil, Cloverdale, Greencastle, Morton, Reelsville, Roachdale
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336



Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### New Haven

###### Community Calling

Flat Rated Calling Area - New Haven, Arcola, Churubusco, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville

Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - New Haven, Arcola, Churubusco, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, Ossian, Poe-Hoagland, Roanoke, St. Joe, Woodburn, Zanesville

Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - New Haven, Arcola, Churubusco, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, Ossian, Poe-Hoagland, Roanoke, St. Joe, Woodburn, Zanesville

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

##### New Middletown

###### Community Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Community Plus

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Premium Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 462

##### North Manchester

###### Community Calling

Flat Rated Calling Area - North Manchester, Bippus, Sidney, Silver Lake

Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - North Manchester, Bippus, Claypool, Sidney, Silver Lake, Wabash

Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - North Manchester, Bippus, Claypool, Sidney, Silver Lake, Wabash

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### North Vernon

###### Community Calling

- Flat Rated Calling Area - North Vernon, Butlerville, San Jacinto, Scipio
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

- Flat Rated Calling Area - North Vernon, Butlerville, Madison, Reddington, San Jacinto, Scipio, Seymour, Wesport
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

- Flat Rated Calling Area - North Vernon, Butlerville, Madison, Reddington, San Jacinto, Scipio, Seymour, Wesport
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Oakland City

###### Community Calling

- Flat Rated Calling Area - Oakland City, Fort Branch (Haubstadt), Francisco, Mackey, Owensville, Patoka, Princeton
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

- Flat Rated Calling Area - Oakland City, Fort Branch (Haubstadt), Francisco, Mackey, Owensville, Patoka, Petersburg, Princeton, Spurgeon
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

- Flat Rated Calling Area - Oakland City, Fort Branch (Haubstadt), Francisco, Mackey, Owensville, Patoka, Petersburg, Princeton, Spurgeon
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

##### Oaktown

###### Community Calling

- Flat Rated Calling Area - Oaktown, Freelandville
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

- Flat Rated Calling Area - Oaktown, Bicknell, Freelandville, Sullivan
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

- Flat Rated Calling Area - Oaktown, Bicknell, Freelandville, Sullivan
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Orland

###### Community Calling

Flat Rated Calling Area - Orland, Angola, Fremont, Hamilton, Pleasant Lake, Pokagon  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Orland, Angola, Fremont, Hamilton, Pleasant Lake, Pokagon  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Orland, Angola, Fremont, Hamilton, Pleasant Lake, Pokagon  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

##### Orleans

###### Community Calling

Flat Rated Calling Area - Bedford, Mitchell, Orleans, Paoli  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Bedford, Campbellsburg, Mitchell, Orleans, Paoli, Salem  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Bedford, Campbellsburg, Mitchell, Orleans, Paoli, Salem  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

##### Ossian

###### Community Calling

Flat Rated Calling Area - Ossian, Churubusco, Craigville, Fort Wayne, Harlan, Huntertown, Leo-Grabill, Monroeville, New Haven, Poe-Hoagland, Roanoke, Tocsin, Uniondale, Zanesville  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Ossian, Bluffton, Churubusco, Craigville, Fort Wayne, Harlan, Huntertown, Leo-Grabill, Markle, Monroeville, New Haven, Poe-Hoagland, Roanoke, Tocsin, Uniondale, Zanesville  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Ossian, Bluffton, Churubusco, Craigville, Fort Wayne, Harlan, Huntertown, Leo-Grabill, Markle, Monroeville, New Haven, Poe-Hoagland, Roanoke, Tocsin, Uniondale, Zanesville  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Owensville

###### Community Calling

Flat Rated Calling Area - Owensville, Cynthiana, Fort Branch (Haubstadt), Francisco, Mackey, Oakland City, Patoka, Princeton

Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Owensville, Cynthiana, Fort Branch (Haubstadt), Francisco, Mackey, Oakland City, Patoka, Princeton

Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Owensville, Cynthiana, Fort Branch (Haubstadt), Francisco, Mackey, Oakland City, Patoka, Princeton

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

##### Palmyra

###### Community Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Community Plus

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Galena, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Premium Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Galena, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 462

##### Paoli

###### Community Calling

Flat Rated Calling Area - Paoli, Orleans

Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Paoli, Campbellsburg, Fredericksburg, Mitchell, Orleans

Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Paoli, Campbellsburg, Fredericksburg, Mitchell, Orleans

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Patoka

###### Community Calling

Flat Rated Calling Area - Patoka, Fort Branch (Haubstadt), Francisco, Hazleton, Mackey, Oakland City, Owensville, Princeton

Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Patoka, Fort Branch (Haubstadt), Francisco, Hazleton, Mackey, Oakland City, Owensville, Princeton

Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Patoka, Fort Branch (Haubstadt), Francisco, Hazleton, Mackey, Oakland City, Owensville, Princeton

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

##### Pendleton

###### Community Calling

Flat Rated Calling Area - Anderson, Pendleton

Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

Flat Rated Calling Area - Anderson, Frankton, Mechanicsburg, Pendleton

Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

Flat Rated Calling Area - Anderson, Frankton, Mechanicsburg, Pendleton

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336

##### Perkinsville

###### Community Calling

Flat Rated Calling Area - Anderson, Perkinsville

Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

Flat Rated Calling Area - Anderson, Cicero, Lapel, Perkinsville

Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

Flat Rated Calling Area - Anderson, Cicero, Lapel, Perkinsville

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Petersburg

###### Community Calling

- Flat Rated Calling Area - Petersburg, Spurgeon
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

- Flat Rated Calling Area - Petersburg, Hazleton, Monroe City, Oakland City, Spurgeon
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

- Flat Rated Calling Area - Petersburg, Hazleton, Monroe City, Oakland City, Spurgeon
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Pleasant Lake

###### Community Calling

- Flat Rated Calling Area - Pleasant Lake, Angola, Fremont, Hamilton, Orland, Pokagon
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

- Flat Rated Calling Area - Pleasant Lake, Angola, Ashley, Fremont, Hamilton, Orland, Pokagon
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

- Flat Rated Calling Area - Pleasant Lake, Angola, Ashley, Fremont, Hamilton, Orland, Pokagon
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

##### Poe-Hoagland

###### Community Calling

- Flat Rated Calling Area - Poe-Hoagland, Arcola, Churubusco, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, New Haven, Ossian, Preble, Roanoke, Tocsin, Woodburn, Zanesville

- Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

- Flat Rated Calling Area - Poe-Hoagland, Arcola, Churubusco, Decatur, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, New Haven, Ossian, Preble, Roanoke, Tocsin, Woodburn, Zanesville

- Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

- Flat Rated Calling Area - Poe-Hoagland, Arcola, Churubusco, Decatur, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, New Haven, Ossian, Preble, Roanoke, Tocsin, Woodburn, Zanesville

- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Pokagon

###### Community Calling

Flat Rated Calling Area - Pokagon, Angola, Fremont, Hamilton, Orland, Pleasant Lake  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Pokagon, Angola, Butler, Fremont, Hamilton, Orland, Pleasant Lake, Waterloo  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Pokagon, Angola, Butler, Fremont, Hamilton, Orland, Pleasant Lake, Waterloo  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

##### Portage

###### Community Calling

Flat Rated Calling Area - Portage, Chesterton, Gary, Hobart, Lake Station, Valparaiso, Wheeler  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Portage, Chesterton, Gary, Hobart, Lake Station, Valparaiso, Wheeler, Kouts,  
Michigan City, Westville  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Portage, Chesterton, Gary, Hobart, Lake Station, Valparaiso, Wheeler, Kouts,  
Michigan City, Westville  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 332

##### Prairie Creek

###### Community Calling

Flat Rated Calling Area - Prairie Creek, Fairbanks, Farmersburg, Riley, Terre Haute  
Measured Rate Calling Area - All other exchanges in LATA 938

###### Community Plus

Flat Rated Calling Area - Prairie Creek, Fairbanks, Farmersburg, Riley, Sullivan, Terre Haute  
Measured Rate Calling Area - All other exchanges in LATA 938

###### Premium Calling

Flat Rated Calling Area - Prairie Creek, Fairbanks, Farmersburg, Riley, Sullivan, Terre Haute  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 938

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Princeton

###### Community Calling

Flat Rated Calling Area - Princeton, Fort Branch (Haubstadt), Francisco, Hazleton, Mackey, Oakland City, Owensville, Patoka

Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Princeton, Elberfeld, Fort Branch (Haubstadt), Francisco, Hazleton, Lynnville, Mackey, Oakland City, Owensville, Patoka

Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Princeton, Elberfeld, Fort Branch (Haubstadt), Francisco, Hazleton, Lynnville, Mackey, Oakland City, Owensville, Patoka

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

##### Ramsey

###### Community Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Community Plus

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Measured Rate Calling Area - All other exchanges in LATA 462

###### Premium Calling

Flat Rated Calling Area - Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Albany (includes Jeffersonville), New Middletown, Palmyra, Ramsey

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 462

##### Reddington

###### Community Calling

Flat Rated Calling Area - Brownstown, Clearspring, Crothersville, Freetown, Medora, Reddington, Seymour

Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Brownstown, Clearspring, Columbus, Crothersville, Freetown, Medora, North Vernon, Reddington, Seymour

Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Brownstown, Clearspring, Columbus, Crothersville, Freetown, Medora, North Vernon, Reddington, Seymour

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338



Effective: JULY 1, 2010

LOCAL CALLING PLANS

1. LOCAL CALLING PLAN (Continued)

.6 EXCHANGE CALLING AREAS (Continued)

Redkey

Community Calling

Flat Rated Calling Area - Redkey  
Measured Rate Calling Area - All other exchanges in LATA 937

Community Plus

Flat Rated Calling Area - Redkey, Dunkirk, Portland  
Measured Rate Calling Area - All other exchanges in LATA 937

Premium Calling

Flat Rated Calling Area - Redkey, Dunkirk, Portland  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

Reservoir

Community Calling

Flat Rated Calling Area - Reservoir, Andrews, Huntington, Markle, Warren  
Measured Rate Calling Area - All other exchanges in LATA 334

Community Plus

Flat Rated Calling Area - Reservoir, Andrews, Fort Wayne, Huntington, Markle, Roanoke, Warren  
Measured Rate Calling Area - All other exchanges in LATA 334

Premium Calling

Flat Rated Calling Area - Reservoir, Andrews, Fort Wayne, Huntington, Markle, Roanoke, Warren  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

Richmond

Community Calling

Flat Rated Calling Area - Richmond, Centerville, Fountain City  
Measured Rate Calling Area - All other exchanges in LATA 937

Community Plus

Flat Rated Calling Area - Richmond, Centerville, Connersville, Fountain City, Greens Fork, Hagerstown,  
Liberty, West College Corner  
Measured Rate Calling Area - All other exchanges in LATA 937

Premium Calling

Flat Rated Calling Area - Richmond, Centerville, Connersville, Fountain City, Greens Fork, Hagerstown,  
Liberty, West College Corner  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

Effective: JULY 1, 2010

LOCAL CALLING PLANS

1. LOCAL CALLING PLAN (Continued)

.6 EXCHANGE CALLING AREAS (Continued)

Ridgeville

Community Calling

Flat Rated Calling Area - Ridgeville  
Measured Rate Calling Area - All other exchanges in LATA 937

Community Plus

Flat Rated Calling Area - Ridgeville, Portland, Winchester  
Measured Rate Calling Area - All other exchanges in LATA 937

Premium Calling

Flat Rated Calling Area - Ridgeville, Portland, Winchester  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

Riley

Community Calling

Flat Rated Calling Area - Riley, Cory, Lewis, Prairie Creek, Terre Haute  
Measured Rate Calling Area - All other exchanges in LATA 938

Community Plus

Flat Rated Calling Area - Riley, Brazil, Cory, Lewis, Prairie Creek, Terre Haute  
Measured Rate Calling Area - All other exchanges in LATA 938

Premium Calling

Flat Rated Calling Area - Riley, Brazil, Cory, Lewis, Prairie Creek, Terre Haute  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 938

Roanoke

Community Calling

Flat Rated Calling Area - Roanoke, Arcola, Churubusco, Fort Wayne, Harlan, Huntertown, Leo,  
Monroeville, New Haven, Ossian, Poe-Hoagland, Woodburn, Zanesville  
Measured Rate Calling Area - All other exchanges in LATA 334

Community Plus

Flat Rated Calling Area - Roanoke, Arcola, Bippus, Churubusco, Fort Wayne, Harlan, Huntertown,  
Huntington, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Reservoir,  
Woodburn, Zanesville  
Measured Rate Calling Area - All other exchanges in LATA 334

Premium Calling

Flat Rated Calling Area - Roanoke, Arcola, Bippus, Churubusco, Fort Wayne, Harlan, Huntertown,  
Huntington, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Reservoir,  
Woodburn, Zanesville  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Rolling Prairie

###### Community Calling

Flat Rated Calling Area - Rolling Prairie, Hanna, LaPorte, Union Mills, Westville  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Rolling Prairie, Hanna, LaPorte, Union Mills, Westville, Michigan City, New Carlisle  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Rolling Prairie, Hanna, LaPorte, Union Mills, Westville, Michigan City, New Carlisle  
Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Royal Center

###### Community Calling

Flat Rated Calling Area - Logansport, Royal Center  
Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

Flat Rated Calling Area - Logansport, Lucerne, Royal Center  
Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

Flat Rated Calling Area - Logansport, Lucerne, Royal Center  
Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336

##### Rushville

###### Community Calling

Flat Rated Calling Area - Rushville, Arlington, Carthage, Glenwood, Mays, Milroy  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Rushville, Arlington, Carthage, Connersville, Glenwood, Laurel, Mays, Milroy, Morristown  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Rushville, Arlington, Carthage, Connersville, Glenwood, Laurel, Mays, Milroy, Morristown  
Block of Time/Measured Rate Calling Area - All other exchanges in LATA 937

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Salem

###### Community Calling

Flat Rated Calling Area - Campbellsburg, Fredericksburg, Pekin, Salem  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Brownstown, Campbellsburg, Fredericksburg, Medora, Pekin, Salem, Scottsburg  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Brownstown, Campbellsburg, Fredericksburg, Medora, Pekin, Salem, Scottsburg  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

##### Scipio

###### Community Calling

Flat Rated Calling Area - Butlerville, North Vernon, San Jacinto, Scipio  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Butlerville, North Vernon, San Jacinto, Scipio, Seymour, Westport  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Butlerville, North Vernon, San Jacinto, Scipio, Seymour, Westport  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

##### Scottsburg

###### Community Calling

Flat Rated Calling Area - Austin, Lexington, Scottsburg  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Austin, Crothersville, Hanover, Henryville, Lexington, Salem, Scottsburg  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Austin, Crothersville, Hanover, Henryville, Lexington, Salem, Scottsburg  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Seymour

###### Community Calling

Flat Rated Calling Area - Brownstown, Clearspring, Crothersville, Freetown, Medora, Reddington, Seymour

Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Austin, Brownstown, Butlerville, Clearspring, Columbus, Crothersville, Freetown, Medora, North Vernon, Reddington, Scipio, Seymour

Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Austin, Brownstown, Butlerville, Clearspring, Columbus, Crothersville, Freetown, Medora, North Vernon, Reddington, Scipio, Seymour

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Shelburn

###### Community Calling

Flat Rated Calling Area - Shelburn, Fairbanks, Farmersburg

Measured Rate Calling Area - All other exchanges in LATA 938

###### Community Plus

Flat Rated Calling Area - Shelburn, Fairbanks, Farmersburg, Graysville, Hymera, Lewis, Merom, Sullivan, Terre Haute

Measured Rate Calling Area - All other exchanges in LATA 938

###### Premium Calling

Flat Rated Calling Area - Shelburn, Fairbanks, Farmersburg, Graysville, Hymera, Lewis, Merom, Sullivan, Terre Haute

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 938

##### Shirley

###### Community Calling

Flat Rated Calling Area - Shirley

Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

Flat Rated Calling Area - Greenfield, New Castle, Shirley

Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

Flat Rated Calling Area - Greenfield, New Castle, Shirley

Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Shoals

###### Community Calling

Flat Rated Calling Area - Shoals, Crane, Loogootee, Trinity/Williams  
Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Shoals, Crane, Dubois, Haysville, Jasper, Loogootee, Trinity/Williams  
Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Shoals, Crane, Dubois, Haysville, Jasper, Loogootee, Trinity/Williams  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 330

##### Sidney

###### Community Calling

Flat Rated Calling Area - Sidney, Claypool, North Manchester  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Sidney, Claypool, North Manchester, Silver Lake, Warsaw  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Sidney, Claypool, North Manchester, Silver Lake, Warsaw  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

##### Silver Lake

###### Community Calling

Flat Rated Calling Area - Silver Lake, Akron, Burket, Claypool, North Manchester  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Silver Lake, Akron, Burket, Claypool, North Manchester, Sidney, Warsaw  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Silver Lake, Akron, Burket, Claypool, North Manchester, Sidney, Warsaw  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Spiceland

###### Community Calling

Flat Rated Calling Area - Spiceland, Knightstown, Mays, New Castle, New Lisbon  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Spiceland, Carthage, Knightstown, Mays, New Castle, New Lisbon  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Spiceland, Carthage, Knightstown, Mays, New Castle, New Lisbon  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

##### Springport

###### Community Calling

Flat Rated Calling Area - Springport, Markleville, Mount Summit, Muncie, New Castle  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

Flat Rated Calling Area - Springport, Blountsville, Markleville, Mooreland, Mount Summit, Muncie, New  
Castle  
Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

Flat Rated Calling Area - Springport, Blountsville, Markleville, Mooreland, Mount Summit, Muncie, New  
Castle  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 937

##### Spurgeon

###### Community Calling

Flat Rated Calling Area - Spurgeon, Petersburg  
Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

Flat Rated Calling Area - Spurgeon, Lynnville, Oakland City, Petersburg  
Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

Flat Rated Calling Area - Spurgeon, Lynnville, Oakland City, Petersburg  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 330

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### St. Anthony

###### Community Calling

- Flat Rated Calling Area - St. Anthony, Birdseye, Dubois, Ferdinand, Haysville, Huntingburg, Jasper
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Community Plus

- Flat Rated Calling Area - St. Anthony, Birdseye, Dubois, English, Ferdinand, Haysville, Huntingburg, Jasper
- Measured Rate Calling Area - All other exchanges in LATA 330

###### Premium Calling

- Flat Rated Calling Area - St. Anthony, Birdseye, Dubois, English, Ferdinand, Haysville, Huntingburg, Jasper
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 330

##### St. Joe

###### Community Calling

- Flat Rated Calling Area - St. Joe, Auburn, Butler, Fort Wayne, Spencerville
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

- Flat Rated Calling Area - St. Joe, Auburn, Butler, Fort Wayne, Harlan, Leo, New Haven, Spencerville, Woodburn
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

- Flat Rated Calling Area - St. Joe, Auburn, Butler, Fort Wayne, Harlan, Leo, New Haven, Spencerville, Woodburn
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

##### Sullivan

###### Community Calling

- Flat Rated Calling Area - Sullivan, Graysville
- Measured Rate Calling Area - All other exchanges in LATA 938

###### Community Plus

- Flat Rated Calling Area - Sullivan, Fairbanks, Farmersburg, Graysville, Lewis, Merom, Oaktown (Carlisle), Prairie Creek, Shelburn, Terre Haute
- Measured Rate Calling Area - All other exchanges in LATA 938

###### Premium Calling

- Flat Rated Calling Area - Sullivan, Fairbanks, Farmersburg, Graysville, Lewis, Merom, Oaktown (Carlisle), Prairie Creek, Shelburn, Terre Haute
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 938



Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Terre Haute

###### Community Calling

Flat Rated Calling Area - Terre Haute, Clinton, Cory, Lewis, Prairie Creek, Riley, Rosedale  
Measured Rate Calling Area - All other exchanges in LATA 938

###### Community Plus

Flat Rated Calling Area - Terre Haute, Brazil, Center Point, Clay City, Clinton, Cory, Fairbanks, Farmersburg, Lewis, Prairie Creek, Riley, Rosedale, Shelburn, Sullivan  
Measured Rate Calling Area - All other exchanges in LATA 938

###### Premium Calling

Flat Rated Calling Area - Terre Haute, Brazil, Center Point, Clay City, Clinton, Cory, Fairbanks, Farmersburg, Lewis, Prairie Creek, Riley, Rosedale, Shelburn, Sullivan  
Block of Time/Measured Rate Calling Area - All other exchanges in LATA 938

##### Tippecanoe

###### Community Calling

Flat Rated Calling Area - Tippecanoe, Argos, Bourbon, Mentone  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Tippecanoe, Argos, Atwood, Bourbon, Mentone, Warsaw  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Tippecanoe, Argos, Atwood, Bourbon, Mentone, Warsaw  
Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Uniondale

###### Community Calling

Flat Rated Calling Area - Uniondale, Craigville, Markle, Ossian, Zanesville  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Uniondale, Bluffton, Craigville, Fort Wayne, Markle, Ossian, Zanesville  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Uniondale, Bluffton, Craigville, Fort Wayne, Markle, Ossian, Zanesville  
Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Union Mills

###### Community Calling

Flat Rated Calling Area - Union Mills, Hanna, Laporte, Rolling Prairie, Westville  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Union Mills, Hanna, Laporte, Rolling Prairie, Westville, Valparaiso, Wanatah  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Union Mills, Hanna, Laporte, Rolling Prairie, Westville, Valparaiso, Wanatah  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 332

##### Valparaiso

###### Community Calling

Flat Rated Calling Area - Valparaiso, Chesterton, Kouts, La Crosse, Portage, Wanatah, Wheeler  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Valparaiso, Chesterton, Kouts, La Crosse, Portage, Wanatah, Wheeler, Hanna, Hobart, Lake Station, LaPorte, Union Mills, Westville  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Valparaiso, Chesterton, Kouts, La Crosse, Portage, Wanatah, Wheeler, Hanna, Hobart, Lake Station, LaPorte, Union Mills, Westville  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 332

##### Versailles

###### Community Calling

Flat Rated Calling Area - Versailles, Milan, Moores Hill, Napoleon  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

Flat Rated Calling Area - Versailles, Batesville, Butlerville, Greensburg, Madison, Milan, Moores Hill, Napoleon  
Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

Flat Rated Calling Area - Versailles, Batesville, Butlerville, Greensburg, Madison, Milan, Moores Hill, Napoleon  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 338

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Wabash

###### Community Calling

- Flat Rated Calling Area - Wabash, Lafontaine, Roann
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

- Flat Rated Calling Area - Wabash, Lafontaine, North Manchester, Roann
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

- Flat Rated Calling Area - Wabash, Lafontaine, North Manchester, Roann
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

##### Wakarusa

###### Community Calling

- Flat Rated Calling Area - Wakarusa, Bristol, Dunlap, Elkhart, Goshen, Middlebury, Nappanee, New Paris, Osceola, Wyatt
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

- Flat Rated Calling Area - Wakarusa, Bristol, Dunlap, Elkhart, Goshen, Middlebury, Nappanee, New Paris, Osceola, South Bend, Wyatt
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

- Flat Rated Calling Area - Wakarusa, Bristol, Dunlap, Elkhart, Goshen, Middlebury, Nappanee, New Paris, Osceola, South Bend, Wyatt
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Walton

###### Community Calling

- Flat Rated Calling Area - Walton, Logansport, Galveston
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

- Flat Rated Calling Area - Walton, Logansport, Galveston
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

- Flat Rated Calling Area - Walton, Logansport, Galveston
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Wanatah

###### Community Calling

Flat Rated Calling Area - Wanatah, Kouts, LaCrosse, Valparaiso  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

Flat Rated Calling Area - Wanatah, Kouts, LaCrosse, Valparaiso, Union Mills, Westville, Hanna, Laporte  
Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

Flat Rated Calling Area - Wanatah, Kouts, LaCrosse, Valparaiso, Union Mills, Westville, Hanna, Laporte  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 332

##### Waterloo

###### Community Calling

Flat Rated Calling Area - Waterloo, Auburn  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Waterloo, Angola, Auburn, Butler, Fremont, Hamilton, Pokagon  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Waterloo, Angola, Auburn, Butler, Fremont, Hamilton, Pokagon  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

##### Wawaka

###### Community Calling

Flat Rated Calling Area - Wawaka  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

Flat Rated Calling Area - Albion, Kendallville, Ligonier, Wawaka  
Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

Flat Rated Calling Area - Albion, Kendallville, Ligonier, Wawaka  
Block of Time/Measured  
Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### West College Corner

###### Community Calling

- Flat Rated Calling Area - West College Corner, Liberty, Morning Sun, (Ohio), Oxford, (Ohio)
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

- Flat Rated Calling Area - West College Corner, Brookville, Connersville, Liberty, Morning Sun, (Ohio), Oxford, (Ohio), Richmond
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

- Flat Rated Calling Area - West College Corner, Brookville, Connersville, Liberty, Morning Sun, (Ohio), Oxford, (Ohio), Richmond
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 937

##### Westfield

###### Community Calling

- Flat Rated Calling Area - Carmel, Fishers, Indianapolis, Noblesville, Oaklandon, Sheridan, Westfield, Zionsville
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

- Flat Rated Calling Area - Carmel, Cicero, Fishers, Indianapolis, Noblesville, Oaklandon, Sheridan, Westfield, Zionsville
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

- Flat Rated Calling Area - Carmel, Cicero, Fishers, Indianapolis, Noblesville, Oaklandon, Sheridan, Westfield, Zionsville
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336

##### Westport

###### Community Calling

- Flat Rated Calling Area - Westport, Greensburg
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

- Flat Rated Calling Area - Westport, Greensburg, North Vernon, Scipio
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

- Flat Rated Calling Area - Westport, Greensburg, North Vernon, Scipio
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Westville

###### Community Calling

- Flat Rated Calling Area - Westville, Hanna, LaPorte, Rolling Prairie, Union Mills
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

- Flat Rated Calling Area - Westville, Hanna, LaPorte, Rolling Prairie, Union Mills, Portage, Michigan City, Valparaiso, Chesterton, Wanatah
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

- Flat Rated Calling Area - Westville, Hanna, LaPorte, Rolling Prairie, Union Mills, Portage, Michigan City, Valparaiso, Chesterton, Wanatah
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Wheatland

###### Community Calling

- Flat Rated Calling Area - Wheatland, Fritchton, Monroe City
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

- Flat Rated Calling Area - Wheatland, Bicknell, Fritchton, Monroe City, Vincennes
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

- Flat Rated Calling Area - Wheatland, Bicknell, Fritchton, Monroe City, Vincennes
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Wheeler

###### Community Calling

- Flat Rated Calling Area - Wheeler, Gary, Hobart, Lake Station, Portage, Valparaiso
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

- Flat Rated Calling Area - Wheeler, Gary, Hobart, Lake Station, Portage, Valparaiso, Chesterton, Crown Point
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

- Flat Rated Calling Area - Wheeler, Gary, Hobart, Lake Station, Portage, Valparaiso, Chesterton, Crown Point
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Winchester

###### Community Calling

- Flat Rated Calling Area - Winchester
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Community Plus

- Flat Rated Calling Area - Winchester, Farmland, Lynn, Modoc, Ridgeville
- Measured Rate Calling Area - All other exchanges in LATA 937

###### Premium Calling

- Flat Rated Calling Area - Winchester, Farmland, Lynn, Modoc, Ridgeville
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 937

##### Windfall

###### Community Calling

- Flat Rated Calling Area - Windfall, Elwood, Greentown, Kokomo, Sharpsville, Tipton
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Community Plus

- Flat Rated Calling Area - Windfall, Elwood, Frankton, Greentown, Kokomo, Sharpsville, Tipton
- Measured Rate Calling Area - All other exchanges in LATA 336

###### Premium Calling

- Flat Rated Calling Area - Windfall, Elwood, Frankton, Greentown, Kokomo, Sharpsville, Tipton
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 336

##### Woodburn

###### Community Calling

- Flat Rated Calling Area - Woodburn, Churubusco, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, New Haven, Poe-Hoagland, Roanoke
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

- Flat Rated Calling Area - Woodburn, Butler, Churubusco, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, New Haven, Poe-Hoagland, Roanoke, St. Joe
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

- Flat Rated Calling Area - Woodburn, Butler, Churubusco, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, New Haven, Poe-Hoagland, Roanoke, St. Joe
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334

Effective: JULY 1, 2010

## LOCAL CALLING PLANS

### 1. LOCAL CALLING PLAN (Continued)

#### .6 EXCHANGE CALLING AREAS (Continued)

##### Worthington

###### Community Calling

- Flat Rated Calling Area - Worthington, Bloomfield, Linton
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Community Plus

- Flat Rated Calling Area - Worthington, Bloomfield, Linton, Spencer
- Measured Rate Calling Area - All other exchanges in LATA 338

###### Premium Calling

- Flat Rated Calling Area - Worthington, Bloomfield, Linton, Spencer
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 338

##### Wyatt

###### Community Calling

- Flat Rated Calling Area - Wyatt, Elkhart, Mishawaka, Osceola, South Bend, Wakarusa
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Community Plus

- Flat Rated Calling Area - Wyatt, Bremen, Elkhart, Mishawaka, Osceola, South Bend, Wakarusa
- Measured Rate Calling Area - All other exchanges in LATA 332

###### Premium Calling

- Flat Rated Calling Area - Wyatt, Bremen, Elkhart, Mishawaka, Osceola, South Bend, Wakarusa
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 332

##### Zanesville

###### Community Calling

- Flat Rated Calling Area - Zanesville, Churubusco, Fort Wayne, Harlan, Hometown, Leo-Grabill, Markle, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Uniondale
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Community Plus

- Flat Rated Calling Area - Zanesville, Bluffton, Churubusco, Fort Wayne, Harlan, Hometown, Leo-Grabill, Markle, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Uniondale
- Measured Rate Calling Area - All other exchanges in LATA 334

###### Premium Calling

- Flat Rated Calling Area - Zanesville, Bluffton, Churubusco, Fort Wayne, Harlan, Hometown, Leo-Grabill, Markle, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Uniondale
- Block of Time/Measured Rate Calling Area - All other exchanges in LATA 334



Effective: JULY 1, 2010

## MESSAGE TOLL TELEPHONE SERVICE

### 1. GENERAL

- .1 The regulations contained herein are specific to the service involved and in addition to the General Regulations applicable to all services of the Company.

### 2. CONDITIONS

#### .1 DEFINITIONS

Message Toll Telephone Service is that of furnishing facilities other than and in addition to local facilities for telephone communications between local service areas in accordance with the regulations and system of charges specified in this schedule. The service of furnishing the local facilities required to establish and maintain connection between an exchange station and the toll plant in connection with toll calls is a part of local service.

#### .2 PRIORITY OF SERVICES

In case a shortage of facilities exists at any time either for temporary or protracted periods, the establishment of Message Toll Telephone Service shall take precedence over all others.

#### .3 LIABILITY OF TELEPHONE COMPANY

- .3.1 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 Company, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Company the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.
- .3.2 The Company's liability, if any, for its willful misconduct is not limited by this Product Guide. With respect to any other claim or suit, by a customer or by any others, for damages associated with any aspect of the provision of service (including the failure to reach a called station), the Company's liability, if any, shall not exceed an amount equal to the initial period charge applicable for such a message to the called station. This liability shall be in addition to any billing adjustments that may otherwise be appropriate.

Effective: JULY 1, 2010

## MESSAGE TOLL TELEPHONE SERVICE

### 2. CONDITIONS (Continued)

#### .3 LIABILITY OF TELEPHONE COMPANY (Continued)

.3.3 When the lines of other telephone companies are used in establishing connection not reached by the Company lines, the Company is not liable for any act or omissions of the other company or companies.

#### .4 OBLIGATION OF THE CUSTOMER

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

#### .5 DEPOSITS

Same as provided for in Section 2 of this Product Guide.

#### .6 TIME OF DAY

The time of day, determined in accordance with the time system - standard or daylight saving - observed at the location of the rate center of the calling station, determines whether Day, Evening or Night rates apply. This rule applies whether the call is sent paid or collect. In cases where a message begins in one rate period and ends in another, the rate in effect at the time the connection is established applies to the Initial Period. Additional Minutes will be billed, in whole minute segments, at the rate applicable when each additional minute begins.

#### .7 LIMITED CONVERSATION

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

#### .8 CANCELLATION FOR CAUSE

The Company reserves the right to discontinue or refuse service because of abuse or fraudulent use of service. Abuse or fraudulent use of service includes the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a Message Toll charge.

Effective: JULY 1, 2010

## MESSAGE TOLL TELEPHONE SERVICE

### 2. CONDITIONS (Continued)

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

Customer-provided recording, reproducing and automatic answering and recording equipment may be used in connection with Message Toll Service, subject to the conditions outlined in Section 2.

#### .10 CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

Customer-provided terminal equipment and communications systems may be used in connection with Message Toll Telephone Service subject to the conditions outlined in Section 2 of this Product Guide.

#### .11 CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS SYSTEMS

Communications systems provided by Other Common Carriers may be used with Message Toll Telephone Service subject to the conditions outlined in Section 2 of this Product Guide.

#### .12 SERVICE USED FOR DATA PHONE TRANSMISSION

12.1 Message Toll Telephone Service is available for use on a two-point service basis with data transmitting and/or receiving equipment (including telephotograph equipment) and teletypewriter equipment for the transmission and reception of data signals.

12.2 The regulations and rates for each call made for the purpose of transmitting data signals are those applicable for Message Toll Telephone Service station-to-station and person-to-person services according to the connection established.

Effective: JULY 1, 2010

## MESSAGE TOLL TELEPHONE SERVICE

### 3. STANDARD SERVICE OFFERINGS

#### .1 TWO-POINT MESSAGE TOLL TELEPHONE SERVICE

##### .1.1 GENERAL

##### a. Classes of Service

##### a.1 Station-to-Station

Customer Dialed Station Class applies when the person originating the call dials the telephone number desired and the call is billed to the calling station. It does not apply to a call from a coin telephone. The services of a Company operator will not be used in connection with completing the call or in furnishing any information or assistance relating to billing or charges for such call, except as required to do the following:

- record the originating telephone number where no automatic recording equipment is available.
- reach a called telephone number where facilities are not available for customer dial completion.
- reach a called telephone number for a calling party identifying himself as being handicapped and unable to dial the call because of his handicap.
- re-establish a call which has been interrupted after the called number has been reached.

Effective: JULY 1, 2010

## MESSAGE TOLL TELEPHONE SERVICE

### 3. STANDARD SERVICE OFFERINGS (Continued)

#### .1 TWO-POINT MESSAGE TOLL TELEPHONE SERVICE (Continued)

##### .1.1 GENERAL (Continued)

##### a. Classes of Service (Continued)

##### a.1 Station-to-Station (Continued)

Customer Dialed Calling Card Station Class applies when the person originating the call:

- (1) Dials the digit zero, plus the telephone number, plus a Calling Card number (where equipment is available), to complete the call without operator assistance; or
- (2) Dials the digit zero, plus the telephone number to complete the call. In such cases operator assistance is limited to recording the Calling Card number for billing purposes; or
- (3) Dials the operator and places a Calling Card (Station-to-Station) call, where equipment capability precludes either of the foregoing.

Operator Assisted Station Class applies when a call is completed with the assistance of an operator except as specified for the Customer Dialed Station and Customer Dialed Calling Card Station classes of service. These calls can be billed in one of the following ways:

- Sent Paid - the call is billed either to the calling station or paid for from a coin telephone.
- Collect - the call is billed to the called station.
- Calling Card - the call is billed to a calling card.
- Third Number - the call is billed to a third number.

Effective: JULY 1, 2010

## MESSAGE TOLL TELEPHONE SERVICE

### 3. STANDARD SERVICE OFFERINGS (Continued)

#### .1 TWO-POINT MESSAGE TOLL TELEPHONE SERVICE (Continued)

##### .1.1 GENERAL (Continued)

##### a. Classes of Service (Continued)

##### a.2 Person-to-Person

Person-to-Person service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department or office to be reached through a branch exchange or Centrex attendant.

After the called station has been reached, if the person originating the call requests or agrees to talk to any person other than the person initially specified, the classification of the call remains Person-to-Person.

Where the person originating the call wishes arrangements made in advance with a particular party or station for the establishment of a connection at a specified time (appointment call) the call is classified as Person-to-Person.

The Company does not undertake in connection with Person-to-Person service to bring to a station a called person who cannot be reached at the station. However, at the request of the calling party, the Company, when possible, will arrange on behalf of the calling party, for messenger service, that is, a messenger or other means to notify the called party of the call. The Company shall be reimbursed by the calling party for the amount expended for such messenger service, such charges being subject to prior authorization by the calling party to the extent that they can be determined in advance. Such charges for messenger service are in addition to the tariff charges for the message.

##### a.3 Public Payphone Usage Surcharge

In addition to any applicable operator handled service charge, this fee applies to all completed local and intraLATA long distance calls that are made from a payphone and are not paid by coins being placed in the payphone coin box.

This fee does not apply to calls made to emergency numbers (911) or a telecommunications relay service (TRS), or to local calls for which the caller has made the coin deposit.

Effective: JULY 1, 2010

MESSAGE TOLL TELEPHONE SERVICE

3. STANDARD SERVICE OFFERINGS (Continued)

.1 TWO-POINT MESSAGE TOLL TELEPHONE SERVICE (Continued)

.1.1 GENERAL (Continued)

b. Rate Elements

The charge for a call is determined by the following elements:

b.1 Initial Minute and Additional Minute Rates

- Based on the distance between stations

b.2 Service Charges

- Applicable in addition to charges in b.1 preceding for all classes of service except Customer Dialed Station. See Section 14 of this Product Guide for rates.

b.3 Rate Periods

- Based on day of week and time of day at the calling station.
- Applicable to the sum of Initial and Additional Minute Charges in b.1 preceding.
- Peak rates apply from 7:00 a.m. to and including 6:59 p.m, Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed below.

c. Rates Applicable on Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day and Thanksgiving Day, Off-Peak Rates apply.

Effective: JULY 1, 2010

### MESSAGE TOLL TELEPHONE SERVICE

#### 3. STANDARD SERVICE OFFERINGS (Continued)

##### .1 TWO-POINT MESSAGE TOLL TELEPHONE SERVICE (Continued)

##### .1.1 GENERAL (Continued)

##### d. Rates applicable for the Hearing or Speech Impaired

Persons who have been certified in writing as having a hearing or speech impairment which precludes oral communications and who have and use a telecommunications device for visual communications will receive an adjustment on Customer Dialed Station-to-Station calls. This adjustment is applicable only to charges for Message Toll calls originated from and billed to the residence service of the certified person. The adjustment is limited to one service for a person and one service at a residence.

d.1 Calls placed during the Peak Period will be charged at the Off-Peak Rate.

d.2 Calls placed during the Off-Peak Rate Period will be charged at the Off-Peak Rate.

##### e. Timing of Messages

e.1 On Station-to-Station calls, chargeable time begins when connection is established between the calling station and the called station.

e.2 On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.



Effective: JULY 1, 2010

## MESSAGE TOLL TELEPHONE SERVICE

### 3. STANDARD SERVICE OFFERINGS (Continued)

#### .1 TWO-POINT MESSAGE TOLL TELEPHONE SERVICE (Continued)

##### .1.1 GENERAL (Continued)

##### e. Timing of Messages (Continued)

e.3 On all calls, chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telecommunications network or by the Company operator.

e.4 Chargeable time does not include time lost because of faults or defects in the service.

##### f. Collection of Charges

Charges (including messenger charges) for all classes of telephone calls are billed against or collected from the calling station except that upon request the charge may be:

- billed to an authorized Company Calling Card number;
- billed to a third number (i.e., billed to an authorized station, as determined by the Company, other than the originating or terminating station), except to a coin telephone; or
- billed to the called station (i.e., charges may be reversed) except to a coin telephone, if the charge is accepted at the called station. In the case of a coin telephone, the charge may be accepted but must be billed to a Calling Card number or a third number, or the call may be reoriginated from the called station.

Effective: JULY 1, 2010

### MESSAGE TOLL TELEPHONE SERVICE

#### 3. STANDARD SERVICE OFFERINGS (Continued)

##### .1 TWO-POINT MESSAGE TOLL TELEPHONE SERVICE (Continued)

##### .1.1 GENERAL (Continued)

##### g. Mileage Measurement

Message Toll Telephone rates are based on the airline distance between rate centers. In general, each point (city, town or locality) is designated as a rate center; certain small towns or localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.

For the purpose of determining airline distance between rate centers, vertical and horizontal grid lines have been established across the United States. The distance between adjacent vertical grid lines and between adjacent horizontal grid lines is the square root of .1 mile. Four digit vertical (V) and four digit horizontal (H) coordinates are computed for each rate center from its latitude and longitude location by use of appropriate map-projection equations. The location of a rate center is identified by a pair of V-H coordinates which locate a rate center within an area of 1/10th of a square mile. These coordinates are listed in NECA Tariff F.C.C. No. 4.

The V and H coordinates are numbered from a base point in such a manner that when the V coordinate of one rate center is subtracted from the V coordinate of another rate center the difference represents the vertical distance between the rate centers. Similarly, the horizontal distance between rate centers is obtained by subtracting the H coordinate of one from the H coordinate of the other. The airline distance between the two rate centers may be obtained by computing the square root of the sums of the squares of the vertical and horizontal distances.

In determining the number of rate miles for Message Toll between two rate centers, the square areas used are grouped together so that they become progressively larger as the distance increases.

Effective: JULY 1, 2010

MESSAGE TOLL TELEPHONE SERVICE

3. STANDARD SERVICE OFFERINGS (Continued)

.1 TWO-POINT MESSAGE TOLL TELEPHONE SERVICE (Continued)

.1.2 RATES

a. Customer Dialed Direct Rate Schedule

a.1 Initial Period and Additional Minute Rates - Business

<u>Distance Band</u>	<u>Initial Minute Rates</u>	Peak	<u>Additional Minute Rates</u>
1 - 16	\$ .230		\$ .230
17 - 30	.230		.230
31 - 55	.230		.230
56 - and over	.230		.230

<u>Distance Band</u>	<u>Initial Minute Rates</u>	Off - Peak	<u>Additional Minute Rates</u>
1 - 16	\$ .220		\$ .220
17 - 30	.220		.220
31 - 55	.220		.220
56 - and over	.220		.220

a.2 Initial Period and Additional Minute Rates - Residence

<u>Distance Band</u>	<u>Initial Minute Rates</u>	Peak	<u>Additional Minute Rates</u>
1 - 16	\$ .220		\$ .220
17 - 30	.220		.220
31 - 55	.220		.220
56 - and over	.220		.220

<u>Distance Band</u>	<u>Initial Minute Rates</u>	Off - Peak	<u>Additional Minute Rates</u>
1 - 16	\$ .170		\$ .170
17 - 30	.170		.170
31 - 55	.170		.170
56 - and over	.170		.170

Effective: JULY 1, 2010

MESSAGE TOLL TELEPHONE SERVICE

3. STANDARD SERVICE OFFERINGS (Continued)

.1 TWO-POINT MESSAGE TOLL TELEPHONE SERVICE (Continued)

.1.2 RATES

a. Customer Dialed Direct Rate Schedule

a.3 Rate Periods

Peak rates apply from 7:00 a.m. to and including 6:59 p.m, Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in Paragraph 3.1.1c. preceding.

Effective: JULY 1, 2010

MESSAGE TOLL TELEPHONE SERVICE

3. STANDARD SERVICE OFFERINGS (Continued)

.1 TWO-POINT MESSAGE TOLL TELEPHONE SERVICE (Continued)

.1.2 RATES (Continued)

b. Customer Dialed Calling Card Schedule

b.1 Initial Period and Additional Minute Rates - Business

Applicable rates are set forth in Paragraph 3.1.2 a.1 preceding.

b.2 Initial Period and Additional Minute Rates - Residence

Applicable rates are set forth in Paragraph 3.1.2 a.2 preceding.

b.3 Rate Periods

Peak rates apply from 7:00 a.m. to and including 6:59 p.m, Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in Paragraph 3.1.1c. preceding.

Effective: JULY 1, 2010

MESSAGE TOLL TELEPHONE SERVICE

3. STANDARD SERVICE OFFERINGS (Continued)

.1 TWO-POINT MESSAGE TOLL TELEPHONE SERVICE (Continued)

.1.2 RATES (Continued)

c. Operator Assisted Dialed Rate Schedule

c.1 Initial Period and Additional Minute Rates - Business

Applicable rates are set forth in Paragraph 3.1.2 a.1 preceding.

c.2 Initial Period and Additional Minute Rates - Residence

Applicable rates are set forth in Paragraph 3.1.2 a.2 preceding.

c.3 Rate Periods

Peak rates apply from 7:00 a.m. to and including 6:59 p.m, Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in Paragraph 3.1.1c. preceding.

Effective: JULY 1, 2010

MESSAGE TOLL TELEPHONE SERVICE

3. STANDARD SERVICE OFFERINGS (Continued)

.1 TWO-POINT MESSAGE TOLL TELEPHONE SERVICE (Continued)

.1.2 RATES (Continued)

d. Person-To-Person Rate Schedule

d.1 Initial Period and Additional Minute Rates - Business

Applicable rates are set forth in Paragraph 3.1.2 a.1 preceding.

d.2 Initial Period and Additional Minute Rates - Residence

Applicable rates are set forth in Paragraph 3.1.2 a.2 preceding.

d.3 Rate Periods

Peak rates apply from 7:00 a.m. to and including 6:59 p.m, Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in Paragraph 3.1.1c. preceding.

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

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Effective: JULY 1, 2010

## OPTIONAL CALLING PLANS

### 1. OPTIONAL COMMUNITY CALLING PLAN

#### .1 GENERAL

Optional Community Calling Plan is an optional block of time calling plan which includes IntraLATA long distance calls placed by the customer from the customer's exchange to adjacent exchanges and to the county seat of the county in which the customer's serving central office is located, within the State of Indiana. The rates shown in .3 below are in lieu of those rates which are normally applicable to Message Toll Telephone Service as applied in Section 11 of this Product Guide.

#### .2 REGULATIONS

These regulations are in addition to those set forth elsewhere in this Product Guide.

Customer Dialed Station calls will be included in the Optional Community Calling Plan. Local calls are not included in the Optional Community Calling Plan. Calls eligible for inclusion in the plan may be placed 24 hours a day, 7 days per week.

Optional Community Calling Plan provides two options: a one-half hour of calling or two hours of calling. Any qualifying usage above the block-of-time selected will be billed according to the rates specified in .3 following.

Each message is timed in increments of one minute with any fraction of a minute rounded to the next higher minute. The total accumulated usage is bulk-billed to the customer without detail of individual messages. The Company is not required to provide information to the customer regarding the unused amount of either the initial period calling or the additional increments. Any usage above the selected block-of-time period will be billed according to the per minute rates specified in .3 following.

No customer may simultaneously subscribe on the same telephone account to the Optional Community Calling Plan and any other optional toll calling plan offered by the Company. When Optional Community Calling Plan Service is installed for an account served with more than one line, the monthly rate and minutes of use are billed per account. An "account" is defined as all service billed on the same monthly bill.

If the use of Optional Community Calling Plan would interfere with or impair other services rendered by the Company, then Optional Community Calling Plan may be limited or terminated.

Effective: JULY 1, 2010

### OPTIONAL CALLING PLANS

#### 1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

##### .3 RATES

The following rates are to be used for Optional Community Calling Plan in lieu of the Message Toll Telephone Service rates indicated in Section 11 of this Product Guide and are in addition to all other rates and charges for associated telephone service:

	<u>Monthly Rates</u>	<u>Overtime Minutes</u>
.3.1 One-half hour of calling	\$1.50	\$.05/minute
.3.2 Two hours of calling	5.00	.04/minute

A Nonrecurring Charge for Records Work, as indicated in Section 3 of this Product Guide, applies for establishing service.

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

.4 EXCHANGE AVAILABILITY

.4.1 Optional Community Calling Plan is available in the following exchanges:

<u>Exchange</u>	<u>Service Calling Area(s)</u>	<u>Exchange</u>	<u>Service Calling Area(s)</u>
Akron	Macy Roann	Bourbon	Argos Atwood Bremen
Albion	Avilla Churubusco Kendallville Wawaka		Millwood Plymouth Tippecanoe
Arlington	Milroy	Brazil	Cory Poland Terre Haute
Atwood	Bourbon Burket Leesburg Mentone Milford Millwood Tippecanoe Warsaw	Brookville	Connersville Liberty West College Corner
		Burket	Atwood Mentone Warsaw
Bippus	Andrews Huntington Roanoke Urbana	Butler	Hamilton Waterloo
Blountsville	Farmland Modoc Springport	Cambridge City	Centerville Connersville Glenwood Greensfork Hagerstown Mays Richmond Spiceland

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

.4 EXCHANGE AVAILABILITY (Continued)

.4.1 Optional Community Calling Plan is available in the following exchanges: (Continued)

<u>Exchange</u>	<u>Service Calling Area(s)</u>	<u>Exchange</u>	<u>Service Calling Area(s)</u>
Carthage	Morristown	Connersville	Brookville Cambridge City
Centerpoint	Clay City Cory Poland		Centerville Glenwood Liberty
Centerville	Cambridge City Connersville Greensfork Liberty	Cory	Brazil Center Point
Chesterton	Westville	Dunkirk	Redkey
Churubusco	Albion Avilla	Farmland	Blountsville Modoc Redkey Ridgeville Winchester
Cicero	Elwood Lapel Perkinsville Sheridan Westfield	Fountain City	Lynn
Clay City	Brazil Center Point Riley	Frankton	Perkinsville Summitville
Claypool	Sidney Silver Lake		

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

.4 EXCHANGE AVAILABILITY (Continued)

.4.1 Optional Community Calling Plan is available in the following exchanges: (Continued)

<u>Exchange</u>	<u>Service Calling Area(s)</u>	<u>Exchange</u>	<u>Service Calling Area(s)</u>
Fulton	Macy Lucerne Twelve Mile	Greensfork	Cambridge City Centerville Hagerstown Lynn
Galveston	Bunker Hill Burlington Deer Creek Logansport Walton	Hagerstown	Modoc Richmond Cambridge City Greensfork Modoc
Garrett	Auburn Avilla Corunna Huntertown	Hamilton	Moreland Richmond Ashley Butler Waterloo
Glenwood	Laurel Cambridge City Connersville	Hanna	Knox LaCrosse Wanatah
Graysville	Fairbanks Merom Shelburn	Harlan	St. Joe
Greencastle	Cloverdale Mt. Meridian Reelsville		

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

.4 EXCHANGE AVAILABILITY (Continued)

.4.1 Optional Community Calling Plan is available in the following exchanges: (Continued)

<u>Exchange</u>	<u>Service Calling Area(s)</u>	<u>Exchange</u>	<u>Service Calling Area(s)</u>
Huntertown	Avilla Garrett	Liberty	Brookville Centerville Connersville Richmond West College Corner
Kimmel	Wawaka		
Kouts	San Pierre Wheatfield	Logansport	Burrows Deer Creek Lucerne Peru Twelve Mile Walton
LaCrosse	Hanna Knox LaPorte North Judson San Pierre		
LaPorte	Hamlet Michigan City New Carlisle North Liberty Walkerton	Lucerne	Fulton Logansport Royal Center Twelve Mile
Laurel	Glenwood	Lynn	Fountain City Greensfork Modoc Union City Winchester
Leo	Auburn		
Lewis	Nymera	Macy	Akron Denver Fulton Peru Roann Twelve Mile

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

.4 EXCHANGE AVAILABILITY (Continued)

.4.1 Optional Community Calling Plan is available in the following exchanges: (Continued)

<u>Exchange</u>	<u>Service Calling Area(s)</u>	<u>Exchange</u>	<u>Service Calling Area(s)</u>
Mays	Cambridge City	Modoc	Blountsville Farmland Greenfork Hagerstown Lynn Mooreland Winchester
Mechanicsburg	Chesterfield New Castle Pendleton	Monroeville	Decatur
Mentone	Atwood Burket Rochester Tippecanoe Warsaw	Mooreland	Modoc
Middlebury	Shipshewana Topeka	Morristown	Carthage
Millwood	Atwood Bourbon Bremen Milford Warsaw	Morton	Reelsville Roachdale Rockville Waveland
Milroy	Arlington	North Manchester	Urbana Wabash

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

.4 EXCHANGE AVAILABILITY (Continued)

.4.1 Optional Community Calling Plan is available in the following exchanges: (Continued)

<u>Exchange</u>	<u>Service Calling Area(s)</u>	<u>Exchange</u>	<u>Service Calling Area(s)</u>
Orland		Richmond	Greensfork Liberty
Pendleton	Fortville Lapel Maxwell Mechanicsburg Markleville Wilkinson	Ridgeville	Farmland Redkey Winchester
Perkinsville	Cicero Elwood Frankton Lapel Noblesville	Riley	Clay City Farmersburg
		Roanoke	Bippus Huntington Markle
Pleasant Lake	Ashley	Rolling Prairie	New Carlisle
Poe-Hoagland	Decatur Preble	Royal Center	Lucerne
Prairie Creek	Farmersburg	St. Joe	Harlan
Redkey	Dunkirk Farmland Ridgeville	Shirley	Greenfield Knightstown Markleville Wilkinson
		Sidney	Claypool Silver Lake



Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

.4 EXCHANGE AVAILABILITY (Continued)

.4.1 Optional Community Calling Plan is available in the following exchanges: (Continued)

<u>Exchange</u>	<u>Service Calling Area(s)</u>	<u>Exchange</u>	<u>Service Calling Area(s)</u>
Silver Lake	Claypool	Walton	Bunker Hill Deer Creek Galveston Logansport Peru
Spiceland	Cambridge City		
Springport	Blountsville	Wanatah	LaPorte Nonna Union Mills Westville
Sullivan	Merom		
Terre Haute	Brazil	Waterloo	Ashley Butler Corunna Hamilton
Tippecanoe	Argos Atwood Bourbon Mentone Plymouth Rochester	Wawaka	Albion Kendallville Kimmel
Union Mills	Wanatah	West College Corner	Brookville Liberty
Valparaiso	Westville	Westfield	Cicero Whitetown
Wabash	Lagro	Westville	Chesterton Michigan City Valparaiso Wanatah

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

.4 EXCHANGE AVAILABILITY (Continued)

.4.1 Optional Community Calling Plan is available in the following exchanges: (Continued)

<u>Exchange</u>	<u>Service Calling Area(s)</u>
Winchester	Farmland Ridgeville Modoc Lynn Union City
Wyatt	Bremen Lapaz Nappanee

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

.4 EXCHANGE AVAILABILITY (Continued)

.4.2 Optional Community Calling Plan is available in the following former Contel exchanges:

<u>Exchange</u>	<u>Service Calling Area(s)</u>	<u>Exchange</u>	<u>Service Calling Area(s)</u>
Austin	Crothersville Hanover North Vernon	Clearspring	Heltonville Lake Monroe Nashville
Batesville	Greensburg Napoleon St. Leon Sunman	Crandall	Galena
Bicknell	Bruceville Freelandville Fritchton Plainville Sandborn Vincennes Washington Wheatland	Crane	Bedford Owensburg Trinity-Williams
		Crothersville	Austin North Vernon San Jacinto Scottsburg
Birdseye	English St. Meinrad Wickliffe	Cynthiana	Mt. Vernon St. Joseph
		Decker	Petersburg
Brownstown	Salem Scottsburg	Dubois	Shoals Wickliffe
		Elberfeld	Mackey Fort Branch
Butlerville	Madison Versailles Westport	Elizabeth	Jeffersonville New Albany
Campbellsburg	Medora Mitchell Orleans Paoli	English	Bandon Birdseye St. Meinrad Wickliffe
		Fairbanks	Graysville

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

.4 EXCHANGE AVAILABILITY (Continued)

.4.2 Optional Community Calling Plan is available in the following former Contel exchanges: (Continued)

<u>Exchange</u>	<u>Service Calling Area(s)</u>	<u>Exchange</u>	<u>Service Calling Area(s)</u>
Farmersburg	Hymera Lewis Prairie Creek Riley Terre Haute	Hazleton	Petersburg
Ferdinand	Dale	Henryville	New Washington Pekin
Ft. Branch	Cynthiana Elberfeld McCutchanville St. Joseph	Huntingburg	Dale
Freelandville	Bicknell Bruceville Lyons Oaktown-Carlise	Lexington	Hanover
Freetown	Columbus Nashville	Lynnville	Holland Mackey Spurgeon Tennyson
Fritchton	Bicknell Bruceville	Mackey	Elberfeld Lynnville Spurgeon
Greensburg	Batesville Hope Napoleon	Madison	Butlerville Cross Plains Versailles
Hanover	Austin Lexington North Vernon San Jacinto	Medora	Campsbellsburg Heltonville Mitchell Salem
		Merom	Graysville Sullivan

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

.4 EXCHANGE AVAILABILITY (Continued)

.4.2 Optional Community Calling Plan is available in the following former Contel exchanges: (Continued)

<u>Exchange</u>	<u>Service Calling Area(s)</u>	<u>Exchange</u>	<u>Service Calling Area(s)</u>
Milan	Cross Plains Napoleon Sunman	Paoli	Campbellsburg French Lick
Mitchell	Campbellsburg French Lick Heltonville Medora Trinity-Williams	Petersburg	Decker Glendale-Alfordsville Hazleton Monroe City Washington
Monroe City	Petersburg Washington	Reddington	Columbus Elizabethtown North Vernon Scipio
North Vernon	Austin Hanover Reddington Seymour Westport	Salem	Brownstown Medora Scottsburg
Oakland City	Spurgeon	Scipio	Elizabethtown Reddington Westport
Oaktown (Carlisle)	Bruceville Freelandville Lyons Vincennes	Scottsburg	Brownstown Crothersville Salem
Orleans	Campbellsburg French Lick	Seymour	Columbus North Vernon San Jacinto
Owensville	Griffin Poseyville	Shelburn	Graysville Hymera Sullivan
Palmyra	Galena Pekin		

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

1. OPTIONAL COMMUNITY CALLING PLAN (OCCP) (Continued)

.4 Exchange Availability (Continued)

.4.2 Optional Community Calling Plan is available in the following former Contel exchanges: (Continued)

<u>Exchange</u>	<u>Service Calling Area(s)</u>
Spurgeon	Holland Lynnville Mackey Oakland City
Versailles	Butlerville Canaan Cross Plains Madison Westport
Westport	Butlerville Elizabethtown Hope Napoleon North Vernon Scipio Versailles
Wheatland	Bicknell Washington Vincennes
Worthington	Ellettsville Jasonville Lyons Patricksburg Spencer

Effective: JULY 1, 2010

## OPTIONAL CALLING PLANS

### 2. AREA TOLL CALL PLAN

#### .1 GENERAL

- .1.1 Area Toll Call Plan is an optional 1+, 0+ and 0- Intrastate IntraLATA Long Distance Message Telecommunications Service offered to residence customers in Frontier North Inc and Frontier Midstates Inc. exchanges.

#### .2 REGULATIONS

- .2.1 This Plan provides Discounts on Frontier Communications of America Long Distance Message Telecommunications Service (as provided in Section 11) Intrastate IntraLATA calls to exchanges within the customer's LATA. The Discount applies when the customer meets and/or exceeds the required toll usage dollar amount. There is no monthly rate or nonrecurring charge associated with the Area Toll Call Plan. The Plan is applicable to all Rate Periods messages (as described in Section 11) below :

Customer Dialed Direct Station-to-Station  
Customer Dialed Calling Card Station-to-Station  
Operator Assisted Calling Card Station-to-Station  
Operator Assisted Station-to-Station  
Person-to-Person

- .2.2 All usage of a multiline subscriber with one billing number is included in the service.
- .2.3 The minimum service period for Area Toll Call Plan is one month.
- .2.4 A customer may only subscribe to one Frontier Discount Calling Plan per main billed account at any given time.
- .2.5 The following options are available to Area Toll Call Plan for Residence customers, Monday thru Friday:
- |    | <u>Peak</u>                          | <u>Off-Peak</u>                      |
|----|--------------------------------------|--------------------------------------|
| a. | 5:00 a.m. to and including 4:59 p.m. | 5:00 p.m. to and including 4:59 a.m. |
| b. | 6:00 a.m. to and including 5:59 p.m. | 6:00 p.m. to and including 5:59 a.m. |
| c. | 7:00 a.m. to and including 6:59 p.m. | 7:00 p.m. to and including 6:59 a.m. |
| d. | 8:00 a.m. to and including 7:59 p.m. | 8:00 p.m. to and including 7:59 a.m. |

Off-peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in Section 11 of this Product Guide.

These options are available to new and existing Area Toll Call Plan for Residence customers and may be changed a maximum of three (3) times per year.

Effective: JULY 1, 2010

## OPTIONAL CALLING PLANS

### 2. AREA TOLL CALL PLAN (Continued)

#### .3 APPLICATION OF DISCOUNT

- .3.1 Area Toll Call Plan Discount percentage applies to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.
- .3.2 Application of usage rates and timing of messages are as stated in Section 11.
- .3.3 Discounts shown in Area Toll Call Plan will include monthly usage (including Service Charges and Surcharges) for customer dialed direct station to station, customer dialed calling card station-to-station, operator assisted station-to-station, operator assisted calling card station-to-station and person-to-person calls that are carried and billed by the Company or Frontier Long Distance. In calculating the usage volume discount, the discount will be applied against the customer's intrastate IntraLATA charges. If the intraLATA offering is part of a joint toll offering, the threshold for the application of the discount will be determined by total gross monthly toll usage associated with the joint offer. In that case, the discount amount will be apportioned by the jurisdiction, by the appropriate company, proportioned to the accumulated usage charges.

#### .4 RATES

Residential customers who subscribe to the Area Toll Call Plan whose monthly usage meets the amounts below will receive the following discount percentage on all toll usage billed for the month.

<u>Total Usage Billed</u>	<u>Discount</u>
\$ 10.00 - \$ 24.99	10%
\$ 25.00 and Over	25%



Effective: JULY 1, 2010

## OPTIONAL CALLING PLANS

### 3. AREA TOLL CALL PLAN FOR BUSINESS

#### .1 GENERAL

- .1.1 Area Toll Call Plan for Business is an optional 1+, 0+ and 0- Intrastate IntraLATA Long Distance Message Telecommunications Service offered to business customers in Frontier North Inc. and Frontier Midstates Inc. exchanges.

#### .2 REGULATIONS

- .2.1 This Plan provides Discounts on Frontier Communications of America Long Distance Message Telecommunications Service (as provided in Section 11) Intrastate IntraLATA calls to exchanges within the customer's LATA. The Discounts apply when the customer meets and/or exceeds the required toll usage dollar amount. There is no monthly rate or nonrecurring charge associated with the Area Toll Call Plan for Business. The Plan is applicable to all Rate Periods messages (as described in Section 11) below:

- Customer Dialed Direct Station-to-Station
- Customer Dialed Calling Card Station-to-Station
- Operator Assisted Calling Card Station-to-Station
- Operator Assisted Station-to-Station
- Person-to-Person

- .2.2 The minimum service period for Area Toll Call Plan for Business is one month.
- .2.3 A customer may only subscribe to one Frontier Discount Calling Plan per main billed account at any given time.
- .2.4 All usage of a multiline subscriber with one billing number is included in the service.

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

3. AREA TOLL CALL PLAN FOR BUSINESS (Continued)

.3 APPLICATION OF DISCOUNT

- .3.1 Area Toll Call Plan for Business Discount percentage applies to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.
- .3.2 Discounts shown in Area Toll Call Plan for Business will include monthly usage (including Service Charges and Surcharges) for customer dialed direct station to station, customer dialed calling card station-to-station, operator assisted station-to-station, operator assisted calling card station-to-station and person-to-person calls that are carried and billed by the Company or Frontier Long Distance. In calculating the usage volume discount, the discount will be applied against the customer's intrastate IntraLATA charges. If the intraLATA offering is part of a joint toll offering, the threshold for the application of the discount will be determined by total gross monthly toll usage associated with the joint offer. In that case, the discount amount will be apportioned by the jurisdiction, by the appropriate company, proportioned to the accumulated usage charges.
- .3.3 The application of usage rates, rates and rate periods are as specified in Section 11. Sub-minute rating will be utilized for the timing and rating of Area Toll Call Plan for Business messages. Sub-minute rating consists of an minimum initial period of 18 seconds rated a 3/10 of the initial minute rate and additional periods of 6 second increments thereafter rated at 1/10 of the additional minute rate. Each call will be billed as follows:

<u>Distance Band</u>	<u>Peak</u>	
	<u>Initial 18 Sec</u>	<u>Each Additional Six (6) Seconds or Fraction</u>
1 - 16	\$ .069	\$ .023
17 and over	.069	.023

<u>Distance Band</u>	<u>Off-Peak</u>	
	<u>Initial 18 Sec</u>	<u>Each Additional Six (6) Seconds or Fraction</u>
1 - 16	\$ .066	\$ .022
17 and over	.066	.022

Effective: JULY 1, 2010

OPTIONAL CALLING PLANS

3. AREA TOLL CALL PLAN FOR BUSINESS (Continued)

.4 VOLUME DISCOUNTS

Business customers who subscribe to Area Toll Call Plan for Business will receive the following discounts on all toll usage billed for the month when their monthly usage exceeds:

<u>Monthly Usage Volume</u>	<u>Month-to-Month Discount</u>
\$ 0 - 24.99	0%
25.00 - 99.99	10%
100.00 - 199.99	15%
200.00 and Over	20%

.5 TERM PERIODS

A customer may select a term period for Area Toll Call Plan for Business. The term periods allow a customer to take advantage of higher discount percentages on the toll usage volume for a specific term period. The customer must specify the term period at the time the plan is ordered. During a term period, the customer may elect to convert to a new term period of the same or different length. Conversion to a new term period will be allowed without penalty if the new term period is greater than the remainder of the original term period.

In the event the Area Toll Call Plan for Business is terminated by the business customer prior to completion of the term period, the customer shall be liable for the Early Termination Charge as follows:

<u>Term Period</u>	<u>Early Termination Charge</u>
One Year	\$ 100.00
Two Year	200.00
Three Year	300.00

.5.1. Rates

<u>Monthly Usage Volume</u>	<u>One Year Discount</u>	<u>Two Year Discount</u>	<u>Three Year Discount</u>
\$ 0 - 24.99	10%	15%	20%
25.00 - 99.99	15%	20%	25%
100.00 - 199.99	20%	25%	30%
200.00 and Over	25%	30%	35%

Effective: JULY 1, 2010

#### OPTIONAL CALLING PLANS

#### 4. Flat Rate Calling Plan

##### .1 GENERAL

Flat Rate Calling Plan offers a flat rate pricing, available 24 hours a day, seven days a week to residence customers in Frontier exchanges. The minimum service period for Flat Rate Calling Plan is one month. There is no nonrecurring charge associated with this plan. Calls will be billed in 60 second increments. Flat Rate Calling Plan applies to direct dialed calls only. No service ordering charges will apply when subscribing to this plan.

##### .2 RATES

Per minute of use	\$ .10
Monthly Charge	\$2.99

Effective: JULY 1, 2010

### OPTIONAL CALLING PLANS

#### 5. FLAT RATE BUSINESS CALLING SAVING PLAN

##### .1 GENERAL

Flat Rate Business Calling Saving Plan offers a flat rate pricing, available 24 hours a day, seven days a week to business customers in Frontier exchanges. The Flat Rate Plan is offered on a month-to-month basis and with contract term options of one, two or three years. The minimum service period for Flat Rate Business Calling Saving Plan is one month. Calls will be billed in 60 second increments. There is no nonrecurring charge associated with this Plan.

The Flat Rate Plan for Business applies to the following types of calls:

- Customer Dialed Direct Station-to-Station
- Customer Dialed Calling Card Station-to-Station
- 800/888 Toll Free \*
- Operator Assisted Station-to-Station
- Operator Assisted Calling Card Station-to-Station
- Operator Assisted Person-to-Person

Operator assisted service charges, as specified in this Product Guide, will apply when appropriate.

No service ordering charges, as specified in this Product Guide, will apply when subscribing to this Plan.

The customer must specify the term period at the time the Plan is ordered. During a term period, the customer may elect to convert to a new term period of the same or different length, or to another Frontier optional calling plan. Conversion to a new term plan or another Frontier optional calling plan will be allowed without a penalty if the new term period is greater than the remainder of the original term period.

In the event the Flat Rate Plan is terminated by the customer prior to completion of the initial term period, the customer will be liable for a termination liability charge. The customer will be required to pay \$25.00 for each month remaining in the term period selected by the customer.

##### .2 RATES

	Per Minute <u>Of Use</u>
Month-to-Month	\$ .09
One Year Term	.09
Two Year Term	.09
Three Year Term	.09

\* Flat Rate Business Calling Saving Plan rates for Business will be utilized in lieu of BL800 Service usage rates.

Effective: JULY 1, 2010

## WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

### 1. OUTWARD WATS AND 800 SERVICE

#### .1 GENERAL REGULATIONS

The regulations contained herein are specific to the service involved and are in addition to the General Regulations applicable to all services of the Telephone Company as set forth in Section 2 of this Product Guide.

#### .2 DEFINITIONS

- .2.1 Wide Area Telecommunication Service (WATS) provides for dial type telecommunications within the State of Indiana through the use of a WATS access line and the public switched network, in accordance with the regulations and schedules of charges specified in this Product Guide. The WATS charges set forth in this Section are in payment for the service furnished between the calling and called stations.
- .2.2 Dial type telecommunications, as specified in .2.1 above, is a call dialed from or to a WATS access line or, if facilities are not available for dial completion, a call placed with an operator from or to a WATS access line. The call may also be placed with an operator in the same manner if, for any reason, a called station cannot be reached.
- .2.3 A WATS access line is a line between the customer's premises and a Telephone Company Central Office and is provided for the purpose of completing WATS calls. The Nonrecurring Charges for installation and moves of WATS access lines are found in 1.14.4 following. Service Charges found in Section 3 are not applicable except for premises work charges. When unusual installation costs are involved the facilities are furnished under the provision as specified in Section 2 of this Product Guide.
- .2.4 When there is more than one termination of a WATS access line, one termination is designated as the access line and all other terminations of the same line are designated as extensions.
- .2.5 WATS is arranged at the customer's option for either Outward WATS or 800 Service but not for both.

Effective: JULY 1, 2010

## WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

### 1. OUTWARD WATS AND 800 SERVICE (Continued)

#### .3 AVAILABILITY OF SERVICE

The furnishing of service under this Section will require certain physical arrangements of the facilities of the Telephone Company and is therefore subject to the availability of such facilities.

#### .4 LIMITATION OF SERVICE

.4.1 Wide Area Telecommunication Service does not include person-to- person, collect, conference or other calls requiring operator handling except as provided in 1.2.2 preceding.

.4.2 Connection of WATS access lines to other services is permitted on a switched basis only. No permanent connection between WATS and other services may be established. Satisfactory transmission cannot be assured when the WATS access line is connected to other Company services or to customer-provided equipment or services.

.4.3 800 Service is furnished upon condition that the customer obtain adequate lines to permit use of this service without injurious effect upon it or any other service rendered by the Telephone Company. The Telephone Company may terminate or refuse to furnish 800 Service to any customer, without incurring any liability, if the use of the service would interfere with or impair WATS or any other service rendered by the Telephone Company.

#### .5 MINIMUM SERVICE PERIOD

The minimum service period is one day.

#### .6 FRACTIONAL PERIODS

The charge for a fractional part of a month will be the proportionate part of the monthly charge for the access line, based on the actual number of days the service is furnished. For the purpose of administering this regulation every month is considered to have thirty days.

Effective: JULY 1, 2010

## WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

### 1. OUTWARD WATS AND 800 SERVICE (Continued)

#### .7 ALLOWANCE FOR INTERRUPTIONS

- .7.1 No credit is allowed for interruptions to the access line of less than two hours. For interruptions of two hours or over, a credit of \$15.00 is allowed for each access line, for each 24 hour period or any fraction thereof.
- .7.2 No credit allowance will be made for interruptions of service due to negligence of the customer; due to customer-provided equipment or systems; during any period in which the Company is not afforded access to the premises; or during any period when the customer has released the access line to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangement.
- .7.3 Message Telecommunication Service furnished at a customer's request when their Wide Area Telecommunication Service is interrupted is charged for at the Message Telecommunication Service rates as set forth in Section 11 of this Product Guide.

#### .8 USE OF THE SERVICE BY THE CUSTOMER

The service is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others.

This prohibition shall not apply:

- .8.1 to a customer engaged as a communications common carrier in a public telegram message business.
- .8.2 where the customer is a composite data service vendor, for the transmission of switched data (non-voice) communications for its patrons when such communications relate directly to the business of such patrons, for communications in which the customer has direct interest, and, additionally, for composite data service rendered by a patron of the customer. All other forms of collection, transmission or delivery of communications for others is prohibited.
- .8.3 to a customer that is issued a Certificate of Territorial Authority by the Public Service Commission of Indiana to offer and resell intrastate Wide Area Telecommunication Service in the State of Indiana.



Effective: JULY 1, 2010

## WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

### 1. OUTWARD WATS AND 800 SERVICE (Continued)

#### .9 RETENTION OF 800 SERVICE TELEPHONE NUMBERS

A customer may retain the same 800 Service telephone number when moving to another location within the State.

#### .10 CONNECTIONS WITH EQUIPMENT OR SYSTEMS OF OTHERS

Customer-provided terminal equipment or communications systems and Other Common Carrier-provided communications system may be connected to WATS, subject to conditions specified in Section 2 of this Product Guide.

#### .11 CHARGEABLE TIME

Chargeable time begins when connection is established between a station associated with the WATS access line and the called or calling station, and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.

#### .12 MINIMUM AVERAGE TIME REQUIREMENT

All messages completed in one billing period, in a service group, must average at least one minute duration. If the average is less than one minute, the total usage for the service group will be the number of messages multiplied by one minute.

#### .13 SERVICE GROUP

A Service Group on Outward WATS is one access line or two or more access lines appearing in the same system at the same customer premises. A maximum of two Service Groups may be terminated in the same system at the same customer premises.

A Service Group on 800 Service, is all access lines arranged in the central office equipment as part of a given hunting arrangement. ("Hunting arrangement" denotes a grouping of 800 Service access lines arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.)

Effective: JULY 1, 2010

## WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

### 1. OUTWARD WATS AND 800 SERVICE (Continued)

#### .14 RATES

##### .14.1 Rate Structure

The monthly charges for WATS consist of a charge for each access line plus a charge for usage, based on the average usage per line for each service group. This usage charge is determined on a schedule which is tapered downward as usage increases.

##### .14.2 Method of Determining Usage Charges (Outward Service and 800 Service)

- a. Note the total number of messages for the service group.
- b. Determine the Minimum Average Time Requirement in equivalent hours (messages in a. above  $\times$  1 minute per message  $\div$  60 minutes) rounded to the nearer tenth (one decimal place).
- c. Note the total actual hours of usage for the service group, rounded to the nearer tenth (one decimal place).
- d. Determine the chargeable hours, the greater of b. and c. preceding.
- e. Determine the number of access lines in the service group in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days. The result is rounded to the nearer hundredth (two decimal places).
- f. Determine the average hours of use per line in the service group by dividing the chargeable hours in d. by the number of access lines in e.
- g. Determine the usage charge per line by multiplying the hourly rate for the appropriate taper(s) by the number of hours used in each taper and then totaling these charges.
- h. Determine the total usage charge for the service group by multiplying the usage charge per access line in g. by the number of access lines in e.

Effective: JULY 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

1. OUTWARD WATS AND 800 SERVICE (Continued)

.14 RATES (Continued)

.14.3 Monthly Rates

a. Access Line Each

	<u>Monthly Rate</u>
Outward Service.....	\$34.00
800 Service .....	45.00

b. Usage Schedule

The rate per hour is applied to the average hours of use per line, for all lines within a service group. This charge is rounded to the nearer tenth of an hour and multiplied by the number of access lines. (See 1.14.2 preceding.) There is no minimum usage requirement.

<u>Average Hours of Use Per Line</u>	<u>Rate Per Hour</u>	
	<u>Outward Service</u>	<u>800 Service</u>
.1 to 15 hours	\$11.50	\$15.00
15.1 to 40 hours	10.50	12.50
40.1 to 80 hours	8.50	10.50
Over 80 hours	7.50	9.50

Effective: JULY 1, 2010

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

1. OUTWARD WATS AND 800 SERVICE (Continued)

.14 RATES (Continued)

.14.4 Nonrecurring Charges

a. Installation Charges

First WATS Access Line, Outward or 800 Service \$225.00

Each Additional Access Line ordered at the same time, to be installed at the same time and on the same premises.

Outward Service 135.00

800 Service 170.00

b. Move Charges, Outward or 800 Service

Access Line

Same Building - All moves at same time regardless of number of lines 135.00

Different Building - Installation Charges apply

c. Conversion Charge

Change of an 800 Service telephone number at the request of the customer or change of a hunting arrangement

Per occasion, regardless of the number of lines involved 82.00

d. Records Change Only, Outward or 800 Service

Per customer request 50.00

e. Extensions of Access Lines

For extensions within the same exchange the regulations, rates and charges for Extension Service Channels shown in Section 17 of this Product Guide apply.

For extensions in a different exchange the regulations, rates and charges for Private Line Channels shown in this Product Guide are applicable.

Effective: March 1, 2018

OPERATOR SERVICES

	<u>Sheet</u>	
Directory Assistance Call Completion (DACC) Service .....	5	(D)
Dedicated Directory Services.....	4	
Local Directory Assistance Service.....	3	
National Directory Assistance/Customer Name and Address Service.....	6	
Operator Service Charges .....	2	

Effective: February 22, 2023

OPERATOR SERVICES

1. OPERATOR SERVICE CHARGES

.1 CONDITIONS

When Operators assist in completing a local or toll call, Operator Service Charges will apply in addition to other applicable rates and charges set forth elsewhere in this Product Guide.

.2 RATES

Customer Dialed Station	None	
Operator Assisted Station - Sent Paid	*	(C)
Collect	*	
Third Number	*	
Person-to-Person	*	
Public Payphone Usage Surcharge	*	(C)

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

Effective: February 22, 2023

## OPERATOR SERVICES

### 2. LOCAL DIRECTORY ASSISTANCE SERVICE

#### .1 CONDITIONS

- .1.1 In addition to providing telephone directories to local exchange service customers, the Company furnishes service whereby customers may obtain assistance in determining intraLATA telephone numbers by calling the Local Directory Assistance Service for the following types of information:
  - a. The requested telephone number when the customer furnishes a city, state and the listed name.
  - b. The business name and telephone number when the customer does not provide a listed name and requests a category or type of business search (business category search).
- .1.2 The application of charges and allowances set forth below apply to customer requests for Local Directory Assistance Service in determining or attempting to determine the telephone number of any party located in, or thought to be located in, the local/intraLATA calling area.
  - a. Charges for Local Directory Assistance Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
  - b. Charges for Local Directory Assistance Service are not applicable to requests for telephone numbers which, though local, are not located in the Subscriber's Area Code.
  - c. Each call to the Local Directory Assistance Service entitles the calling customer to a maximum of two (2) telephone numbers when the customer furnishes a city, state and listed name.
  - d. No more than two (2) business category searches may be requested per call to Directory Assistance Service. For each business category search request, the operator may respond with up to three (3) random listings. A listing is the name and telephone number. A request can be for either a local or national business.
- .1.3 Charges for providing Directory Assistance Service for telephone numbers located outside the LATA are set forth in Paragraph 6. following.

#### .2 RATES

- .2.1 For each call to the Local Directory Assistance Service number ..... \* (C)
- .2.2 For each call for Local Directory Assistance Service placed through the "0" Operator, an Operator Service Charge will apply in addition to the Local Directory Assistance Service rate.

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

Effective: February 22, 2023

OPERATOR SERVICES

3. DEDICATED DIRECTORY SERVICES

.1 GENERAL

- .1.1 Dedicated Directory Services provides a mechanized announcement offering call completion to a directory assistance customer requesting an IntraLATA number.
- .1.2 Dedicated Directory Services will be provided on rotary dial telephones through voice recognition equipment.
- .1.3 Dedicated Directory Services will only be furnished where facilities and operating conditions permit.
- .1.4 This offering provides call completion only on an IntraLATA call.
- .1.5 Dedicated Directory Services will not be provided to the following services: WATS Services, 800 Services, 900 Services, 976 Services or Feature Group A customers.
- .1.6 Calls will be completed on a sent paid basis. Person-to-Person, collect, conference, third number or any other calls requiring operator assistance, are not included.
- .1.7 The Dedicated Directory Services charge is not subject to optional calling plan discounts.
- .1.8 Customers may request blocking of Dedicated Directory Services calls originating from their access line by contacting their Telephone Company business office.

.2 LIABILITY

- .2.1 The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands, or damages that shall arise from the use of the service. The service is furnished solely for the telephone calling purposes of the caller. Provisions concerning limitations of liability and allowance for interruption in service are set forth in Section 2 of this Product Guide.

3. RATES

- .3.1 The following rate is in addition to the rates and charges for other services including any applicable toll charges.

	<u>Rate</u>	
Dedicated Directory Services per call completed .....	*	(C)

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



Effective: February 22, 2023

OPERATOR SERVICES

4. DIRECTORY ASSISTANCE CALL COMPLETION (DACC) SERVICE

.1 GENERAL

- .1.1 Directory Assistance Call Completion (DACC) provides a mechanized announcement offering call completion to a directory assistance customer requesting an IntraLATA or InterLATA number.
- .1.2 DACC will be provided on rotary dial telephones through voice recognition equipment.
- .1.3 DACC will only be furnished where facilities and operating conditions permit.
  
- .1.4 DACC will not be provided to the following services: WATS Services, 800 Services, 900 Services or 976 Services.
- .1.6 Calls will be completed on a sent paid basis. Person-to-Person, collect, conference, third number or any other calls requiring operator assistance, are not included.
- .1.6 The DACC charge is not subject to optional calling plan discounts.

.2 LIABILITY

- .2.1 The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands, or damages that shall arise from the use of the service. The service is furnished solely for the telephone calling purposes of the caller. Provisions concerning limitations of liability and allowance for interruption in service are set forth in Section 2 of this Product Guide.

.3 RATES

- .3.1 The following rate is in addition to the rates and charges for other services including any applicable toll charges.

	<u>Rate</u>	
Directory Assistance Call Completion per call completed.....	*	(C)

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

Effective: February 22, 2023

OPERATOR SERVICES

5. NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE

1. GENERAL

.1.1 National Directory Assistance will provide the customer with directory listings for numbers outside of the customer's Local Access and Transport Area (LATA) 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 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 National Directory Assistance and Customer Name and Address service will not be available to hotel/motel and university/dormitory customers.
- .2.2 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.
- .2.3 Customers who make operator assisted calls to National Directory Assistance or to obtain Customer Name and Address service will be charged the NDA/CNA rate plus the applicable operator surcharge as set forth in Paragraph 1. of this Section.
- .2.4 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.
- .2.5 The customer will have access to any in- or out-of-franchise, number/address listing within the continental US, 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.
- .2.6 Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
- .2.7 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 ..... \* (C)

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

Effective: March 1, 2018

OPERATOR SERVICES

(Reserved for Future Use)

(C)

(D)

(D)

Effective: April 13, 2014

## DIRECTORY SERVICES

### 1. DIRECTORY LISTINGS

#### .1 GENERAL

The following applies to light faced listings in the white pages (alphabetical section of the directory).

- .1.1 Only information necessary to identify the customer is included in these listings.
- .1.2 The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.
- .1.3 The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.
- .1.4 Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
- .1.5 A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
- .1.6 Listing charges date from the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
- .1.7 Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.
- .1.8 The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
- .1.9 Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

(C)

(C)

Effective: April 13, 2014

## DIRECTORY SERVICES

### 1. DIRECTORY LISTINGS (Continued)

#### .2 COMPOSITION OF LISTINGS

(C)

##### .2.1 Name

###### a. Business Service

If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.

a.1 The name of a subscriber

a.2 The name of each business enterprise which the subscriber conducts

a.3 The name of a corporation which is the parent or subsidiary of the subscriber

###### b. Residence Service

b.1 The name of the subscriber

b.2 Another authorized residential name

b.3 Dual name listings authorized by the subscriber, i.e. Smith, Mary and John

b.4 Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

##### .2.2 Designation

A designation can be used on a business service to assist the public in calling but not to advertise the business.

##### .2.3. Address

Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

(C)

Effective: April 15, 2024

DIRECTORY SERVICES

1. DIRECTORY LISTINGS (Continued)

.3 TYPES OF LISTING

- .3.1 Primary – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement.
- .3.2 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.
- .3.3 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 an directory listing agreement in place.
- .3.4 Extra Line of Information – descriptive text that does not have a telephone number.
- .3.5 Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
- .3.6 Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

.4 RATES

	<u>Monthly Rate</u>	
Additional Listing		
Business	\$24.00	(I)
Residence	6.00	
Foreign Listing		
Business	\$6.50	
Residence	6.00	
Extra Line of Information		
Business	\$24.00	(I)
Residence	5.50	
Non-published	\$7.00	
Non-listed	\$6.50	

Effective: April 13, 2014

DIRECTORY SERVICES

(D)

(D)

Effective: April 13, 2014

DIRECTORY SERVICES

(D)

(D)



Effective: July 15, 2011

PACKAGED SERVICES

	<u>Sheet</u>	
Communications System Service .....	8	
ISDN-PRI Bundle Service .....	47	(N)
Regional Essentials .....	26	(T)
Regional Calling Value .....	23	
Single Line Business Pack .....	43	(T)
Unlimited Dial Tone Line (DTL) and Unlimited Communications System Packages .....	33	(T)
Unlimited Toll Usage for Business .....	31	(T)
Local Calling .....	2	
Local Calling Plus .....	2	
Regional Calling.....	4	
Regional Calling Extra .....	6	
Voice Discount Plan.....	41	(T)

Effective: May 31, 2019

## PACKAGED SERVICES

### 1. LOCAL CALLING AND LOCAL CALLING PLUS \* (T)

#### .1 GENERAL

Local Calling and Local Calling Plus provide a combination of services available as a package to residential customers.

#### .2 SERVICES

The following services are included in the package offerings:

- .2.1 Flat-rated Network Access Line
- .2.2 Zone Rates
- .2.3 Unlimited Local Directory Assistance
- .2.4 Service Ordering and Line Connection Charges associated with the initial order or for any subsequent changes to the service
- .2.5 Choice of Calling Services as shown below:

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

- a. Local Calling - choice of any three (3) of the above Calling Services
- b. Local Calling Plus - choice of any or all of the above Calling Services

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

(N)

Effective: June 1, 2023

### PACKAGED SERVICES

#### 1. LOCAL CALLING AND LOCAL CALLING PLUS \* (Continued)

##### .3 CONDITIONS

.3.1 Local Calling and Local Calling Plus are only available on flat-rated single-line residential service.

.3.2 Local Calling and Local Calling Plus are not available with the following:

- any other package or bundled offering on the same line
- Local Calling Plans
- any measured or message rate services
- employee concession service
- ISDN Service

.3.3 Services are offered where facilities permit.

##### .4 RATES

	<u>Monthly Rate</u>
Local Calling	\$36.99 (I)
Local Calling Plus	\$39.99 (I)

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

Effective: May 31, 2019

## PACKAGED SERVICES

### 2. REGIONAL CALLING\* (T)

#### .1 GENERAL

Regional Calling provides a combination of services available as a package to residential customers.

#### .2 SERVICES

The following services are included in the package offering:

- .2.1 Flat-rated Network Access Line
- .2.2 Zone Rates
- .2.3 Unlimited Direct-Dialed Intrastate IntraLATA Message Toll Telephone Service
- .2.4 Service Ordering and Line Connection Charges associated with the initial order or for any subsequent changes to the service
- .2.5 Choice of Calling Services listed below:

- Call Waiting/Cancel Call Waiting
- Caller ID
- Speed Dialing 8
- Speed Dialing 30
- Three-Way Calling

#### .3 CONDITIONS

- .3.1 Regional Calling is only available on flat-rated single-line residential service.
- .3.2 Services are offered where facilities permit.
- .3.3 Regional Calling is not available with the following:
  - any other package or bundled offering on the same line
  - any measured or message rate services
  - employee concession service
  - ISDN Service
  - Foreign Exchange Service

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

(N)

Effective: June 1, 2023

PACKAGED SERVICES

2. REGIONAL CALLING \* (Continued)

.4 RATES

Monthly Rate

Regional Calling, per line

\$51.99 (I)

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

Effective: May 31, 2019

### PACKAGED SERVICES

#### 3. REGIONAL CALLING EXTRA \* (T)

##### .1 GENERAL

Regional Calling Extra provides a combination of services available as a package to residential customers.

##### .2 SERVICES

The following services are included in the package offering:

- .2.1 Flat-rated Network Access Line
- .2.2 Zone Rates
- .2.3 Unlimited Local Directory Assistance Service
- .2.4 Unlimited Direct-Dialed Intrastate IntraLATA Message Toll Telephone Service
- .2.5 Service Ordering and Line Connection Charges associated with the initial order or for any subsequent changes to the service
- .2.6 Choice of Calling Services listed below:

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

##### .3 CONDITIONS

- .3.1 Regional Calling Extra is only available on flat-rated single-line residential service.
- .3.2 Services are offered where facilities permit.
- .3.2 Regional Calling Extra is not available with the following:
  - any other package or bundled offering on the same line
  - any measured or message rate services
  - employee concession service
  - ISDN Service
  - Foreign Exchange Service

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

(N)

Effective: June 1, 2023

PACKAGED SERVICES

3. REGIONAL CALLING EXTRA \* (Continued)

.4 RATES

Monthly Rate

Regional Calling Extra, per line

\$56.99 (I)

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYSTEM SERVICE

#### .1 GENERAL

- .1.1 Communications System is classified as a business service and is offered as a complete service package that includes the exchange access, intercommunication and other services. Communications System is a customized package for small business with a minimum of 2 lines and a maximum of 30 lines. (Exception: There is a six-line limit in the DMS 10 central office.)
- .1.2 Communications System is furnished from compatible digital switching equipment located on the Telephone Company premises and includes the facilities necessary for intercommunication between lines within the customer's system.
- .1.3 Communications System Service provides Local Exchange Service, direct inward-dialing to lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Telephone Company and intercept to the main listed number.
- .1.4 Communications System Service cannot be mixed with Internal Communications and Call Management Features Classes of Service and features. The customer may add any combination of standard individual lines and hunt groups and choose services from within the offered Communications System package for each line or hunt group.
- .1.5 Communications System is furnished subject to the availability of facilities from suitably equipped central offices.



Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYSTEM SERVICE (Continued)

#### .2 CONDITIONS

##### .2.1 Service Options

Basic Services – Services included with a Communications System service line:

Assume Dial "9"  
Call Transfer – (All Calls)  
Call Hold  
Consultation Hold  
Direct Inward Dial (DID)  
Direct Outward Dial (DOD)  
Distinctive Ring (Inside/Outside Ringing)  
Intercom Dialing  
Three-Way Calling

Selectable Services – Services listed in this section are available for each Communications System line at no additional charge. A customer may customize his service by selecting as many of the following services as desired for each individual Communications System line:

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

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATION SYSTEM SERVICE (Continued)

#### .2 CONDITIONS (Continued)

##### .2.1 Service Options (Continued)

Optional Services listed in this section are also available for each Communications System line at an additional monthly recurring charge per feature:

Busy Redial  
Call Block  
Call Park  
Call Park Directed  
\*69  
Caller ID-Number Only (Deregulated)  
Caller ID  
Executive Busy Override  
Last Number Redial<sup>1</sup>  
Select Call Forwarding  
Priority Call

##### .2.2 Term Options

Communications System customers may select either a month-to-month or a 36-month term option. The term agreement becomes effective upon the installation date of the service.

Communications System payment options may be selected by billing account number within a customer's system.

##### .2.3 Adding Lines Under Term Option

Additional Communications System lines may be added to an existing system, up to a maximum of 30, during the term period. For customers subscribing to the 36-month term option, the term obligation with respect to any additional lines will be coterminous with such 36-month term.

<sup>1</sup> This feature is specific to Communications System services.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYSTEM SERVICE (Continued)

#### .2 CONDITIONS (Continued)

##### .2.4 Termination Liability

There is no termination liability for customers who have elected the Communications System month-to-month payment option.

When a Communications System customer chooses a 36-month term option and disconnects or terminates the Communications System service after 30 days following installation, the non-recurring and installation charges will not be refunded. In addition, the customer will be liable for applicable early termination charges. The customer shall be required to pay a sum determined by the application of the following formula:

Termination Liability Charge = 25% X number of Communications System lines X monthly rate per Communications System line X number of remaining months.

##### .2.5 Transfer of Term Option

With the written permission of the Telephone Company, the obligation to pay the Communications System 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.

##### .2.6 Communications System Service System

Communications System service lines sharing a common intercom arrangement and a primary Directory listing will be considered a Communications System Service System. A system must have a minimum of two lines and may not exceed a maximum of thirty Communications System Service lines. Communications System Service is classified as a business service and is offered only as a complete service. If the Communications System falls below two lines it will no longer be considered a Communications System 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.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYSTEM SERVICE (Continued)

#### .2 CONDITIONS (Continued)

##### .2.7 Incoming Toll Free Service Access Arrangement

Incoming calls on toll free service access lines can be terminated on a Communications System. Incoming calls terminated in this manner may be transferred to other lines of the same Communications System.

##### .2.8 Off-Premises Lines

Communications System Service lines can be provided at a separate customer premises. No mileage charges apply to lines of the same Communications System that are located at different premises but situated within the same central office serving area.

##### .2.9 Feature Restriction

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 Communications System customer.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYSTEM SERVICE (Continued)

#### .2 CONDITIONS (Continued)

##### .2.10 Customer Satisfaction Guarantee

When a customer subscribes to the month-to-month option or the 36-month term option of Communications System Service, he must request that the Telephone Company disconnect the service within 30 calendar days of installation to be entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service. In addition, customers who are not satisfied with their Communications System Service may have their previous Frontier service reinstalled, at no cost, in accordance with the following terms and conditions:

Customers who had no previous service and subsequently elect to have their Communications System Service disconnected will be converted by the Telephone Company to Frontier business lines or trunks at no additional non-recurring charge to them. However, the lines cannot exceed the total number of lines in the Communications System 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 "Limited".

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.

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

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

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

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

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYTEM SERVICE (Continued)

#### .3 FEATURES

##### .3.1 Communications System Basic Services

The services listed here are automatically included on every Communications System line, and are the backbone of the Communications System offering:

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

Direct Inward Dial (DID) - The ability of each member of the Communications System group to receive calls from outside the group directly to their station.

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

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

Call Transfer (All Calls) - The ability for a Communications System 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 Communications System customer.

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

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

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYSTEM SERVICE (Continued)

#### .3 FEATURES (Continued)

##### .3.1 Communications System Basic Services (Continued)

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

Intercom Dialing - Provides the customer with the ability to communicate between lines within the customer's own Communications System group by dialing a two digit code instead of having to dial the full 7 or 10 digit telephone number.

##### .3.2 Communications System Selectable Services

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

Automatic Callback (within system only) - When a Communications System user reaches a busy line within the Communications System 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 Communications System group only, and only one request at a time from a line is permitted. The request will remain active for a period of time not to exceed 30 minutes unless it is deactivated, by dialing a code (#52), earlier by the originator.

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

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

Call Forwarding (All Calls) - Allows the customer to have all incoming calls routed to another number (either inside or outside the group). The user chooses and provisions the forwarded to number, and may change the forwarded to number as often as they wish. The user also has the ability to turn the feature off and on as needed to better serve the user's needs.

Calls forwarded outside the Communications System group are subject to local and/or long distance charges billed to the Communications System customer.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYSTEM SERVICE (Continued)

#### .3 FEATURES (Continued)

##### .3.2 Communications System Selectable Services (Continued)

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

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

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

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

Hunting (Series and/or Multi-line only) - Hunting allows the customer to eliminate busy signals and increase the Company's accessibility by expanding call coverage. Hunting begins with a call to a Lead number or Pilot number, and searches for an idle line beginning with the first number of a pre-assigned hunt group and ending with the last number in the group. Hunting for Communications System customers will be provided in a Series or Multi-line arrangement only, and must be programmed by the Company from data provided by the customer.

Note: Circular or any other type hunting sequence is not available to Communications System customers.

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



Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYSTEM SERVICE (Continued)

#### .3 FEATURES (Continued)

##### .3.2 Communications System Selectable Services (Continued)

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

The eight types of Call Restriction are:

- (1) No Call Restrictions - This option allows the user to make and receive calls without any restrictions of any kind.
- (2) Call Restriction One - This option blocks all outgoing chargeable toll calls including all operator calls. It does allow outgoing local calls (outside the group), 8XX calls, local DA calls, repair calls, and 911 calls only. This option allows all incoming calls with no restrictions.
- (3) Call Restriction Two - This option blocks all outgoing direct dialed chargeable toll calls, but allows outgoing operator handled calls for 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.
- (4) Call Restriction Three - The user is not permitted to make any outgoing calls to numbers outside the Communications System group (toll or local, including 911). This option allows all incoming calls with no restrictions.
- (5) Call Restriction Four - The user cannot make or receive calls to or from outside the Communications System group (including 911). Only inside the group (intercom) calling is allowed.
- (6) Call Restriction Five - This option blocks all 900, 700 and 976 type calls. This type of call restriction may be added to the No Call Restriction class of service as required.
- (7) Call Restriction Six - This option blocks all casual dialing (101XXXX) type calls. This type of call restriction may be added to the No Call Restriction class of service as required.
- (8) Call Restriction Seven - This option blocks all international type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYSTEM SERVICE (Continued)

#### .3 FEATURES (Continued)

##### .3.3 Communications System Optional Services

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

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

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

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

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

\*69 - This feature allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, 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.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYSTEM SERVICE (Continued)

#### .3 FEATURES (Continued)

##### .3.3 Communications System Optional Services (Continued)

###### \*69 (Continued)

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. Additional charges associated with calls returned using \*69 will apply.

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

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.

Caller ID - This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN) (typically by the second ring) 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 numbers 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 Communications System group, and will receive a warning tone prior to the establishment of the three-way conference call.

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

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

Priority Call - This feature provides the user the ability to program up to twelve telephone numbers that can be distinguished from all other incoming call numbers. A special ring (short-long-short) will be used to notify the user of a call from one of the numbers on their special list. This feature will not work on a hunt group pilot number.

Effective: April 22, 2024

PACKAGED SERVICES

4. COMMUNICATIONS SYSTEM SERVICE (Continued)

.4 RATES

	<u>Monthly Rate</u>	<u>24-Month Term Monthly Rate</u> <sup>1</sup>	<u>36 Month Term Monthly Rate</u>
.4.1 Communications System Service Lines, each	\$53.00 (I)	\$37.00	\$35.00
Basic Package Includes:			
Assume Dial "9"			
Call Transfer (All Calls)			
Call Hold			
Consultation Hold			
Distinctive Ring (Inside/Outside Ringing)			
Direct Inward Dialing (DID)			
Direct Outward Dialing (DOD)			
Intercom Dialing			
Three-Way Calling			
.4.2 Communications System Selectable Services:			
Automatic Callback (within system only)	--	--	--
Call Forwarding Busy	--	--	--
Call Forwarding No Answer	--	--	--
Call Forwarding (All Calls)	--	--	--
Call Restrictions:			
No Call Restrictions	--	--	--
Call Restriction One	--	--	--
Call Restriction Two	--	--	--
Call Restriction Three	--	--	--
Call Restriction Four	--	--	--
Call Restriction Five	--	--	--
Call Restriction Six	--	--	--
Call Restriction Seven	--	--	--
Call Waiting/Cancel Call Waiting	--	--	--
Dial Call Waiting-Originating	--	--	--
Call Pick-Up Directed	--	--	--
Call Pick-Up Group	--	--	--
Hunting Series	--	--	--
Hunting-Multiline	--	--	--
Speed Dialing (6 or 8)	--	--	--

<sup>1</sup> The Communications System Service 24-month term option is limited to customers subscribed prior to June 19, 2010. Those existing subscribers may move, add, or delete lines to their existing service and may continue their 24-month term option up to December 18, 2012, or until the expiration of their current contract.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYSTEM SERVICE (Continued)

#### .4 RATES (Continued)

##### .4.3 Communications System Service Optional Services

	<u>Monthly Rate</u>
Busy Redial	\$4.00
Call Block	\$3.00
Call Park	\$3.00
Call Park Directed	\$4.00
*69	\$4.00
Caller ID–Number Only <sup>1</sup>	
Caller ID	\$10.50
Executive Busy Override	\$4.00
Last Number Redial	\$4.00
Select Call Forwarding	\$4.00
Priority Call	\$3.00

##### .4.4 Foreign Central Office

When the Communications System station line is located in a different central office area of the serving exchange, the Foreign Central Office charges will apply as specified in Section 5 of this Product Guide.

##### .4.5 Service Order Activity

Service Charges as set forth in Section 3 of this Product Guide will apply for Communications System Service.

The Initial Service Order Charge, the Subsequent Service Order Charge and the Central Office Charge as identified in Section 3 of this Product Guide will not apply to the initial installation of Communications System lines when installed under a term commitment.

If a customer elects to change from a Business Line or another Internal Communications and Call Management Features to the Communications System Service or from the Communications System Service to another Internal Communications and Call Management Features, a Subsequent Order Charge will apply, but Central Office Charges will not apply.

No service charges will apply for Communications System custom calling and CLASS services if installed initially with the Communications System system. When those services are added or rearranged on an existing line subsequent to the installation of the Communications System, the appropriate service charges will apply.

<sup>1</sup> Deregulated service with a monthly rate of \$9.00.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 4. COMMUNICATIONS SYSTEM SERVICE (Continued)

#### .4 RATES (Continued)

##### .4.6 Foreign Exchange Service

Foreign Exchange Service is permitted with Communications System Service at rates and charges specified in Section 5 of this Product Guide.

##### .4.7 Calling Plans

Local Calling Plan (LCP) options are available to Communications System customers at rates shown in Section 10 of this Product Guide. Communications System customers are also eligible for toll Discount Calling Plans (DCP) shown in Section 12. Customers may split their Communications System system lines between LCP, non-LCP, and DCP equipped lines, but can only subscribe to one calling plan (LCP or DCP) on each line.

Effective: June 1, 2023

## PACKAGED SERVICES

### 5. REGIONAL CALLING VALUE \*

#### .1 GENERAL

Regional Calling Value provides a combination of services available as a package to residential customers.

#### .2 SERVICES

The following services are included in the package offering:

- .2.1 Flat-rated Network Access Line
- .2.2 Unlimited Direct-Dialed Intrastate IntraLATA Message Toll Telephone Service
- .2.3 Service Ordering and Line Connection Charges associated with the initial order or for any subsequent changes to the service

#### .3 CONDITIONS

- .3.1 Regional Calling Value is only available on flat-rated single-line residential service.
- .3.2 Services are offered where facilities permit.
- .3.2 Regional Calling Value is not available with the following:

- any other package or bundled offering on the same line
- any measured or message rate services
- employee concession service
- ISDN Service
- Foreign Exchange Service

#### .4 RATES

	<u>Monthly Rate</u>
Regional Calling Value	\$32.04 (I)

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

Effective: JULY 1, 2010

PACKAGED SERVICES

Reserved for future use



Effective: February 23, 2021

PACKAGED SERVICES

5. REGIONAL CALLING VALUE \* (Continued)

.6 BUNDLE DISCOUNTS

A monthly discount may apply when Regional Calling Value is bundled with an unlimited long distance calling plan plus the following services as specified by Frontier:

	<u>Regional Calling Value Discount</u>
Frontier Online Broadband	\$8.00
DirecTV	\$8.00
Frontier Online Broadband and DirecTV	\$13.00

The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by FRONTIER NORTH INC or FRONTIER MIDSTATES INC. Bundle discounts are subject to billing system capability.

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.

.7 PRICE GUARANTEE

Residential customers who establish new dial tone service or existing residential customers who contact Frontier requesting to disconnect their telephone service in a location that is not eligible for Frontier Online Broadband or Frontier® FiberOptic Internet products and agree to subscribe to Regional Value bundled with an unlimited long distance calling plan will be eligible to receive Regional Value for a monthly rate of \$17.04. (T)

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.

Price Guarantee is not eligible for Vacation Service.

Discontinuance of any one of the services listed above will result in immediate termination of this offer. Each product must be billed by Frontier North Inc. This offer may not be combined with any other offers except as authorized by Frontier.

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

Effective: June 1, 2023

## PACKAGED SERVICES

### 6. REGIONAL ESSENTIALS \*

#### .1 GENERAL

Regional Essentials provides a combination of services available as a package to residential customers.

#### .2 SERVICES

The following services are included in the package offering:

- .2.1 Flat-rated Network Access Line
- .2.2 Unlimited Direct-Dialed Intrastate IntraLATA Message Toll Telephone Service
- .2.3 Service Ordering and Line Connection Charges associated with the initial order or for any subsequent changes to the service
- .2.4 Choice of Calling Services listed below:
  - Call Waiting/Cancel Call Waiting
  - Caller ID

#### .3 CONDITIONS

- .3.1 Regional Essentials is only available on flat-rated single-line residential service.
- .3.2 Services are offered where facilities permit.
- .3.2 Regional Essentials is not available with the following:
  - any other package or bundled offering on the same line
  - any measured or message rate services
  - employee concession service
  - ISDN Service
  - Foreign Exchange Service

#### .4 RATES

	<u>Monthly Rate</u>
Regional Essentials	\$39.04 (I)

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

Effective: May 31, 2019

PACKAGED SERVICES

6. REGIONAL ESSENTIALS \* (Continued) (T)

.5 BUNDLE DISCOUNTS

Bundle Discounts A

A monthly discount may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus the following:

Regional Essentials Discount

Frontier Online Broadband (as specified by Frontier)	\$5.00 (through October 31, 2008)
DirecTV® through Frontier (Total Choice or higher)	\$7.99 (through April 30, 2008)
Frontier Online Broadband (as specified by Frontier) and DirecTV® through Frontier (Total Choice or higher)	\$5.00 (through October 31, 2008)

The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by Frontier North Inc. or Frontier Midstates Inc. Bundle discounts are subject to billing system capability.

Customers who subscribed to the Regional Essentials Bundle Discounts will automatically receive a 12-month discount (through April 17, 2009) as listed below upon expiration of their initial 12-month discount.

Monthly Renewal Discount (through April 17, 2009)

Frontier Online Broadband (as specified by Frontier)	\$5.00
Frontier Online Broadband (as specified by Frontier) and DirecTV® through Frontier (Total Choice or higher)	\$5.00

Customers renewing on or after April 18, 2009 will continue to receive their current discount amount on a month to month basis.

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

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

(N)

Effective: May 31, 2019

PACKAGED SERVICES

6. REGIONAL ESSENTIALS \* (Continued) (T)

.5 BUNDLE DISCOUNTS (Continued)

Bundle Discounts B

A monthly discount may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus the following services as specified by Frontier:

	<u>Regional Essentials Discount</u>
Frontier Online Broadband	\$10.00
DirecTV®	\$10.00
Frontier Online Broadband and DirecTV®	\$10.00

The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Frontier North Inc. of Frontier Midstates Inc. Bundle discounts are subject to billing system capability.

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

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

(N)

Effective: February 23, 2021

PACKAGED SERVICES

6. REGIONAL ESSENTIALS \* (Continued)

.6 FRONTIER® FIBEROPTIC INTERNET BUNDLE DISCOUNTS (T)

A monthly discount may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus the following Frontier® FiberOptic Internet services as specified by Frontier: (T)

Regional Essentials Discount

Month-to-Month			
	Frontier® FiberOptic Internet Internet	\$10.00	(T)
	Frontier® FiberOptic Internet TV	\$10.00	I
	Frontier® FiberOptic Internet Internet and TV	\$10.00	(T)
6 Month Commitment <sup>1</sup>			
Initial	Frontier® FiberOptic Internet Internet	\$ 8.01	(T)
	Frontier® FiberOptic Internet TV	\$ 8.01	I
	Frontier® FiberOptic Internet Internet and TV	\$ 8.00	(T)
12 Month Commitment <sup>2</sup>			
Initial	Frontier® FiberOptic Internet Internet	\$ 8.01	(T)
	Frontier® FiberOptic Internet TV	\$ 8.01	I
	Frontier® FiberOptic Internet Internet and TV	\$ 8.00	(T)
Renewal <sup>3</sup>			
	Frontier® FiberOptic Internet Internet	\$ 5.01	(T)
	Frontier® FiberOptic Internet TV	\$ 4.01	I
	Frontier® FiberOptic Internet Internet and TV	\$ 8.00	(T)
24 Month Commitment <sup>4</sup>			
Initial	Frontier® FiberOptic Internet Internet	\$ 8.01	(T)
	Frontier® FiberOptic Internet TV	\$ 8.01	I
	Frontier® FiberOptic Internet Internet and TV	\$ 8.00	(T)
24 Month Commitment <sup>5</sup>			
Initial	Frontier® FiberOptic Internet Internet	\$15.00	(T)
	Frontier® FiberOptic Internet TV	\$15.00	I
	Frontier® FiberOptic Internet Internet and TV	\$15.00	(T)

<sup>1</sup> 6 Month Commitment will not be offered to new customers after January 17, 2010. At the end of the initial 6 month term, customers will receive renewal discounts on a month-to-month basis equal to their original initial term discount.

<sup>2</sup> 12 Month Commitment customers with initial terms ending on or after September 1, 2009 will receive renewal discounts on a month-to-month basis equal to their original initial term discount. The 12 month term will not be offered after January 16, 2010.

<sup>3</sup> 12 Month Commitment customers may renew their discounts on a month-to-month basis as listed.

<sup>4</sup> 24 Month Commitment will not be offered to new customers after August 22, 2008. At the end of the initial 24 month term, customers will receive renewal discounts on a month-to-month basis equal to their original initial term discount.

<sup>5</sup> 24 Month Commitment for customers enrolling on or after January 17, 2010.

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

Effective: February 23, 2021

## PACKAGED SERVICES

### 6. REGIONAL ESSENTIALS \* (Continued)

#### .6 FRONTIER® FIBEROPTIC INTERNET BUNDLE DISCOUNTS (Continued) (T)

The applicable bundle discount will expire in 6, 12 or 24 months, based upon commitment selected, from the date it is implemented on a customer's account. Customers are limited to one discount only and cannot combine discounts. The Regional Essentials discount above is not transferable. Each product must be billed by Frontier North Inc. or Frontier Midstates Inc. or purchased through a Home Owner's Association or Property Manager under contract with Frontier Enhanced Communities.

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.

#### .7 FEATURE PACKAGE

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  
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 LLC Posted Rates, Terms and Conditions.

Each product must be billed by Frontier North Inc.

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 7. UNLIMITED TOLL USAGE FOR BUSINESS

#### .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), Internal Communications and Call Management Features or Communications System Service. The plan provides unlimited intraLATA toll voice usage for a flat monthly rate within the customer's intraLATA exchanges, where facilities permit.

#### .2 CONDITIONS

- .2.1 Monthly rates for Unlimited Toll Usage for Business apply per line in addition to B1, Internal Communications and Call Management Features or Communications System monthly line rates.
- .2.2 Unlimited Toll Usage for Business is only available to business customers who subscribe to Frontier North Inc. or Frontier Midstates Inc. as their carrier for all local and intraLATA toll calls.
- .2.3 Unlimited Toll Usage for Business is available to business customers who subscribe to 25 or fewer Frontier North Inc. or 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
  - Digital Service-Voice
  - 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.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 7. UNLIMITED TOLL USAGE FOR BUSINESS (Continued)

#### .2 CONDITIONS (Continued)

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

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

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



Effective: JULY 1, 2010

## PACKAGED SERVICES

### 7. UNLIMITED TOLL USAGE FOR BUSINESS (Continued)

#### .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, Communications System line or Internal Communications and Call Management Features line. Feature Package Two includes Caller ID and/or Voice Messaging <sup>1</sup>. 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, Communications System line or Internal Communications and Call Management Features line. Feature Package Three includes Caller ID and/or One Point Voice Messaging <sup>2</sup>. 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.

<sup>1</sup> Voice Messaging is a deregulated service.

<sup>2</sup> One Point Voice Messaging is a deregulated service.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 7. UNLIMITED TOLL USAGE FOR BUSINESS (Continued)

#### .4 RATES

	<u>Monthly Rate</u>
.4.1 Unlimited Toll Usage for Business <sup>1,2</sup>	
a. Month-to-Month	\$ 14.00
b. One-Year Term	10.00
.4.2 Unlimited Toll Usage for Business Feature Packages <sup>3,4</sup>	
a. Feature Package One	9.00
b. Feature Package Two	15.00
c. Feature Package Three	18.00

<sup>1</sup> Unlimited Toll Usage for Business does not include a B1, Internal Communications and Call Management Features, or Communications System line. Monthly rates for Unlimited Toll Usage for Business apply in addition to the monthly line rates associated with these services.

<sup>2</sup> Nonrecurring charges, as set forth in Section No. 3 of this Product Guide, are not applicable for customers ordering Unlimited Toll Usage for Business on an existing B1, Internal Communications and Call Management Features, or Internal Communications and Call Management Features or Communications System line.

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

<sup>4</sup> Nonrecurring charges as set forth in Section No. 3 of this Product Guide are not applicable when ordering Feature Packages on existing B1, Internal Communications and Call Management Features or Communications System lines with Unlimited Toll Usage for Business. Data base program change charge in Paragraph 4.5 of Section 6 does not apply when added to a Internal Communications and Call Management Features line.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 8. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES

#### .1 GENERAL

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

.1.2 The following two (2) options are available:

a. Unlimited DTL Basic Package

Unlimited DTL Basic Package includes the following:

- One (1) Network Access Line
- Unlimited Local Calling
- Unlimited Intrastate IntraMSA Toll Calling
- Choice of one to five (1 - 5) of the following calling features:
  - Call Forwarding
  - Call Waiting/Cancel Call Waiting
  - CallerID
  - Three-Way Calling
  - deregulated voice messaging service

Unlimited DTL Expansion Lines

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

a.1 Expansion Lines Without Unlimited Calling

DTL Expansion Lines Without Unlimited Calling include the following:

- One (1) Network Access Line
- Choice of one to five (1 - 5) of the following calling features:
  - Call Forwarding
  - Call Waiting/Cancel Call Waiting
  - CallerID
  - Three-Way Calling
  - deregulated voice messaging service

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 8. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES

#### .1 GENERAL (Continued)

.1.2 The following two (2) options are available: (Continued)

a. Unlimited DTL Basic Package (Continued)

Unlimited DTL Expansion Lines (Continued)

a.2 Expansion Lines With Unlimited Calling

DTL Expansion Lines With Unlimited Calling include the following:

- One (1) Network Access Line
- Unlimited Local Calling
- Unlimited Intrastate IntraMSA Toll Calling
- Choice of one to five (1 - 5) of the following calling features:
  - Call Forwarding
  - Call Waiting/Cancel Call Waiting
  - CallerID
  - Three-Way Calling
  - deregulated voice messaging service

b. Unlimited Communications System Basic Package

Unlimited Communications System Basic Package includes the following:

- One (1) Communications System Line
- Unlimited Local Calling
- Unlimited Intrastate IntraMSA Toll Calling
- Choice of one or both of the following calling features:
  - CallerID
  - deregulated voice messaging service

Unlimited Communications System Expansion Lines

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

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 8. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES

#### .1 GENERAL (Continued)

.1.2 The following two (2) options are available: (Continued)

b. Unlimited Communications System Basic Package (Continued)

Unlimited Communications System Expansion Lines (Continued)

b.1 Expansion Lines Without Unlimited Calling

Communications System Expansion Lines Without Unlimited Calling include the following:

- One (1) Communications System Line
- Choice of one or both of the following calling features:
  - CallerID
  - deregulated voice messaging service

b.2 Expansion Lines With Unlimited Calling

Communications System Expansion Lines With Unlimited Calling include the following:

- One (1) Communications System Line
- Unlimited Local Calling
- Unlimited Intrastate IntraMSA Toll Calling
- Choice of one or both of the following calling features:
  - CallerID
  - deregulated voice messaging service

#### .2 CONDITIONS

- .2.1 Unlimited DTL and Unlimited Communications System Basic Packages are available where facilities permit.
- .2.2 Unlimited DTL and Unlimited Communications System Basic Packages are available only on a one-year or three-year term agreement. Expansion lines are available on a month-to-month basis only.
- .2.3 Unlimited DTL and Communications System Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Long Distance and a Frontier high speed internet service. Each Expansion line must also subscribe to a business long distance calling plan through Frontier Long Distance.

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 8. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES

#### .2 CONDITIONS (Continued)

- .2.4 Unlimited DTL and Communications System Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.
- .2.5 At each customer location where the service is provided, customers must purchase at least one (1) Expansion Line with each Unlimited DTL Basic Package or Unlimited Communications System Basic Package. A customer may have up to nine (9) Expansion Lines With Unlimited Calling or up to 24 Expansion Lines Without Unlimited Calling per customer location.
- .2.6 Customers may have a combination of Expansion Lines, but the combined total number of Expansion Lines allowed is 24 and may not exceed nine (9) Expansion Lines With Unlimited Calling per customer location either with this plan or any other unlimited local and/or toll product offered by Frontier.
- .2.7 Unlimited DTL and Communications System Basic Packages are not available in combination with other optional calling plans or virtual private network services.
- .2.8 All regulations applicable to Communications System Service as set forth in Paragraph 4. of this Section 16 apply to that service when offered with Unlimited Communications System Basic Package.
- .2.9 Unlimited DTL and Communications System Basic Packages are not available with the following services:
  - ISDN Service
  - Digital Service-Voice
  - 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
- .2.10 Unlimited DTL and Communications System Basic Packages do not apply to the following calls or services:
  - Operator Handled Calls
  - Per Activation Calls (Busy Redial, \*69, Three-Way Calling, Call Trace)
  - Directory Assistance Service (Local and National)
  - Directory Assistance Call Completion Service
  - 555, 700, 900, 976 Services
  - Mass announcement services
  - Time, lottery or weather calls

Effective: JUNE 30,2010

## PACKAGED SERVICES

### 8. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES

#### .2 CONDITIONS (Continued)

- .2.11 Unlimited DTL and Communications System Basic Packages may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
- .2.12 Details on calls made will not be available for this service.
- .2.13 Applicable Service Charges as specified in Section 3 will be waived for customers subscribing to a three-year term agreement.

#### .3 TERMINATION LIABILITY

- .3.1 Unlimited DTL and Communications System Basic Packages are offered on a one-year or three-year term agreement and are applied on a per-line basis.
- .3.2 Early termination of Unlimited DTL Basic Package or Communications System Basic Package term agreement by the customer will result in a one-time flat Termination Charge of:
  - 1-year term agreement
  - \$75
  - 3-year term agreement
  - \$225 for default within the 1st year of the term
  - \$150 for default within the 2nd year of the term
  - \$75 for default within the 3rd year of the term
- .3.3 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.
- .3.4 The customer can add, delete or change the Expansion Lines without termination charges as long as two lines (the core, Basic Package, and one Expansion Line) remain on the account for each customer location. If the one Expansion Line is removed, the remaining elements will revert to tariff rates. If the Basic Package core line is removed, the applicable termination charge shown above will apply.
- .3.5 Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

Effective: JULY 1, 2010

PACKAGED SERVICES

8. UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES

.3 TERMINATION LIABILITY (Continued) CONDITIONS (Continued)

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

.4 RATES

		<u>Monthly Rate</u>	
		<u>1-Year Term</u>	<u>3-Year Term</u>
.4.1	Unlimited DTL Basic Packages <sup>1</sup>	\$68.00	\$53.00

		<u>Monthly Rate</u>
	Expansion Line Without Unlimited Calling, per line <sup>2,3</sup>	\$40.00
	Expansion Line With Unlimited Calling, per line <sup>2</sup>	\$35.00

		<u>Monthly Rate</u>	
		<u>1-Year Term</u>	<u>3-Year Term</u>
.4.2	Unlimited Communications System Basic Packages <sup>1</sup>	68.00	\$53.00

		<u>Monthly Rate</u>
	Expansion Line Without Unlimited Calling, per line <sup>2,3</sup>	\$40.00
	Expansion Line With Unlimited Calling, per line <sup>2</sup>	\$35.00

<sup>1</sup> At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited Communications System Basic Package ordered.

<sup>2</sup> Customers may have a combination of Expansion Lines, but the combined total number allowed is 24 and may not exceed nine (9) Expansion Lines With Unlimited Calling per customer location.

<sup>3</sup> Usage rates apply in addition to the monthly rate.



Effective: February 23, 2021

## PACKAGED SERVICES

### 9. VOICE DISCOUNT PLAN \*

#### .1 GENERAL

- .1.1 Residence customers who (1) call to disconnect their primary line, (2) change their local service from another provider to Frontier, (3) have changed their local service from another provider to Frontier and have initiated local service with Frontier within the past 30 days and specifically request these rates in response to direct mailings, advertising or other Frontier marketing activities, (4) have Frontier Online high speed internet or Frontier® FiberOptic Internet internet service but do not have local service from Frontier and request this offer in response to a direct mailing, advertising, or other Frontier marketing activity, or (5) contact Frontier citing competitors' offers or otherwise indicate potential future disconnection based on price, will be eligible for the Voice Discount Plan. (T)

#### .2 CONDITIONS

- .2.1 The applicable initial discount will expire twelve (12) months from the date it is implemented on a customer's account. Discontinuance of any one of the services will result in immediate termination of the discount.
- .2.2 Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Frontier Long Distance LLC Posted Rates, Terms and Conditions.

#### .3 RATES

For customers originally subscribing on or before March 5, 2010:

	<u>Monthly Discount</u>
Regional Calling Value <sup>3</sup>	\$12.05
Regional Essentials <sup>1,3</sup>	14.05
Regional Calling Value <sup>2,3</sup>	8.00
Regional Essentials <sup>2,3</sup>	10.00

For customers originally subscribing on or after March 6, 2010:

	<u>Monthly Discount</u>
Regional Value <sup>3</sup>	\$12.05
Regional Value <sup>2,3</sup>	13.00
Regional Value <sup>2,3,4</sup>	8.00
Regional Essentials <sup>2,3</sup>	10.00
Regional Essentials <sup>2,3,4</sup>	5.00

<sup>1</sup> Purchased with additional line.

<sup>2</sup> Bundled with a qualifying unlimited long distance calling plan.

<sup>3</sup> As of September 14, 2008, discounts will no longer be provided on additional lines except on those additional lines of customers subscribed to the Voice Discount Plan on or before September 13, 2008, and only until the expiration of their renewal periods.

<sup>4</sup> Customers who are existing package customers at the time of enrolling in this plan.

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

Effective: May 31, 2019

PACKAGED SERVICES

9. VOICE DISCOUNT PLAN \*

(T)

.3 RATES (Continued)

Customers who subscribed to the Voice Discount Plan or the promotional offer titled Regional Calling Value/Essentials Discount Offer may receive discounts as listed below on a month to month basis upon expiration of their initial 12-month discount.

Monthly Renewal Discount (through March 31, 2009)

Regional Essentials <sup>1</sup>	\$4.05
Regional Calling Value <sup>2</sup>	5.00
Regional Essentials <sup>2</sup>	7.00

Customers renewing their discounts on or after April 1, 2009 will continue to receive their original discounts.

<sup>1</sup> Purchased with additional line.

<sup>2</sup> Bundled with a qualifying unlimited long distance calling plan.

\* Effective May 31, 2019, this service is limited to existing customers at their existing location.

(N)

Effective: February 23, 2021

## PACKAGED SERVICES

### 10. SINGLE LINE BUSINESS PACK

#### .1 GENERAL

.1.1 Single Line Business Pack is an optional business flat-rated usage package with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment:

.1.2. Single Line Business Pack includes the following:

- One Network Access Line with touch calling
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 – 5) of the following calling features:  
Call Waiting, Three-Way Calling, Call Forwarding, Caller ID  
and a specified non-regulated service

#### .2 CONDITIONS

.2.1 Single Line Business Pack is available only where facilities and conditions permit. Single Line Business PACK is available only to customers who subscribe to the Company for their local usage and intraLATA toll calls.

.2.2 Single Line Business Pack is available only on a one-year or three-year term agreement.

.2.3 Single Line Business Pack is only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Long Distance LLC and Frontier High-Speed Internet service or Frontier® FiberOptic Internet service.

(T)

.2.4 Single Line Business Pack is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.

.2.5 Customers may only have one Single Line Business Pack per account. A maximum of ten lines can have Unlimited Calling either with this plan or any other Unlimited Local or Local and Toll Usage Product offered by Frontier. Customers may not combine this package with Unlimited Dial Tone Line (DTL) and Unlimited Communications System Packages.

.2.6 Single Line Business Pack is not available with the following services:

- Internal Communications and Call Management Features or Internal Communications and Call Management Feature
- ISDN Service
- Digital Service-Voice
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground start lines or trunks

Effective: February 23, 2021

## PACKAGED SERVICES

### 10. SINGLE LINE BUSINESS PACK (Continued)

#### .2 CONDITIONS (Continued)

.2.7 Single Line Business Pack is not available in combination with other optional calling plans or virtual private network services.

.2.8 Single Line Business Pack does not apply to the following calls or services:

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

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

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

.2.11 Service Connection Charges will be waived in the event a class of service change is required in order to have a Single Line Business Pack.

.2.12 Applicable Service Charges will be waived for customers subscribing to a three-year term agreement.

.2.13 A monthly credit may apply if provisioned with Frontier Broadband Service (Frontier High Speed Internet service or Frontier® FiberOptic Internet service).

(T)

Effective: JULY 1, 2010

## PACKAGED SERVICES

### 10. SINGLE LINE BUSINESS PACK (Continued)

#### .3 TERMINATION LIABILITY

- .3.1 Single Line Business Pack is offered on a one-year or three-year term agreement.
- .3.2 Early termination of a Single Line Business Pack term agreement by the customer will result in a one-time flat Termination Charge of:
  - 1-year term agreement
  
  - \$75
  
  - 3-year term agreement
  
  - \$125 for default within the 1st year of the term
  - \$100 for default within the 2nd year of the term
  - \$75 for default within the 3rd year of the term
- .3.3 If the customer cancels any of the unregulated components, the Single Line Business Pack components will revert to the individual rate associated with that component.
- .3.4 If the network access line is removed, the applicable termination charge shown above will apply.
- .3.5 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.
- .3.6 At the end of the term or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.
- .3.7 An early termination charge will not apply under the following circumstances:
  - a. Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
  - b. Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
  - c. Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

Effective: JULY 1, 2010

PACKAGED SERVICES

10. SINGLE LINE BUSINESS PACK (Continued)

.4 RATES

	<u>Monthly Rate</u>	
	<u>1-Year Term</u>	<u>3-Year Term</u>
.4.1 Single Line Business Pack	\$60.00	\$58.00

	<u>Monthly Credit</u>	
	<u>1-Year Term</u>	<u>3-Year Term</u>
.4.2 Frontier Broadband Credit	\$2.00	\$15.00

Effective: July 15, 2011

## PACKAGED SERVICES

### 11. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) BUNDLE SERVICE (N)

#### .1 GENERAL

- .1.1 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

#### .2 CONDITIONS

- .2.1 ISDN PRI Bundle Service is available where technically feasible.
- .2.2 The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
- .2.3 A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.
- .2.4 When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
- .2.5 ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.
- .2.6 Ports will be provided at the T-1 level only.
- .2.7 Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
- .2.8 The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
- .2.9 The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Product Guide.
- .2.10 Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in 11.3 following.

(N)

Effective: January 15, 2024

PACKAGED SERVICES

11. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) BUNDLE SERVICE  
(Continued)

.3 RATES

	<u>Monthly Rate</u>	
<u>2-Year Term</u> <sup>1</sup>		
ISDN-PRI Bundle <sup>2</sup>	\$795.00	(I)
ISDN-PRI Bundle with 20 DID Numbers <sup>2</sup>	810.00	
ISDN-PRI Bundle with 50 DID Numbers <sup>2</sup>	815.00	
ISDN-PRI Bundle with 100 DID Numbers <sup>2</sup>	820.00	
<u>3-Year Term</u> <sup>1</sup>		
ISDN-PRI Bundle <sup>2</sup>	\$655.00	
ISDN-PRI Bundle with 20 DID Numbers <sup>2</sup>	670.00	
ISDN-PRI Bundle with 50 DID Numbers <sup>2</sup>	675.00	
ISDN-PRI Bundle with 100 DID Numbers <sup>2</sup>	680.00	
<u>5-Year Term</u> <sup>1</sup>		
ISDN-PRI Bundle <sup>2</sup>	\$585.00	
ISDN-PRI Bundle with 20 DID Numbers <sup>2</sup>	600.00	
ISDN-PRI Bundle with 50 DID Numbers <sup>2</sup>	605.00	
ISDN-PRI Bundle with 100 DID Numbers <sup>2</sup>	610.00	(I)

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

<sup>2</sup> Channels activated for data will generate Usage Charges as set forth in ISDN-PRI Service, Section 7, Paragraph 1.6.6 (Voice/Data Channel Usage).



Effective: July 14, 2012

PACKAGED SERVICES

12. STAY CONNECTED SEASONAL OFFERING

.1 GENERAL

Stay Connected Seasonal Offering allows a customer to suspend their Frontier Digital State Unlimited with Essentials 3 2010, Frontier Digital Phone Nationwide Unlimited with Essentials 3 2010, Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 2010, Frontier Digital Phone Essentials, Frontier Digital Phone Unlimited-Leader, Frontier Digital Phone Unlimited Plus-Leader, Frontier Digital Phone Unlimited-Challenger or Frontier Digital Phone Unlimited Plus-Challenger while they are away, for a minimum of one month or up to nine months for a reduced rate. (C)

.2 CONDITIONS

The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then re-activation fees will not apply.

A \$25.00 re-activation fee will apply if the customer does not provide a reconnect date at the time the order is placed to add the service.

During the time of suspension, the line will be available for 911 calls only.

The time that the customer is on the "Stay Connected" Seasonal Service will count toward the fulfillment of any contract associated with the suspended bundle.

Customer will be removed from the Stay Connected discount after the nine month period if no date is given.

This service does not change any other terms and conditions of the bundle being suspended.

The monthly rate includes the Federal Subscribe Line Charge.

.3 RATES

	<u>Monthly Rate</u>
Stay Connected Seasonal Service	\$9.99

Effective: July 14, 2012

### PACKAGED SERVICES

#### 13. FRONTIER DIGITAL PHONE ESSENTIALS 3 2010 \*

(T)

##### .1 GENERAL

The Frontier Digital Phone Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features. Customers can take any combination of features for the same flat rate charge.

##### Basic Bundle

Flat Rate Access Line  
Extended Area Service  
Three-Way Calling

Caller ID  
Call Waiting/Cancel Call Waiting  
Call Waiting ID

##### Unlimited Feature Pack

Busy Redial  
Anonymous Call Block  
\*69  
Call Trace  
Selective Blocking  
Do Not Disturb  
Call Forwarding

Distinctive Ring  
Speed Dialing 8 or 30  
Priority Call  
Call Forwarding Busy  
Call Forwarding No Answer  
Call Forwarding Busy/No Answer  
Call Forwarding - Fixed

##### .2 CONDITIONS

The Frontier Digital Phone Essentials 3 is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate.

Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

(N)

Effective: June 1, 2023

PACKAGED SERVICES

13. FRONTIER DIGITAL PHONE ESSENTIALS 3 2010 \* (Continued)

.3 RATES

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 3	\$23.99 (I)
Unlimited Feature Pack	6.49

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

Effective: June 1, 2023

PACKAGED SERVICES

14. FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 3 2010 \*

.1 GENERAL

The Frontier Digital State Unlimited with Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service	Busy Redial
Call Forwarding	Call Waiting ID
Caller ID	Speed Dialing 8

.2 CONDITIONS

The Frontier Digital State Unlimited with Essentials 3 is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate.

Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

The bundles are offered on a month to month basis.

Additional features will be available to the Digital Phone State Unlimited with Essentials 3 bundle at a special price. The following features are available:

Speed Dialing 30	Anonymous Call Rejection
Priority Call	*69
Call Trace	Three Way Calling

.3 RATES

	<u>Monthly Rate</u>
Digital Phone State Unlimited with Essentials 3	\$25.99 (I)
One Additional Feature	6.49
Two Additional Features	7.99
Three Additional Features	9.99
All Additional Listed Features	12.99

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

Effective: March 31, 2014

PACKAGED SERVICES

15. FRONTIER DIGITAL PHONE STATE NATIONWIDE UNLIMITED WITH ESSENTIALS 3 2010 \*

.1 GENERAL

The Frontier Digital Phone Nationwide Unlimited with Essentials 3 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Basic Bundle

Flat Rate Access Line	Caller ID
Call Forward Busy/No Answer (Variable)	Call Waiting/Cancel Call Waiting
Speed Dialing 8	Busy Redial
	*69

(D)

Digital Phone Enhanced Feature Pack

Features will be available to the Frontier Digital Phone Nationwide Unlimited with Essentials 3 package at a special price. The following features are available:

Speed Dialing 30	Call Block
Call Forwarding Busy/No Answer (Fixed)	Three-Way Calling
Call Forwarding Busy (Fixed)	Priority Call

.2 CONDITIONS

The Frontier Digital Phone Nationwide Unlimited with Essentials 3 is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate.

Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

Effective: June 1, 2023

PACKAGED SERVICES

15. FRONTIER DIGITAL PHONE STATE NATIONWIDE UNLIMITED WITH ESSENTIALS 3 2010 \*(Continued)

.3 RATES

	<u>Monthly Rate</u>
Digital Phone State Nationwide Unlimited with Essentials 3	\$31.99 (I)
Digital Phone Enhanced Feature Pack	6.49

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

Effective: July 14, 2012

## PACKAGED SERVICES

### 16. FRONTIER DIGITAL PHONE STATE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 3 2010 \* (T)

#### .1 GENERAL

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below.

#### Basic Bundle

Two Residential Flat Rate Access Lines	Caller ID
Call Forward Busy/No Answer (Variable)	Call Waiting/Cancel Call Waiting
Speed Dialing 8	Busy Redial
*69	

#### Digital Phone Enhanced Feature Pack

Features will be available to the Frontier Digital Phone Nationwide Unlimited with Essentials 3 package at a special price. The following features are available:

Speed Dialing 30	Call Block
Call Forwarding Busy/No Answer (Fixed)	Three-Way Calling
Call Forwarding Busy (Fixed)	Priority Call

#### .2 CONDITIONS

The Frontier Digital Phone Nationwide Unlimited with Essentials 3 is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Non-payment or partial payment of the bill may result in the cancellation of the bundled package and all services will be charged their individual tariffed rate.

Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.

(N)

Effective: June 1, 2023

PACKAGED SERVICES

16. FRONTIER DIGITAL PHONE STATE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 3 2010 \* (Continued)

.3 RATES

	<u>Monthly Rate</u>
Digital Phone State Nationwide Unlimited with Essentials 3	\$31.99 (I)
Digital Phone Enhanced Feature Pack	6.49

\* Effective July 14, 2012, this service is limited to existing customers at their existing location.



Effective: December 20, 2017

## PACKAGED SERVICES

### 17. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II <sup>1</sup> (T)

#### .1 GENERAL

Frontier Business Nationwide Unlimited Service II is a package offering available to business customers who subscribe to a maximum of twelve Flat Rate Business Lines per customer location. Frontier Business Nationwide Unlimited Service II features and services are listed below.

#### Basic Bundle

Flat Rate Business Line  
Caller ID Plus Name  
Call Forwarding Busy/No Answer  
Extended Area Service

Six features from the Frontier Business All In Feature Package listed below.

#### Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Busy Redial
Three-Way Calling	*69
Speed Call 8 or 30	Caller ID Blocking
Distinctive Ringing	Selective Call Rejection
Call Forwarding	Special Call Acceptance
Anonymous Call Rejection	Call Forwarding Busy
Call Forward No Answer	Call Waiting ID
Selective Call Forwarding	Priority Call
Call Transfer	

#### .2 CONDITIONS

The Frontier Business Nationwide Unlimited Service II is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

Customers may add or delete any features offered within the bundle without incurring a service charge.

The bundles are offered on a month-to-month basis.

The bundle will appear as a single line item on the customer's bill.

<sup>1</sup> Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: December 20, 2017

PACKAGED SERVICES

17. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II <sup>1</sup> (Continued) (T)

.2 CONDITIONS (Continued)

The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, or Foreign Exchange services.

Up to eleven additional bundles can be purchased at the rate specified under Rates.

Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

.3 RATES

All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Business Nationwide Unlimited Service II	\$52.99
Additional Bundle	46.99
Frontier Business All In Feature Package	4.99

<sup>1</sup> Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: December 20, 2017

## PACKAGED SERVICES

### 18. FRONTIER BUSINESS LOCAL UNLIMITED SERVICE II <sup>1</sup> (N)

#### .1 GENERAL

Frontier Business Local Unlimited Service II is a package offering available to business customers. Frontier Business Nationwide Unlimited Service II features and services are listed below.

#### Basic Bundle

Flat Rate Business Line

Extended Area Service

Two features from the Frontier Business All In Feature Package listed below.

#### Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting

Three-Way Calling

Speed Call 8 or 30

Distinctive Ring

Call Forwarding

Anonymous Call Rejection

Call Forward No Answer

Selective Call Forwarding

Busy Redial

\*69

Caller ID Blocking

Selective Call Rejection

Special Call Acceptance

Call Forwarding Busy

Call Waiting ID

Caller ID

Call Transfer

#### .2 CONDITIONS

The Frontier Business Local Unlimited Service II is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

The bundle cannot be used in association with a Residential line, PBX service or ISDN service.

Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

<sup>1</sup> Effective December 20, 2017, this service offering is limited to existing subscribers.

(N)

Effective: December 20, 2017

PACKAGED SERVICES

18. FRONTIER BUSINESS LOCAL UNLIMITED SERVICE II <sup>1</sup> (Continued)

(T)

.3 RATES

	<u>Monthly Rate</u>
Frontier Business Local Unlimited Service II	\$35.99
Frontier Business All In Feature Package	4.99

<sup>1</sup> Effective December 20, 2017, this service offering is limited to existing subscribers.

(N)

Effective: March 31, 2014

## PACKAGED SERVICES

### 19. FRONTIER DIGITAL PHONE ESSENTIALS

#### .1 GENERAL

The Frontier Digital Phone Essentials is a package offering available to residential customers that includes one flat rate residential access line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

#### Basic Bundle

Flat Rate Access Line  
Extended Area Service  
Caller ID

Call Waiting ID  
Call Waiting/Cancel Call Waiting

#### Feature Pack

Speed Dialing 8 or 30  
Call Forwarding Busy/No Answer (Fixed or Variable)  
Call Forwarding Busy (Fixed)  
Three Way Calling  
Busy Redial  
\*69

Call Block  
Distinctive Ring  
Priority Call  
Anonymous Call Rejection  
Selective Call Forwarding  
Selective Call Rejection  
Selective Call Acceptance

(D)

#### .2 CONDITIONS

The Frontier Digital Phone Essentials is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Non-payment or partial payment of the bill may result in the removal of services that are included in the package in accordance with existing product guide rules.

Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

Effective: December 16, 2018

PACKAGED SERVICES

19. FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

.3 RATES

	<u>Monthly Rate</u>
Digital Phone Essentials	\$21.99
Feature Pack	6.49

Effective: March 31, 2014

PACKAGED SERVICES

20. FRONTIER DIGITAL PHONE UNLIMITED - LEADER

.1 GENERAL

The Frontier Digital Phone Unlimited - Leader is a package offering available to residential customers and includes one flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Flat Rate Access Line	Caller ID
Speed Dialing 8	Call Waiting/Cancel Call Waiting
*69	Call Waiting ID
Call Forward Busy/No Answer (Variable)	Busy Redial

(D)

Feature Pack

Speed Dialing 30	Priority Call
Call Forwarding Busy/No Answer (Fixed)	Three-Way Calling
Call Forwarding Busy (Fixed)	Selective Call Forwarding
Call Forwarding (Fixed or Variable)	Selective Call Rejection
Distinctive Ring	Selective Call Acceptance
Anonymous Call Rejection	

.2 CONDITIONS

The Frontier Digital Phone Unlimited - Leader is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Non-payment or partial payment of the bill may result in the removal of services that are included in the bundle in accordance with existing product guide rules.

Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

Effective: June 1, 2023

PACKAGED SERVICES

20. FRONTIER DIGITAL PHONE UNLIMITED - LEADER (Continued)

.3 RATES

	<u>Monthly Rate</u>
Digital Phone Unlimited - Leader	\$33.99 (I)
Feature Pack	6.49



Effective: March 31, 2014

PACKAGED SERVICES

21. FRONTIER DIGITAL PHONE UNLIMITED PLUS - LEADER

.1 GENERAL

The Frontier Digital Phone Unlimited Plus - Leader is a package offering available to residential customers and includes two flat-rate residential one-party service access lines, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines	Caller ID
Speed Dialing 8	Call Waiting/Cancel Call Waiting
*69	Call Waiting ID
Call Forward Busy/No Answer (Variable)	Busy Redial

(D)

Feature Pack

Call Forwarding Busy/No Answer (Fixed)	Three-Way Calling
Call Forwarding Busy (Fixed)	Selective Call Forwarding
Call Forwarding (Fixed or Variable)	Selective Call Rejection
Distinctive Ring	Selective Call Acceptance
Anonymous Call Rejection	Priority Call

.2 CONDITIONS

The Frontier Digital Phone Unlimited Plus - Leader is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Non-payment or partial payment of the bill may result in the removal of services that are included in the bundle in accordance with existing product guide rules.

Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

Effective: June 1, 2023

PACKAGED SERVICES

21. FRONTIER DIGITAL PHONE UNLIMITED PLUS - LEADER (Continued)

.3 RATES

	<u>Monthly Rate</u>
Digital Phone Unlimited Plus - Leader	\$33.99 (I)
Feature Pack	6.49

Effective: March 31, 2014

PACKAGED SERVICES

22. FRONTIER DIGITAL PHONE UNLIMITED - CHALLENGER

.1 GENERAL

The Frontier Digital Phone Unlimited - Challenger is a package offering available to residential customers and includes one flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Flat Rate Access Line	Caller ID	
Call Forward Busy/No Answer (Variable)	Call Waiting/Cancel Call Waiting	
	Call Waiting ID	(D)

Feature Pack

Speed Dialing 8 or 30	Priority Call	
*69	Busy Redial	
Call Forwarding Busy/No Answer (Fixed)	Three-Way Calling	
Call Forwarding Busy (Fixed)	Selective Call Forwarding	
Call Forwarding (Fixed or Variable)	Selective Call Rejection	
Distinctive Ring	Selective Call Acceptance	
	Anonymous Call Rejection	(D)

.2 CONDITIONS

The Frontier Digital Phone Unlimited - Challenger is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Non-payment or partial payment of the bill may result in the removal of services that are included in the bundle in accordance with existing product guide rules.

Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

Effective: December 16, 2018

PACKAGED SERVICES

22. FRONTIER DIGITAL PHONE UNLIMITED - CHALLENGER (Continued)

.3 RATES

	<u>Monthly Rate</u>
Digital Phone Unlimited - Challenger	\$21.99
Feature Pack	6.49

Effective: March 31, 2014

PACKAGED SERVICES

23. FRONTIER DIGITAL PHONE UNLIMITED PLUS - CHALLENGER

.1 GENERAL

The Frontier Digital Phone Unlimited Plus - Challenger is a package offering available to residential customers and includes two flat-rate residential one-party service access lines, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines	Caller ID	
Call Forward Busy/No Answer (Variable)	Call Waiting/Cancel Call Waiting	
	Call Waiting ID	(D)

Feature Pack

Speed Dialing 8 or 30	Priority Call	
*69	Busy Redial	
Call Forwarding Busy/No Answer (Fixed)	Three-Way Calling	
Call Forwarding Busy (Fixed)	Selective Call Forwarding	
Call Forwarding (Fixed or Variable)	Selective Call Rejection	
Distinctive Ring	Selective Call Acceptance	
	Anonymous Call Rejection	(D)

.2 CONDITIONS

The Frontier Digital Phone Unlimited Plus - Challenger is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Non-payment or partial payment of the bill may result in the removal of services that are included in the bundle in accordance with existing product guide rules.

Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

Customers may add or delete any features offered in the bundle without a service order charge.

The bundles are offered on a month to month basis.

The package will appear as a single line item on the bill.

Effective: December 16, 2018

PACKAGED SERVICES

23. FRONTIER DIGITAL PHONE UNLIMITED PLUS - CHALLENGER (Continued)

.3 RATES

	<u>Monthly Rate</u>
Digital Phone Unlimited Plus - Challenger	\$21.99
Feature Pack	6.49

Effective: December 20, 2017

## PACKAGED SERVICES

### 24. FRONTIER SIMPLY UNLIMITED SERVICE – LEADER <sup>1</sup> (T)

#### .1 GENERAL

Frontier Simply Unlimited Service - Leader is a package offering available to business customers who subscribe to a maximum of twelve Flat Rate Business Lines per customer location. Frontier Simply Unlimited Service – Leader includes the End User Common Line Charge and Access Recovery Charge from the federal tariff in addition to the features and services listed below.

#### Basic Bundle

Flat Rate Business Line  
Caller ID Plus Name  
Call Forwarding Busy/No Answer  
Extended Area Service

Eight features from the Frontier Business All In Feature Package listed below.

#### Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Busy Redial
Three-Way Calling	*69
Speed Dialing 8 or 30	Caller ID Blocking
Distinctive Ring	Selective Call Rejection
Call Forwarding	Special Call Acceptance
Anonymous Call Rejection	Call Forwarding Busy
Call Forward No Answer	Call Waiting ID
Selective Call Forwarding	Priority Call
Call Transfer	Multiline Hunt Service

#### .2 CONDITIONS

The Frontier Simply Unlimited Service - Leader is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

Customers may add or delete any features offered within the bundle without incurring a service charge.

The bundles are offered on a month-to-month basis.

The bundle will appear as a single line item on the customer's bill.

<sup>1</sup> Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: December 20, 2017

## PACKAGED SERVICES

### 24. FRONTIER SIMPLY UNLIMITED SERVICE - LEADER <sup>1</sup> (Continued)

#### .2 CONDITIONS (Continued)

The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, or Foreign Exchange services.

Bundles four through twelve are given an additional discount.

Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

#### .3 RATES

The Interstate End User Common Line Charge and Access Recovery Charge are included in the package offering. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service – Leader, Bundle 1-3	\$48.99
Frontier Simply Unlimited Service – Leader, Bundle 4-12	33.99
Frontier Business All In Feature Package	4.99

<sup>1</sup> Effective December 20, 2017, this service offering is limited to existing subscribers.



Effective: December 20, 2017

## PACKAGED SERVICES

### 25. FRONTIER SIMPLY UNLIMITED SERVICE – CHALLENGER <sup>1</sup> (T)

#### .1 GENERAL

Frontier Simply Unlimited Service - Challenger is a package offering available to business customers who subscribe to a maximum of twelve Flat Rate Business Lines per customer location. Frontier Simply Unlimited Service – Challenger includes the End User Common Line Charge and Access Recovery Charge from the federal tariff in addition to the features and services listed below.

#### Basic Bundle

Flat Rate Business Line  
Caller ID Plus Name  
Call Forwarding Busy/No Answer  
Extended Area Service

Four features from the Frontier Business All In Feature Package listed below.

#### Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Busy Redial
Three-Way Calling	*69
Speed Dialing 8 or 30	Caller ID Blocking
Distinctive Ring	Selective Call Rejection
Call Forwarding	Special Call Acceptance
Anonymous Call Rejection	Call Forwarding Busy
Call Forward No Answer	Call Waiting ID
Selective Call Forwarding	Priority Call
Call Transfer	Multiline Hunt Service

#### .2 CONDITIONS

The Frontier Simply Unlimited Service - Challenger is available where technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing rules.

Customers may add or delete any features offered within the bundle without incurring a service charge.

The bundles are offered on a month-to-month basis.

The bundle will appear as a single line item on the customer's bill.

<sup>1</sup> Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: December 20, 2017

PACKAGED SERVICES

25. FRONTIER SIMPLY UNLIMITED SERVICE - CHALLENGER <sup>1</sup> (Continued) (T)

.2 CONDITIONS (Continued)

The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, or Foreign Exchange services.

Bundles four through twelve are given an additional discount.

Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

.3 RATES

The Interstate End User Common Line Charge and Access Recovery Charge are included in the package offering. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service – Challenger, Bundle 1-3	\$38.99
Frontier Simply Unlimited Service – Challenger, Bundle 4-12	23.99
Frontier Business All In Feature Package	4.99

<sup>1</sup> Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: September 20, 2015

## PACKAGED SERVICES

### 26. FRONTIER ONEVOICE

#### .1 GENERAL

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

##### Basic Bundle

Single Party Flat Rate Access Line  
Call 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 CONDITIONS

The bundle is available only where facilities and operating systems are available and technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable schedules of the product guide.

Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

Partial payment of the basic local service charge within the bundle may result in disconnection of the customer's basic local service.

Customers may add or delete any features offered within the bundle without incurring a Service Charge.

The bundle rate will appear as a single line item on the customer's bill.

The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

Effective: March 1, 2024

## PACKAGED SERVICES

### 26. FRONTIER ONEVOICE (Continued)

#### .2 CONDITIONS (Continued)

The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex or Foreign Exchange Services.

The bundle is offered on a month-to-month, or one year term basis. (C)

Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

Term plans will auto renew unless notification is received from the customer sixty days in advance.

#### .3 RATES

Surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>	
Basic Bundle Month-to-Month	\$57.99	(I)
Basic Bundle 1 Year Term Commitment	42.99	(I)(C)
Premium Feature Package	9.99	

Effective: December 20, 2017

## PACKAGED SERVICES

### 27. FRONTIER COMMERCIAL VOICE UNLIMITED <sup>1</sup>

(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 tarified in the appropriate FCC tariff.

##### Basic Bundle

- Single Party Flat Rate Access Line
- Unlimited Extended Area Service
- Call Forward
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Waiting/Cancel Call Waiting
- Caller ID
- Call Waiting ID
- Three-Way Calling
- Multi-line Hunting

#### .2 CONDITIONS

The bundle is available only where facilities and operating systems are available and technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable schedules of the product guide.

Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of the customer's basic local service.

Customers may add or delete any features offered within the bundle without incurring a Service Charge.

The bundle rate will appear as a single line item on the customer's bill.

The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service or Foreign Exchange Services.

The bundle is offered on a month-to-month or one year term basis.

<sup>1</sup> Effective December 20, 2017, this service offering is limited to existing subscribers.

(N)

Effective: December 20, 2017

PACKAGED SERVICES

27. FRONTIER COMMERCIAL VOICE UNLIMITED <sup>1</sup> (Continued) (T)

.2 CONDITIONS (Continued)

Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

At the end of the term commitment, customers will be moved to the month-to-month pricing.

.3 RATES

Interstate End User Subscriber Line Charge and Access Recovery Charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Basic Bundle Month-to-Month	\$33.00
Basic Bundle One Year Term	28.00
Basic Bundle Two Year Term	28.00

<sup>1</sup> Effective December 20, 2017, this service offering is limited to existing subscribers.

Effective: March 18, 2022

PACKAGED SERVICES

28. 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 of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touchtone

.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. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. The bundle is offered on a month-to-month basis.
- h. The bundle will appear as a single line item on the bill.

(N)

Effective: March 18, 2022

PACKAGED SERVICES

28. Frontier Residential Unlimited Voice Service (Continued) (N)

.2 CONDITIONS (Continued)

- i. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- k. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

.3 RATES AND CHARGES

- a. All other surcharges and taxes apply and will be billed in addition to the bundle.
- b. An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
- c. Frontier Residential Unlimited Voice Service is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Residential Unlimited Voice Service	\$20.00	(N)



Effective: March 18, 2022

PACKAGED SERVICES

29. Frontier Unlimited Voice and Feature Bundle

(N)

.1 GENERAL

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America. 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.

(N)

Effective: March 18, 2022

PACKAGED SERVICES

29. Frontier Unlimited Voice and Feature Bundle (Continued)

(N)

.2 CONDITIONS (Continued)

- g. The bundle will appear as a single line item on the bill.
- h. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- i. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- j. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
- k. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
- l. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

.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

(N)

Effective: JULY 1, 2010

PRIVATE LINE SERVICES

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Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 1. PRIVATE LINE CONCURRENCE

#### .1 GENERAL

Requests for Private Line Services will be furnished insofar as the ability and facilities of this Company permit, in accordance with the following concurrence.

#### .2 CONCURRENCE

IntraLATA private line services are provided as set forth in FRONTIER NORTH INC and FRONTIER MIDSTATES INC. Tariff I.U.R.C. No. T-3, pursuant to Cause No. 38269-S1 dated October 20, 1993.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 2. HIGH CAPACITY DIGITAL SERVICES

#### .1 DESCRIPTION OF SERVICES

- .1.1 DS1 Service is a two-point High Capacity Digital intraexchange service that allows customers to transmit digital information through their private telephone networks. It is furnished between two customer designated locations or between a customer designated location and a Telephone Company designated Hub Wire Center where multiplexing is offered.

DS1 facilities are dedicated facilities which provide for the two-way transmission of isochronous bipolar serial data at a rate of 1.544 Mbps.

- .1.2 \*Fractional T1 (FT1) facilities are furnished for the transmission of isochronous bipolar serial data and are available at transmission rate groupings of  $N \times 56$  Kbps or  $N \times 64$  Kbps where  $N$  equals 2, 4, or 6. FT1 channels are contiguous within the network and can be used to create a wideband circuit using customer provided equipment. When  $N \times 64$  FT1 is ordered in conjunction with DS1 service for multiplexing purposes, the DS1 must have Clear Channel Capability. FT1 Service at a rate of  $N \times 64$  Kbps will only be provided where Clear Channel Capability is available in the network. Where Clear Channel Capability is not available,  $N \times 56$  Kbps service can be provided in lieu of  $N \times 64$  Kbps.

Fiber Optic Interface denotes the termination of service with single mode fiber optic cable at the customer premises. When this interface is selected, it is the customer's responsibility to provide the optical line termination at his premises. This equipment must be compatible with the Telephone Company provided equipment.

- .1.3 FiberConnect Service facilities which are only available as an OPP, provide for the transmission of an isochronous serial data stream at a rate of 6.312 Mbps, encoded and converted to a signal suitable for optical transport. FiberConnect service is transmitted on fiber optic cable. When FiberConnect is provided with a fiber optic interface at the CDL, a single transmission channel is provided with a data rate dependent on the Telephone Company fiber optic terminal equipment used to provision the facility. When FiberConnect is provided with an electrical interface, four transmission channels of 1.544 Mbps each are provided at the interface.

FiberConnect is offered only on a protected basis between a CDL and its serving wire center. FiberConnect is not available with multipoint services. Special Transport between serving wire centers for FiberConnect must be ordered as 4 DS1s.

\* – Limited to existing FT1 customers at existing locations for the duration of their contracts.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 2. HIGH CAPACITY DIGITAL SERVICES (Continued)

#### .2 THE FOLLOWING RATE ELEMENTS ARE APPLICABLE TO DS1 SERVICE:

##### .2.1 Special Access Line

The Special Access Line provides the transmission facilities to a customer designated location or the facilities between a customer designated location and the serving wire center.

There are two levels of DS1 Special Access Lines. The "First System" Special Access Line is for the first DS1 service ordered by a customer between his designated locations or a Hub Wire Center. When the same customer requests additional DS1 service on the same service order, to be installed at the same time and between the same locations as the "First System" DS1 service, the "Additional System" Special Access Line at a lesser rate will apply. Customers who subscribe to the DS1 Optional Payment Plan as described in 2.3 following may order the "Additional System" Special Access Lines at any time at the same location as the "First System," but the terminating point may be different.

When a customer orders a FiberConnect SAL he must specify, whether the interface is to be an electrical or optical termination and indicate the Network Channel Interface (NCI) code on the ASR. The customer must order FiberConnect as four DS1s.

The DS1 Special Access Line provided under this tariff will not be billed when used with ISDN-PRI that uses alternate higher capacity digital facilities for the loop transport. This includes, i.e., providing service under the Tariff FCC No. 5, Section 20 – Optical Networking when the optical node is at the same location, DS3s, or comparable local tariffs and special assemblies. A DS1 Special Access Line provided to the serving wire center at which the customer obtains ISDN-PRI Service will be transmitted with B8ZS Clear Channel Capability per Technical Reference Publication GR-342, Issue 1.

##### .2.2 Transport Facility

- a. The Transport Facility rate element provides for the transmission facilities between the two wire centers, if the customer designated locations are served by different central offices within the same exchange, or between the wire center associated with the customer designated location and the Telephone Company Hub Wire Center where multiplexing is offered. The Transport Facility rate element is distance sensitive and based on airline mileage between two wire centers.
- b. \*For Fractional T1 (FT1) service, Special Transport must be ordered as Fractional Special Transport in the same grouping (N x 56 Kbps or N x 64 Kbps where N = 2, 4, or 6) as the associated FT1 SALs.

\* – Limited to existing FT1 customers at existing locations for the duration of their contracts.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 2. HIGH CAPACITY DIGITAL SERVICES (Continued)

#### .2 (Continued)

##### .2.3 Transport Termination

- a. Transport Termination provides the equipment and arrangements necessary to terminate the Transport Facility at a serving wire center.
- b.\* For Fractional T1 Service, Special Transport Termination must be ordered as Fractional Special Transport Termination in the same grouping (N x 56 Kbps or N x 64 Kbps where N = 2, 4, or 6) as the associated FT1 SALs.

##### .2.4 Multiplexing Arrangements

- a. Multiplexing provides the equipment for converting a single DS1 circuit to 24 voice grade circuits or for converting 24 voice grade circuits to a single DS1 circuit.
- b.\* FT1 can be used in conjunction with DS1 to Voice Multiplexing in groupings of N x 56 Kbps of N x 64 Kbps where N = 2, 4 or 6, to a single DS1 digital circuit at a rate of 1.544 Mbps.

##### .2.5 Automatic Protection Switch

The Automatic Protection Switch consists of special switching equipment placed at both ends of a duplicate DS1 facility for automatically switching to a duplicate (standby) facility in the event the active facility is inoperative. Duplicate facilities may terminate at a serving wire center, a customer designated location, or both. The Automatic Protection Switch provided under this tariff is only provided at a serving wire center. If the duplicate facility terminates at a customer designated location, the customer will be responsible for providing the associated Automatic Protection Switch and ensuring it is compatible with the Telephone Company provided switch, if appropriate. The duplicate facilities are not a part of this element.

\* – Limited to existing FT1 customers at existing locations for the duration of their contracts.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 2. HIGH CAPACITY DIGITAL SERVICES (Continued)

#### .3 OPTIONAL PAYMENT PLAN (OPP)

##### .3.1 General

- a.\* The terms and conditions specified herein are applicable to FT1, FiberConnect and DS1 services. Additional terms and conditions for DS1 OPP are set forth in 2.3.8.
- b. Only the Special Access Line (SAL) rate element is available under an OPP. All other associated rate elements or additional features are available at the standard month-to-month tariffed rates and regulations.
- c\* FT1 and DS1 OPP SAL rates will not be greater than standard month-to-month SAL rates. FiberConnect is not available on a month-to-month basis.
- d. Three year and five year OPP rates will be equal to or less than the one year OPP rates. Decreases to the one year OPP will flow through to the three year and five year OPP.
- e. Payment periods of one year, three year, and five year are available to all customers at the applicable rates regardless of when they subscribe to an OPP arrangement.
- f. The customer must designate on the ASR the payment period for the OPP.
- g. Inside moves will not incur termination liability charges.
- h. Outside moves will allow the customer to retain the same OPP payment period. Any other move will be treated as a disconnect of the service and termination liability charges will apply.

##### .3.2 Changes in Length of OPP Period

Prior to the completion of the selected OPP period, the customer may elect to convert to a new OPP period of the same or different length, subject to the following conditions:

- No credit toward the new payment period will be given for payments made under the original OPP arrangement.
- Nonrecurring charges will not be reapplied for existing service(s).
- If the new OPP period is shorter in length than the time remaining under the existing OPP, the change to the new OPP period constitutes a disconnect of the existing OPP service and termination liability charges apply.

\* – Limited to existing FT1 customers at existing locations for the duration of the contract.



Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 2. HIGH CAPACITY DIGITAL SERVICES (Continued)

#### .3 OPTIONAL PAYMENT PLAN (OPP) (Continued)

##### .3.3 Renewal Options

- a. At the expiration of an OPP period, the Telephone Company will automatically renew the service at the same OPP period unless the customer chooses to convert to a different OPP period, convert to month-to-month rates (except FiberConnect) or discontinue service.
- b. Conversion to a different OPP period will require the customer to submit a change order ASR. Conversion to a different OPP period will be allowed without application of any nonrecurring or ordering charges.
- c. Conversion to month-to-month rates will be treated as a disconnect of service and establishment of new service. If no other changes are ordered, only the Initial Ordering Charge-Special Access will apply per required ASR.

##### .3.4 Notification of Discontinuance

An ASR for discontinuance of an OPP arrangement must be received by the Telephone Company at least thirty (30) days prior to actual disconnect of service. Monthly charges will apply for a period of thirty (30) days from the date the Telephone Company receives disconnect notification or until the requested disconnect date, whichever period is longer.

##### .3.5 Upgrade to Higher Speed Service

Customers may elect to upgrade service(s) to a higher speed during an OPP period, subject to the following conditions:

- The upgraded service will be subject to all appropriate nonrecurring charges.
- Termination liability charges will not apply as long as the upgraded service remains connected at the same point of termination(s).
- If the upgrade involves establishing a multiplexing arrangement, termination liability charges will not apply if the hub wire center is the same one associated with the customer designated location.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 2. HIGH CAPACITY DIGITAL SERVICES (Continued)

#### .3 OPTIONAL PAYMENT PLAN (OPP) (Continued)

##### .3.6 Termination Liability

When an OPP service is discontinued prior to the end of the period, termination liability charges, as set forth below, will apply based on the remainder of the OPP period in effect at the time of disconnect.

One year OPP - 50% of any remaining portion of the first year's recurring charges.

Three Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second and third years, the customer will be liable for 10% of the total monthly recurring charges in that time period.

Five Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second through fifth years, the customer will be liable for 20% of the total monthly recurring charges in that time period.

##### .3.7 Termination Without Liability

During an OPP period, should the currently effective rate for a customer's service increase, the customer may, at their option, terminate the OPP arrangement without penalty or liability.

##### .3.8 OPP for DS1 Service

- a. The terms and conditions of this OPP arrangement apply in addition to the above terms and conditions.
- b. When a customer elects to participate in an OPP arrangement for DS1 service, only the "First System" DS1 SAL rate element is subject to the OPP terms and conditions.
- c. Ordering and rating of DS1 service under an OPP arrangement is subject to the following conditions:
  - A "First System" DS1 OPP SAL must be assessed at a CDL before any "Additional System" DS1 SALs can be assessed.
  - Under an OPP arrangement, the same customer can order additional DS1 services at any time subsequent to establishing a "First System" DS1 OPP.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 2. HIGH CAPACITY DIGITAL SERVICES (Continued)

#### .3 OPTIONAL PAYMENT PLAN (OPP) (Continued)

##### .3.8 OPP for DS1 Service (Continued)

###### c. (Continued)

- Under an OPP arrangement, the same customer can order DS1 services from its CDL to different terminating CDLs. The customer will be rated a "First System" DS1 OPP SAL for the first DS1 service at a CDL and the same customer will be rated an "Additional System" DS1 SAL for additional DS1 services at the same CDL. In this arrangement, each DS1 service will be rated based on a "First or Additional System" basis at each CDL.

- The installation charge associated with DS1 services ordered under an OPP are set forth in Paragraph 2.6.

- When DS1 service is ordered between two CDLs and each SAL is rated as "First System" DS1 OPP SALs, the same payment period will apply to both SALs.

- When ordering "Additional System" DS1 SALs, the customer will be required to provide remarks on the ASR necessary for the Telephone Company to complete the order. The ASR must specify the same customers "First System" DS1 OPP circuit identification (ECCKT) and access service group (ASG) at each CDL in order for the "Additional System" DS1 SAL rate to apply.

- When a customer orders a FiberConnect OPP, the DS1 OPP SAL must be the same payment period as the FiberConnect SAL.

d. Should it become necessary for the customer to convert an "Additional System" DS1 SAL existing under an OPP arrangement to a "First System" DS1 OPP SAL to meet the rating requirement, the following ordering conditions and charges will apply. Credit will not be given for the time in service associated with the discontinued "First System" DS1 OPP SAL(s).

- The Subsequent Ordering Charge-Special Access will apply for the required change order ASR when the conversion is to a "First System" DS1 OPP period equal to or greater than the discontinued DS1 OPP period and remains connected at the same CDL.

- A discontinuance of service ASR and establishment of new service ASR will be required to convert the "Additional System" DS1 SAL to a "First System" DS1 OPP SAL. The Initial Ordering Charge-Special Access will apply when the conversion is to a "First System" DS1 OPP period that is less than the discontinued DS1 OPP period and remains connected at the same CDL.

- Both ends of the converted DS1 circuit must have the same payment period; however, termination liability charges will not apply to convert existing SALs.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 2. HIGH CAPACITY DIGITAL SERVICES (Continued)

#### .3 OPTIONAL PAYMENT PLAN (OPP) (Continued)

##### .3.8 OPP for DS1 Service (Continued)

- e. Upon expiration of an OPP, should the customer choose to convert month-to-month rates, existing "Additional System" DS1SALs under the customer's OPP arrangement must also be converted to comply with the rules and regulations. The customer will be required to submit ASRs to disconnect existing service and establish new service. If no other charges are ordered, only the Initial Ordering Charge-Special Access will apply per required ASR for the conversion. The ordering and installation of further "Additional System" DS1 services will be subject to the standard month-to-month arrangements.
- f. For conversion of existing month-to-month DS1 service(s) to an OPP arrangement, the customer will be required to submit a change order ASR to convert to the OPP. No service or billing interruption will occur when a customer converts from month-to-month rates to an OPP. If no other changes to the service(s) are ordered, only the Subsequent Ordering Charge-Special Access will apply per required ASR.
- g. The Telephone Company will only initiate revisions to the rates to reduce the currently effective monthly recurring charge. Rate changes may occur as a result of FCC action.

##### .3.9 \*OPP for FT1 Service

A customer may change from DS1 OPP service to an FT1 OPP service subject to the following rate applications. Also, a customer may change the number of channels of an N x 56 Kbps or N x 64 Kbps service to another higher value of N (where N = 2, 4 or 6), subject to the following rate applications:

- The changed service will be subject to all appropriate nonrecurring charges.
- Termination liability charges will not apply as long as the changed service remains connected at the same point of termination(s).
- If the change involves establishing a multiplexing arrangement, termination liability charges will not apply if the hub wire center is the same one associated with the customer designated location.

\* - Limited to existing FT1 customers at existing locations for the duration of their contracts.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 2. HIGH CAPACITY DIGITAL SERVICES (Continued)

#### .4 APPLICATION OF RATES

##### .4.1 Ordering Charges

The Service Ordering Charges as set forth in Section 3 of this Product Guide will apply to the ordering of DS1 service.

##### .4.2 Special Access Line

###### a. Monthly Rates

One Special Access Line charge applies per customer designated location at which the DS1 facility is terminated. This charge applies even if the facilities to the customer designated location do not transit a serving wire center. The charge also applies if the customer designated location and the serving wire center are co-located in a Telephone Company building.

###### b.\* Installation of DS1, FiberConnect and FT1 Special Access Lines

###### b.1 DS1 Standard Arrangements

There are two levels of NRC and monthly charges for the installation of a DS1 SAL. The "First System" charge is assessed per SAL for the first DS1 service ordered by a customer between CDLs or a hub wire center. When the same customer requests additional DS1 service on the same ASR, to be installed at the same time and between the same CDLs as the "First System" DS1 SAL, the lesser charge under "Additional System" will apply.

###### b.2 DS1 Optional Payment Plan (OPP) Arrangements

Customers subscribing to the DS1 OPP arrangements will not be assessed a nonrecurring charge (NRC) for initial installation of a "First System" DS1 SAL. For each "Additional System" DS1 SAL the NRC will apply. In addition, under a DS1 OPP, the "Additional System" DS1 SAL may be ordered at any time by the same customer between the same CDL and its serving wire center or hub wire center as the "First System" DS1 SAL.

The Regulations will apply to existing DS1 OPP customers when required for changes and other service rearrangements.

\* – Limited to existing FT1 customers at existing locations for the duration of their contracts.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 2. HIGH CAPACITY DIGITAL SERVICES (Continued)

#### .4 APPLICATION OF RATES (Continued)

##### .4.2 Special Access Line (Continued)

###### b. (Continued)

###### b.3 FiberConnect Service Optional Payment Plan (OPP) Arrangement

Customers subscribing to the FiberConnect OPP arrangements will be assessed a nonrecurring charge. The NRC represents the termination of four DS1 equivalent SALs on a single fiber optic transmission system. The customer must order four DS1s and indicate on the ASR the Network Channel Interface (NCI) code for either electrical or fiber optic termination.

The NRC for installation of a FiberConnect OPP SAL will apply to existing FiberConnect OPP customers when required for changes and other service rearrangements.

###### b.4\* Fractional T1 Standard Arrangements

Customers subscribing to Fractional T1 service will be assessed a nonrecurring charge. The NRC for Fractional T1 service will be assessed per SAL.

###### b.5\* Fractional T1 Optional Payment Plan (OPP) Arrangements

Customers subscribing to the Fractional T1 OPP arrangements will not be assessed a nonrecurring charge.

The Regulations will apply to existing FT1 OPP customers when required for changes and other service rearrangements.

##### .4.3 Transport Facility

The mileage used to determine the monthly rate for the Transport Facility is calculated on the airline distance between the serving wire centers involved. Where the calculated miles include a fraction, the value is always rounded up to the next full mile. Where the calculated value is zero, no Transport mileage is charged.

When a Hub Wire Center is involved, the Transport mileage will be measured from the Hub Wire Center to the serving wire center of each customer designated location connected to the hubbed facilities. Mileage is calculated for each section and rates are applied accordingly.

The rates for the mileage are applied per airline mile.

\* – Limited to existing FT1 customers at existing locations for the duration of their contracts.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 2. HIGH CAPACITY DIGITAL SERVICES (Continued)

#### .4 APPLICATION OF RATES (Continued)

##### .4.4 Transport Termination

One Transport Termination charge applies for the termination of each end of a Transport Facility for DS1 service.

##### .4.5 Multiplexing Arrangement

A nonrecurring Installation Charge and monthly rates as set forth in 2.6 following are applicable to the DS1 to Voice Multiplexing Arrangement.

##### .4.6 Automatic Protection Switch

A nonrecurring Installation Charge and monthly rates as set forth in 2.6 following are applicable to the Automatic Protection Switch.

##### .4.7 Special Access Surcharge

A monthly surcharge of \$25.00 per voice grade circuit equivalency will be assessed to each DS1 Special Access Line when the service is capable of interconnecting with the local telecommunications network. The Special Access Surcharge will also be assessed upon High Capacity Digital and FT1 Services on a voiceband equivalent basis. The voiceband equivalency for these type services is as follows:

- High Capacity DS1 equates to 24 Voiceband Facilities
- High Capacity FiberConnect equates to 96 Voiceband Facilities
- Each 56 Kbps or 64 Kbps channel in a FT1 Service equates to one Voiceband Facility\*

The DS1 service will be exempted from the monthly Surcharge if the customer provides the Telephone Company with written certification that the termination of the circuit(s) is one of the following:

- a. The dial tone end of a foreign central office line.
- b. A termination used for closed circuit radio or television transmission.
- c. A termination of a line used for Telex purposes.
- d. A termination of a line which by nature of its operating characteristics and connection could not make use of common lines.

\* – Limited to existing FT1 customers at existing locations for the duration of their contracts.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 2. HIGH CAPACITY DIGITAL SERVICES (Continued)

#### .4 APPLICATION OF RATES (Continued)

##### .4.7 Special Access Surcharge (Continued)

- e. A termination that has been configured through software programming or physical restrictions which the customer certifies to the Telephone Company is not connected to a PBX or other device capable of interconnecting the service to the local telecommunications network.

In order for the Telephone Company to determine the application of the surcharge with respect to specific services, the customer must report the intended use of each voice equivalent circuit DS1 service. When any circuit is reported wholly used in any manner described in a. through e. preceding, the surcharge will not apply. If the intended use is not reported, the surcharge will apply.

If, at any time after the installation of a service which is subject to the surcharge, the customer reports that the service is being used consistently with any exception listed above, the Telephone Company will credit the customer for the surcharge. Credit will not be given beyond the receipt date of the certification for exemption.

#### .5 TREATMENT OF EXISTING CUSTOMERS

- .5.1 Customers currently subscribing to DS1 service under Individual Case Basis (ICB) rates will be allowed to continue their service at their existing rates for the length of their individual contracts. At the end of the contract period, if the customer chooses to continue his DS1 service, the tariff rates in effect at that time will apply.
- .5.2 Customers subscribing to DS1 service under an ICB contract who wish to convert to a DS1 Optional Payment Plan of a length the same or longer than their current contract may do so. The DS1 OPP rates as shown in 2.6 following will apply and the customer will not be assessed a termination liability charge. Conversion regulations as set forth in 2.3.8d. preceding will apply.
- .5.3 Any changes from existing ICB contracts other than stated in 2.5.2 above, will be considered a discontinuance of service and termination liability charges will apply.



Effective: JULY 1, 2010

PRIVATE LINE SERVICES

2. HIGH CAPACITY DIGITAL SERVICES (Continued)

.6 RATES AND CHARGES

	<u>Installation Charge</u>	<u>Monthly Rate</u>
.6.1 Special Access Line - Standard Arrangement		
a. First System	\$940.91	\$275.00
b. Each Additional System	132.18	150.00
.6.2 Special Transport Facility - Per Airline Mile	-	15.00
.6.3 Special Transport Termination	-	50.00
.6.4 DS1 to Voice Multiplexing	840.69	250.00
.6.5 Automatic Protection Switch	745.48	105.76
.6.6 Optional Payment Plan		

	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
"First System" Special Access Line	\$ 261.25	\$ 235.12	\$ 209.00

.6.7 High Capacity Digital FiberConnect (6.312 Mbps) Facilities

a. FiberConnect Optional Payment Plan -  
Special Access Line - Electrical Interface

<u>Non- recurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$1,000.00	\$1,150.00	\$1,035.00	\$ 920.00

b. FiberConnect Optional Payment Plan -  
Special Access Line - Optical Interface

<u>Non- recurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$1,000.00	\$ 950.00	\$ 855.00	\$ 760.00

Effective: JULY 1, 2010

PRIVATE LINE SERVICES

2. HIGH CAPACITY DIGITAL SERVICES (Continued)

.6 RATES AND CHARGES (Continued)

.6.8 \*High Capacity Digital FT1 Facilities

a. Standard Arrangement

	<u>Special Access Line</u>		<u>Special Transport</u>	<u>Special Transport Termination</u>
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>		
2 x 56 Kbps or 2 x 64 Kbps	\$350.00	\$103.78	\$6.00	\$20.00
4 x 56 Kbps or 4 x 64 Kbps	350.00	111.59	7.00	30.00
6 x 56 Kbps or 6 x 64 Kbps	350.00	119.39	8.00	40.00

b. FT1 Optional Payment Plan

	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Special Transport</u>	<u>Special Transport Termination</u>
	2 x 56 Kbps or 2 x 64 Kbps	\$100.00		
4 x 56 Kbps or 4 x 64 Kbps	110.00	99.00	7.00	30.00
6 x 56 Kbps or 6 x 64 Kbps	119.00	107.10	8.00	40.00
	<u>Five Year Monthly Rate</u>	<u>Special Transport</u>	<u>Special Transport Termination</u>	
2 x 56 Kbps or 2 x 64 Kbps	\$80.00	\$5.50	\$20.00	
4 x 56 Kbps or 4 x 64 Kbps	88.00	6.50	30.00	
6 x 56 Kbps or 6 x 64 Kbps	95.20	7.50	40.00	

\* - Limited to existing customers at existing locations for the duration of the contract.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 3. DIGITAL DATA SERVICE

#### .1 DESCRIPTION OF DIGITAL DATA SERVICE

.1.1 Facilities for Digital Data Service are furnished on an intraexchange basis, for the simultaneous two-way transmission of synchronous data and are available at transmission speeds of: 2.4 kbps, 4.8 kbps, 9.6 kbps, 19.2 kbps, 56 kbps or 64 kbps. Digital Data facilities may be provided on a two-point or multipoint basis with the exception of 19.2 Kbps and 64 Kbps which are available only on a two-point basis.

.1.2 Digital Data Service is subject to a minimum of one month billing.

#### .2 THE FOLLOWING RATE ELEMENTS ARE APPLICABLE TO DIGITAL DATA SERVICE:

##### .2.1 Special Access Line

The Special Access Line provides the transmission facilities to a customer designated location from the serving central office.

##### .2.2 DDS Bridging

Provides for a multi-junction unit (MJU) arrangement to bridge 2.4 kbps, 4.8 kbps, 9.6 kbps, or 56 kbps DDS facilities. Different speeds cannot be mixed on the same bridge. This function is provided on a per port basis.

##### .2.3 Transport Facility

The Transport Facility rate element provides for the transmission facilities between the two central offices, if the customer designated location(s) are served by different central offices within the same exchange. The Transport Facility rate element is distance sensitive and based on airline mileage between two central offices.

#### .3 APPLICATION OF RATES

##### .3.1 Ordering Charges

The Service Ordering Charges as set forth in Section 3 of this Product Guide will apply to the ordering of Digital Data Service.

##### .3.2 Special Access Line

- a. Installation Charge applies on a per SAL basis.
- b. Monthly Rates - One Special Access Line charge applies per customer designated location at which the Digital Data Service facility is terminated.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 3. DIGITAL DATA SERVICE (Continued)

#### .3 APPLICATION OF RATES (Continued)

##### .3.3 DDS Bridging

Monthly Rates - Applies on a per port basis.

##### .3.4 Transport Facility

Monthly Rates - The mileage used to determine the monthly rate for the Transport Facility is calculated on the airline distance between the serving central offices. Where the calculated miles include a fraction, the value is always rounded up to the next full mile.

##### .3.5 Optional Payment Plans

- a. The terms and conditions specified herein are applicable to DDS services.
- b. Only the Special Access Line (SAL) rate element is available under an OPP. All other associated rate elements or additional features are available at the standard month-to-month tariffed rates and regulations.
- c. Installation charges do not apply to DDS OPP arrangements.
- d. Three year and five year OPP rates will be equal to or less than the one year OPP rates. Decreases to the one year OPP will flow through to the three year and five year OPP.
- e. Payment periods of one year, three year, and five year are available to all customers at the applicable rates set forth in this section.
- f. The customer must designate on the order the payment period for the OPP.
- g. Inside moves, will not incur termination liability charges.
- h. Outside moves will allow the customer to retain the same OPP payment period. Any other move will be treated as a disconnect of the service and termination liability charges will apply.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 3. DIGITAL DATA SERVICE (Continued)

#### .3 APPLICATION OF RATES (Continued)

##### .3.5 Optional Payment Plans

###### i. Changes in Length of OPP Period

Prior to the completion of the selected OPP period, the customer may elect to convert to a new OPP period of the same or different length, subject to the following conditions:

- No credit toward the new payment period will be given for payments made under the original OPP arrangement.
- No applicable nonrecurring charges will be reapplied for existing service(s).
- If the new OPP period is shorter in length than the time remaining under the existing OPP, the change to the new OPP period constitutes a disconnect of the existing OPP service and termination liability charges apply.

###### j. Renewal Options

- j.1 At the expiration of an OPP period, the Telephone Company will automatically renew the service at the same OPP period unless the customer chooses to convert to a different OPP period, convert to month-to-month rates or discontinue service.
- j.2 Conversion to a different OPP period will require the customer to submit a change order. Conversion to a different OPP period will be allowed without application of any nonrecurring or ordering charges.
- j.3 Conversion to month-to-month rates will be treated as a disconnect of service and establishment of new service.

###### k. Notification of Discontinuance

An order for discontinuance of an OPP arrangement must be received by the Telephone Company at least thirty (30) days prior to actual disconnect of service. Monthly charges will apply for a period of thirty (30) days from the date the Telephone Company receives disconnect notification or until the requested disconnect date, whichever period is longer.

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 3. DIGITAL DATA SERVICE

#### .3 APPLICATION OF RATES (Continued)

##### .3.5 Optional Payment Plans (Continued)

###### l. Upgrade to Higher Speed Service

Customers may elect to upgrade service(s) to a higher speed during an OPP period, subject to the following conditions:

- The upgraded service will be subject to any appropriate nonrecurring charges.
- Termination liability charges will not apply as long as the upgraded service remains connected at the same point of termination(s).
- If the upgrade involves establishing a multiplexing arrangement, termination liability charges will not apply if the hub wire center is the same one associated with the customer designated location.

###### m. Termination Liability

When an OPP service is discontinued prior to the end of the period, termination liability charges, as set forth below, will apply based on the remainder of the OPP period in effect at the time of disconnect.

- One Year OPP - 50% of any remaining portion of the first year's recurring charges.
- Three Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second and third years, the customer will be liable for 10% of the total monthly recurring charges in that time period.
- Five Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second through fifth years, the customer will be liable for 20% of the total monthly recurring charges in that time period.

###### n. Termination Without Liability

During an OPP period, should the currently effective rate for a customer's service increase, the customer may, at their option, terminate the OPP arrangement without penalty or liability.

###### o. OPP for DDS

For conversion of existing month-to-month DDS to an OPP arrangement, the customer will be required to submit a change order to convert to the OPP. No service or billing interruption will occur when a customer converts from month-to-month rates to OPP rates. If no other changes to be service are ordered, no charges will apply.

Effective: JULY 1, 2010

PRIVATE LINE SERVICES

3. DIGITAL DATA SERVICE (Continued)

.4 RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
.4.1 Special Access Line	\$250.00	
a. 2.4 kbps		\$64.00
b. 4.8 kbps		64.00
c. 9.6 kbps		64.00
d. 19.2 kbps		64.00
e. 56 kbps		84.00
f. 64 kbps		84.00
.4.2 Transport - Per Airline Mile		
a. 2.4 kbps		5.00
b. 4.8 kbps		5.00
c. 9.6 kbps		5.00
d. 19.2 kbps		5.00
e. 56 kbps		5.00
f. 64 kbps		5.00
.4.3 DDS Bridging (Per Port)		23.00
.4.4 DDS Optional Payment Plan Special Access Line		
	<u>Monthly Rates</u>	
	<u>1 Year</u>	<u>3 Year</u>
2.4, 4.8, 9.6, 19.2 Kbps	\$74.00	\$64.00
56/64 Kbps	94.00	84.00
		<u>5 Year</u>
		\$62.60
		80.60

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 4. INTRA-EXCHANGE CHANNEL SERVICE

#### .1 CONDITIONS

- .1.1 Intra-exchange channel rates are applicable where the nature of the service is local private line and where there is no connection to an interexchange facility.
- .1.2 The rules and regulations applicable to Private Line Service as set forth in Paragraph 1. of this Section govern the provision of local private line service. These are in addition to the General Regulations applicable to all services of the Company as shown in Section 2 of this Product Guide.
- .1.3 Intra-exchange channels furnished in connection with local private line service contemplate the furnishing of normal facilities suitable for the transmission of frequencies required.
  - a. Where channels of a different type than would normally be furnished are required, the rates applicable to such channels will be based upon the circumstances in the particular case.
  - b. Intra-office private lines provided herein are two wire. If specifically requested by the customer, four wire service will be provided at twice the two wire rate.

#### .2 RATES

- .2.1 The rates in .2.2 following, apply for two wire intra-exchange channel services indicated below:
  - a. Used when transmission requirements fall within 0-15 cycles per second and are generally satisfactory for low frequency signaling purposes.
  - b. Used when the frequency band requires a channel of the same grade and characteristics as used for private line teletypewriter service.
  - c. Used when the frequency band requires a channel of the same grade and characteristics as used for private line telephone service.
  - d. Used when the frequency band requires a channel of the same grade and characteristics as used for program transmission in connection with loud speakers and sound recordings (except radio broadcasting).



Effective: JULY 1, 2010

PRIVATE LINE SERVICES

4. INTRA-EXCHANGE CHANNEL SERVICE (Continued)

2. RATES (Continued)

	<u>Monthly Rate</u>	
.2.2 Channels		
Same Building		
First Two Terminations .....	\$2.32	
Additional Terminations .....	2.32	
Different Buildings – Continuous Property		
First Two Terminations .....	3.29	
Additional Terminations .....	3.29	
Different Buildings – Noncontinuous Property		
Routed via Central Office, per termination	17.65	
Served by direct wire without returning to the Central Office	17.65	
Inter-office Cable Pair .....	22.00	
		<u>Nonrecurring Charge</u>
.2.3 Installation Charges, Each Termination	\$10.00	
.2.4 Move Charges, Each Termination - Same Building	5.00	
.2.5 Higher grade channels not specifically covered elsewhere in this section will be furnished where facility conditions permit at rates based on cost.		
.2.6 Channel Signaling		
	<u>Monthly Rate</u>	<u>Installation Charge</u>
Automatic Direct Line, Per Line	\$3.43	-

Effective: JULY 1, 2010

## PRIVATE LINE SERVICES

### 4. INTRA-EXCHANGE CHANNEL SERVICE (Continued)

#### .3 CHANNEL CONDITIONING

##### .3.1 CONDITIONS

At the request of a customer, a Class 3 Intra-Exchange channel may be conditioned to meet the specifications for Types C1 and C2 as follows:

#### a. Type C1

Envelope delay between 1,000 and 2,400 Hertz shall not exceed a maximum difference of 1,000 mcs.

The loss deviation with frequency (from a 1,000 Hertz reference) shall not exceed -1 to +3 db from 1,000 to 2,400 Hertz and -2 to +6 db from 300 to 2,700 Hertz.

#### b. Type C2

Envelope delay shall not exceed the maximum difference as follows:

Between 1,000 and 2,600 Hertz a maximum difference of 500 mcs.

Between 600 and 2,600 Hertz a maximum difference of 1,500 mcs.

Between 500 and 2,800 Hertz a maximum difference of 3,000 mcs.

The loss deviation with frequency (from a 1,000 Hertz reference) shall not exceed -1 to +3 db from 500 to 2,800 Hertz and -2 to +6 db from 300 to 3,000 Hertz.

Effective: JULY 1, 2010

PRIVATE LINE SERVICES

4. INTRA-EXCHANGE CHANNEL SERVICE (Continued)

.3 CHANNEL CONDITIONING (Continued)

.3.2 Rates

a. Type C1

Intra-Exchange Channel Services

	<u>Monthly Rate</u>	<u>Installation Charge</u>
For the termination at the first two points .....	\$33.25	\$100.00
For each additional termination on the same channel.....	16.63	50.00

b. Type C2

Intra-Exchange Channel Services

For the termination at the first two points .....	33.25	100.00
For each additional termination on the same channel.....	16.63	50.00

Effective: JULY 1, 2010

PRIVATE LINE SERVICES

4. INTRA-EXCHANGE CHANNEL SERVICE (Continued)

.4 GARRETT EXCHANGE

.4.1 Conditions

- a. Intraexchange channels, as offered by the Company in this section, are provided only when the frequency band requires channels of the same grade and characteristics as used for private line telephone service.
- b. Channels of a higher grade and quality may be provided where facility conditions permit at rates based on costs.
  - b.1 Cost is defined as the cost of labor and material including engineering and the usual supervisory expenses.

.4.2 Rates

	<u>Monthly Rate</u>
Same Building	
First Two Terminations	\$ 2.32
Additional Terminations	2.32
Different Buildings - Continuous Property	
First Two Terminations	3.29
Additional Terminations	3.29
Different Buildings - Noncontinuous Property	
Routed via central office, per termination	12.35
Served by direct wire without returning to the central office	12.35

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ADVANCED DATA SERVICES

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Effective: June 12, 2022

## ADVANCED DATA SERVICES

### 1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (C)

#### .1 APPLICATION

This section contains definitions, regulations and charges applicable to the provision of Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) where conditions and facilities permit.

#### 2. DEFINITIONS

Hub - A Company designated serving wire center that is equipped to provide service.

Maximum Burst Size - The term "Maximum Burst Size" (MBS) denotes the consecutive number of ATM cells that can enter the ATM CRS network above the Sustained Cell Rate level and below the Peak Cell Rate level.

#### .3 REGULATIONS

##### .3.1 Description of Service

Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) is a telecommunications transport and switching service that provides for high-speed connectivity between Customer Designated Locations (CDL). ATM CRS consists of a User Network Interface (UNI) available in various configurations including Port With Access Line Connection and Port Only Connection, with either incremental or full bandwidth.

The UNI Port With Access Line Connection is a dedicated digital line that provides a link from the customer's premises to one of the Company's ATM CRS hubs. UNIs are also provisioned as a Port Only Connection as defined in Paragraph 1.3.2 b.

ATM CRS is a fast-packet, cell-based technology that can support user applications requiring high-bandwidth, high-performance transport and switching. This connectivity is provided via Permanent Virtual Circuits (PVCs) and/or Switched Virtual Circuits (SVCs) that are implemented over access facilities and switches that are dedicated to high-speed telecommunications services.

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Effective: June 12, 2022

## ADVANCED DATA SERVICES

### 1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

#### .3 REGULATIONS (Continued)

##### .3.2 Service Components

The major components of ATM CRS are:

- UNI Port With Access Line Connection
- UNI Port Only Connection
- Permanent Virtual Circuit (PVC)
- Switched Virtual Circuit (SVC)
- Effective Bandwidth

#### a. UNI Port With Access Line Connection

UNI Port With Access Line Connections, available at the DS1, DS3, OC3c, and OC12c levels, provide dedicated transport between a CDL and an ATM CRS hub. There are two types of UNIs: Full and Incremental. The Full UNI includes all available bandwidth in one rate, and the Incremental UNI is sold and provisioned with PVC and/or SVC bandwidth increments. The DS1 UNI is not offered in increments.

In order for customer traffic to be carried on the network, each Incremental UNI requires at least one 5 Mbps increment of either PVC or SVC bandwidth. The customer may elect to subscribe to multiple PVCs. SVC are established over the UNI via connection identifiers, which enables the customer to have virtual connections to various locations.

UNIs are provided at nominal data rates of 1.5 Mbps (DS1), 45 Mbps (DS3), 155 Mbps (OC3c), or 622 Mbps (OC12c). OC3c and OC12c are provided as a concatenated signal in STS-3c and STS-12c (Synchronous Transport Signal) formats, respectively. The actual throughput into CRS is less than the line rate for the UNI provided.

The rates and charges for a UNI are differentiated by the capacity of the UNI, the location where the UNI originates (i.e., customer-designated premises) and mileage ranges (expressed as tiers) associated with extending the UNI to the wire center designated as the ATM CRS hub.

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## ADVANCED DATA SERVICES

### 1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

#### .3 REGULATIONS (Continued)

##### .3.2 Service Components (Continued)

###### a. UNI Port With Access Line Connection

The OC3c and OC12c UNI Port With Access Line Connections are provisioned on Protected or Protected Diverse Synchronous Optical Network (SONET) facilities. SONET is a standards-based fiber optic communication network that transports both asynchronous and synchronous digital signals using the Synchronous Transport Signal (STS) format. ATM OC3c and OC12c Protected SONET UNI Port With Access Line Connections are provisioned over SONET as a survivable service with an alternate (not diverse) facility between the central office and the customer premises. ATM OC3c and OC12c Protected Diverse SONET UNI Port With Access Line Connections are provisioned over SONET as a survivable service with an alternate and diverse path between the ATM CRS hub and the customer premises.

###### b. UNI Port Only Connection

UNI Port Only Connections can be established as a User Network Interface (UNI) arrangement. The UNI Port Only Connection provides an ATM Cell Relay Network connection based on the port connection speeds of DS1, DS3, OC3c and OC12c. The ATM port speed will be consistent with the channel speed of the access channel. The actual throughput of customer traffic cannot exceed the bandwidth of the access channel and port speed.

UNI Port Only Connections are available as either Incremental or Full. This refers to the bandwidth that is required to provision PVCs on the port. Incremental ports come with no bandwidth and bandwidth is purchased in increments based on customer bandwidth requirements. Full ports come with all bandwidth included up to the maximum rate of the port. Each port can accommodate multiple PVCs or SVCs depending on the bandwidth purchased. UNI Port Only is available on a one (1) year, two (2) year, three (3) year and five (5) year Term Commitment Period.

Customers may access Port Only Connections via Company-provided digital access facilities or via facilities provided by another carrier. When access facilities are provided by the Company, the associated regulations, rates and charges under the appropriate Company tariff shall apply in addition to the regulations, rates and charges associated with ATM CRS. Company-provided access facilities may also be provisioned on an Individual Case Basis (ICB) where access facilities are not generally available under the applicable tariff. Charges to connect access line services provided by the Company or another carrier may apply and will be billed separately. Any special construction or nonstandard charges assessed by the carrier supplying the access facilities will be the responsibility of the customer.

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## ADVANCED DATA SERVICES

### 1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

#### .3 REGULATIONS (Continued)

##### .3.2 Service Components (Continued)

###### c. Permanent Virtual Circuit (PVC)

The PVC defines a virtual connection across a UNI between the customer premises and the Company's ATM CRS hub. Each UNI requires at least one PVC in order for customer traffic to traverse the network. Each ATM cell carries a unique tag which identifies that ATM CRS cell as belonging to a particular PVC. A PVC is a logical channel connecting two or more customer-designated premises with virtual connections through a Company-provided ATM CRS switch(es). The PVCs may be provided on a point-to-point or point-to-multipoint basis. When a PVC is provided as a point-to-point virtual connection, transmission is bi-directional allowing for ATM CRS cells to be transmitted or received over the same PVC. For point-to-multipoint virtual connections, transmission is provided as transmit only. The virtual connection is set up by the Company based on information contained on a service order rather than by dial-up signaling.

PVCs consist of two types: Virtual Channel Connections (VCCs) and Virtual Path Connections (VPCs). A VCC is a type of PVC with independent identity and defined service parameters that are provisioned via service order, and cannot be altered by the customer without additional service order activity. A VPC is a type of PVC with defined service parameters that is provisioned via service order. Customers may provision their own virtual channels within the VPC, provided that the sum of the service parameters of all of the virtual channels does not exceed the aggregate service parameters of the VPC.

###### d. Switched Virtual Circuit (SVC)

SVCs are similar in structure to PVCs, but SVCs are provisioned on demand by customer premises equipment that signals the ATM cell relay network to set up and tear down logical connections. The network will respond to these requests by provisioning a virtual connection across the network based on the class of service parameters requested, provided that sufficient network resources are available to establish the connection. Each UNI that is SVC signal enabled will be provided with a SVC International Code Designator (ICD) prefix that will uniquely identify the UNI. Customers must use this Company-assigned prefix when requesting SVC virtual connections across the Company Cell Relay Network. Each Constant Bit Rate (CBR) and Variable Bit Rate (VBR) SVC will be limited to a maximum Peak Cell Rate of 20 Mbps and a maximum Sustained Cell Rate of 20 Mbps.

Closed User Group (CUG) capability is a feature associated with SVCs. A CUG provides the ability to contain SVC calls between certain UNIs. A CUG functionally groups UNIs into logical associations and allows calling privileges to be specified network wide. A CUG provides a network-wide mechanism for access control. CUGs provide a logical grouping of UNIs, creating a SVC community of interest.

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## ADVANCED DATA SERVICES

### 1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

#### .3 REGULATIONS (Continued)

##### .3.2 Service Components (Continued)

##### e. Effective Bandwidth

Effective bandwidth is the bandwidth reserved for each logical connection (PVC or SVC) that is set up across a UNI. It is based on the Peak Cell Rate (PCR), Sustained Cell Rate (SCR), Maximum Burst Size (MBS), and the class of service parameters selected, i.e., CBR (Constant Bit Rate), VBRrt (Variable Bit Rate real time), VBRnrt (Variable Bit Rate non-real time), or UBR (Unspecified Bit Rate). The total effective bandwidth of all the logical connections on a UNI cannot exceed the total bandwidth available on the UNI. Effective bandwidth prices do not vary by class of service level selected. However, effective bandwidth is consumed in varying degrees based on the class of service parameters selected. The higher the class of service, the more bandwidth will be reserved. A CBR PVC with the same PCR as a VBR PVC will reserve more effective bandwidth.

##### .3.3 Technical Specifications

The technical specifications for ATM CRS are delineated in Technical References TR-NWT-001112, GR-1110-CORE, GR-1248-CORE, and SR-3330.

The technical specifications for DS1 and DS3 signals are delineated in TR-INS-000342.

The technical specifications for OC3c and OC12c signals are delineated in GR-253-CORE, Issue 2.

The technical specifications for UNIs are delineated in ATM Forum ATM User Network Interface Specifications V3.0, af-uni-0010.001, and V3.1, af-uni-0010.002. Interface specifications for customer-provided ATM CRS compatible premises equipment or devices must also be in accordance with the specifications defined in these documents.

##### .3.4 Provision of Service

ATM CRS includes:

- a. A minimum of one UNI Port With Access Line or UNI Port Only connection has a maximum nominal capacity for either DS1 (1.5 Mbps), DS3 (45 Mbps), OC3c (155 Mbps), or OC12c (622 Mbps). The OC3c and OC12c UNIs are provisioned over Protected or Protected Diverse SONET. The Protected and Protected Diverse SONET facilities provide a backup facility that automatically switches in the event of a failure on the primary facility.
- b. Unlimited usage on purchased bandwidth.

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## ADVANCED DATA SERVICES

### 1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

#### .3 REGULATIONS (Continued)

##### .3.4 Provision of Service (Continued)

ATM CRS includes: (Continued)

- c. Incremental UNIs must have at least one increment of effective bandwidth (either PVC or SVC) in order for traffic to traverse the network. The DS1, DS3, OC3c, and OC12c Full UNIs are equipped with the full effective bandwidth.
- d. Either one or more PVCs. When PVC bandwidth is purchased, one or more PVCs must be selected for customer traffic to traverse the network.
- e. Two types of PVCs, (i) Virtual Channel Connections (VCCs) and (ii) Virtual Path Connections (VPCs), which support the following Classes of Service:
  - e.1 Constant Bit Rate (CBR)
  - e.2 Variable Bit Rate real time (VBRrt)
  - e.3 Variable Bit Rate non-real time (VBRnrt)
  - e.4 Unspecified Bit Rate (UBR)

##### .3.5 Tier Structure for Local Serving Offices

Locations (wire centers) that provide ATM CRS have been designated as ATM hubs. Each local serving office has been placed in a Tier 1, 2 or 3, based on its location relative to the closest ATM hub.

##### .3.6 Service Functionality

The ATM CRS functionality consists of transporting 53-byte cells of information from the customer location to a Company ATM hub over a UNI. The traffic is routed in the switch to another UNI, or other suitable network connection.

##### .3.7 Class of Service Parameters

- a. Constant Bit Rate (CBR)
  - a.1 Peak/Sustained Cell Rate:  
Customer-specified in increments of 64 Kbps up to the maximum speed of the UNI.
  - a.2 Non-conforming cells:  
Discarded

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### ADVANCED DATA SERVICES

#### 1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

##### .3 REGULATIONS (Continued)

##### .3.7 Class of Service Parameters (Continued)

##### a. Constant Bit Rate (CBR) (Continued)

##### a.3 Cell Delay Variation Tolerance (CDVT):

DS1 = 600 microseconds  
DS3 = 600 microseconds  
OC3c = 600 microseconds  
OC12c = 600 microseconds

##### b. Variable Bit Rate (VBR) Real Time/Non-Real Time

##### b.1 Sustained Cell Rate (SCR):

Customer specified in increments of 64 Kbps up to the maximum speed of the UNI.

##### b.2 Peak Cell Rate (PCR):

Customer selectable in increments of 64 Kbps up to line rate. Default is 200% of SCR for PVCs. (The ratio of PCR to SCR will be signaled by Customer Premises Equipment [CPE] for SVCs. Therefore there is no default value.)

##### b.3 Non-conforming cells:

Discarded

##### b.4 Cell Delay Variation Tolerance (CDVT):

DS1 = 600 microseconds  
DS3 = 600 microseconds  
OC3c = 600 microseconds  
OC12c = 600 microseconds

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## ADVANCED DATA SERVICES

### 1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

#### .3 REGULATIONS (Continued)

##### .3.8 Special Conditions

a. ATM CRS is available where facilities and conditions permit. For locations where the customer requests ATM CRS and digital, or SONET facilities are not available, special construction charges may apply.

##### b. Maintenance Window

To meet the customers' requirements, occasional network upgrades must be performed. These network upgrades are needed to provide improved performance and new features. Generally, these upgrades will be performed between the hours of 11 PM and 8 AM. Network upgrades are planned to provide customers reasonable and timely notification in order to minimize any impact on the customers' service.

##### .3.9 Responsibility of the Customer

The customer must provide the necessary compatible premises equipment or ATM CRS device capable of interfacing with the Company's ATM CRS.

##### .3.10 Responsibility of the Company

The Company is responsible for service up to and including the network interface. The Company's responsibility is limited to the furnishing of communications facilities and switches suitable for ATM CRS.

ATM CRS is supported by the Company's Single Point of Contact (SPOC) center, which provides continuous support for ATM CRS 24 hours per day, seven days per week (24x7) with the ability to manage all of the customer's ATM CRS as a single network. The SPOC performs maintenance, trouble resolution and network management functions on a 24x7 basis. Service order processing and network installation functions are performed only during normal business hours.

##### .3.11 Application of Rates and Charges

##### a. Rate Elements

The following rate elements are applicable to ATM CRS:

- UNI Port With Access Line Connection
- UNI Port Only Connection
- Permanent Virtual Circuits (PVCs)
- Effective Bandwidth for Incremental UNIs
- Closed User Groups (CUG)
- Administrative Charge

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ADVANCED DATA SERVICES

1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

.3 REGULATIONS (Continued)

.3.11 Application of Rates and Charges (Continued)

a. Rate Elements (Continued)

a.1 UNI Port With Access Line Connection

A monthly rate applies on a per Port With Access Line connection, based on the speed (i.e., DS1, DS3, OC3c or OC12c) and/or type (i.e., Full or Incremental, SONET - Protected or Protected Diverse) of the access connection. UNI Port and Access is offered as a one (1) year, two (2) year, three (3) year or five (5) year Term Commitment Period only. Nonrecurring charges are not applicable.

a.2 UNI Port Only Connection

A monthly rate applies on a per Port Only basis, based on the speed (i.e., DS1, DS3, OC3c or OC12c) and/or type (i.e., Full or Incremental) of the port only connection. UNI Port Only is offered as a one (1) year, two (2) year, three (3) year or five (5) year Term Commitment Period only. Nonrecurring charges are not applicable.

a.3 Permanent Virtual Circuits (PVCs)

The Administrative Charge does not apply when PVCs are installed at the same time as the respective UNIs.

a.4 Effective Bandwidth for Incremental UNIs

A monthly rate applies for incremental UNIs for CBR or VBR PVC and SVC bandwidth at 5 Mbps for DS3 or OC3c and at 15 Mbps for OC12c. A monthly rate also applies for incremental UNIs for UBR PVC and SVC bandwidth for DS3, OC3c and OC12c. Nonrecurring charges are not applicable.

The monthly rate for PVC and/or SVC UBR bandwidth will be waived when the combined VBR and CBR effective bandwidth purchased (either SVC or PVC or any combination) is equal to at least 50% of the effective bandwidth capacity of the UNI. When UBR bandwidth is made available, it is available for both PVCs and SVCs. Nonrecurring charges are not applicable.

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ADVANCED DATA SERVICES

1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued) (C)

.3 REGULATIONS (Continued)

.3.11 Application of Rates and Charges (Continued)

a. Rate Elements (Continued)

a.5 Closed User Groups (CUG)

A nonrecurring charge applies per order and per UNI for each CUG established and for each subsequent CUG member added to a CUG. The nonrecurring charge does not apply when a CUG is installed at the same time as the respective UNI.

a.6 Administrative Charge

A nonrecurring charge applies (per order, per UNI) when the customer initiates a change to one or more of the following: UNI bandwidth, PVCs, class of service parameters, and/or other service parameters that do not require changes in physical facilities and that can be provisioned by the Company without the dispatch of a technician to the customer location. For each service order issued, the charge will be one Administrative Charge regardless of the number of changes made. The Administrative Charge does not apply for those items ordered on the same service order with the installation of a UNI.

b. Minimum Charge

The minimum charge for ATM CRS will not be less than one Monthly Recurring Charge (MRC) for the applicable service and term selected, plus Termination Liability as described in Paragraph 1.3.11 c.1 below.

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ADVANCED DATA SERVICES

1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

.3 REGULATIONS (Continued)

.3.11 Application of Rates and Charges (Continued)

c. Term Commitment Periods

The ATM CRS UNI Port With Access Line Connection and UNI Port Only Connection rate elements are available under a term commitment period.

Term commitments of one (1), two (2), three (3) and five (5) years are available to ATM CRS UNI Port With Access Line Connection and UNI Port Only customers at the applicable rates set forth in Paragraph 1.4. Rate elements must be ordered under the same term commitment period.

c.1 Termination Liability

If ATM CRS is terminated by the customer prior to the anniversary date of the initial term commitment period, termination liability charges, as set forth in Section 2 of this Product Guide, will apply.

d. Moves

When the customer requests a move or relocation of the UNI, the move or relocation will be treated as a termination of the existing service and the establishment of a new service.

e. Special Facilities Routing

The customer may request that the facilities used to provide ATM CRS be specially routed. Additional charges will apply based on cost.

f. Acceptance Testing

At the customer's request, the Company will cooperatively test at the time of installation at no additional charge. Acceptance tests will include tests for the parameters applicable to the service as specified in the order for service.

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ADVANCED DATA SERVICES

1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

.4 RATES

.4.1 UNI Port with Access Line Connection

	<u>One Year Monthly Rate</u>	<u>Two Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
a. DS1, each				
Full				
Tier 1 (0 to 5 Miles)	\$ 805.00	\$ 765.00	\$ 684.00	\$ 644.00
Tier 2 (Over 5 to 25 Miles)	805.00	765.00	684.00	644.00
Tier 3 (Over 25 to 50 Miles)	805.00	765.00	684.00	644.00
b. DS3, each				
Full				
Tier 1 (0 to 5 Miles)	4,060.00	3,857.00	3,451.00	3,247.00
Tier 2 (Over 5 to 25 Miles)	4,776.00	4,538.00	4,060.00	3,821.00
Tier 3 (Over 25 to 50 Miles)	5,731.00	4,444.00	4,872.00	4,585.00
Incremental				
Tier 1 (0 to 5 Miles)	3,407.00	3,235.00	2,895.00	2,725.00
Tier 2 (Over 5 to 25 Miles)	4,007.00	3,807.00	3,407.00	3,205.00
Tier 3 (Over 25 to 50 Miles)	4,808.00	4,568.00	4,088.00	3,847.00

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ADVANCED DATA SERVICES

1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

.4 RATES (Continued)

.4.1 UNI Port with Access Line Connection (Continued)

	One Year Monthly <u>Rate</u>	Two Year Monthly <u>Rate</u>	Three Year Monthly <u>Rate</u>	Five Year Monthly <u>Rate</u>
c. OC3c, each				
SONET				
Full, Protected				
Tier 1 (0 to 5 Miles)	\$ 7,659.00	\$ 7,277.00	\$ 6,511.00	\$ 6,127.00
Tier 2 (Over 5 to 25 Miles)	9,011.00	8,561.00	7,659.00	7,209.00
Tier 3 (Over 25 to 50 Miles)	10,813.00	10,272.00	9,192.00	8,650.00
Full, Protected Diverse				
Tier 1 (0 to 5 Miles)	9,353.00	8,886.00	7,951.00	7,482.00
Tier 2 (Over 5 to 25 Miles)	11,003.00	10,453.00	9,353.00	8,803.00
Tier 3 (Over 25 to 50 Miles)	13,204.00	12,554.00	11,224.00	10,563.00
Incremental, Protected				
Tier 1 (0 to 5 Miles)	5,336.00	5,070.00	4,536.00	4,269.00
Tier 2 (Over 5 to 25 Miles)	6,278.00	5,964.00	5,336.00	5,023.00
Tier 3 (Over 25 to 50 Miles)	7,534.00	7,158.00	6,403.00	6,027.00
Incremental, Protected Diverse				
Tier 1 (0 to 5 Miles)	7,030.00	6,679.00	5,976.00	5,624.00
Tier 2 (Over 5 to 25 Miles)	8,271.00	7,856.00	7,030.00	6,617.00
Tier 3 (Over 25 to 50 Miles)	9,924.00	9,428.00	8,436.00	7,940.00

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ADVANCED DATA SERVICES

1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

.4 RATES (Continued)

.4.1 UNI Port with Access Line Connection (Continued)

	One Year Monthly <u>Rate</u>	Two Year Monthly <u>Rate</u>	Three Year Monthly <u>Rate</u>	Five Year Monthly <u>Rate</u>
d. OC12c, each				
SONET				
Full, Protected				
Tier 1 (0 to 5 Miles)	\$ 23,668.00	\$ 22,484.00	\$ 20,118.00	\$ 18,934.00
Tier 2 (Over 5 to 25 Miles)	27,844.00	26,452.00	23,668.00	22,275.00
Tier 3 (Over 25 to 50 Miles)	33,413.00	31,742.00	28,401.00	26,730.00
Full, Protected Diverse				
Tier 1 (0 to 5 Miles)	25,604.00	24,323.00	21,764.00	20,483.00
Tier 2 (Over 5 to 25 Miles)	30,121.00	28,615.00	25,604.00	24,098.00
Tier 3 (Over 25 to 50 Miles)	36,146.00	34,339.00	30,724.00	28,917.00
Incremental, Protected				
Tier 1 (0 to 5 Miles)	15,730.00	14,944.00	13,371.00	12,584.00
Tier 2 (Over 5 to 25 Miles)	18,505.00	17,580.00	15,730.00	14,805.00
Tier 3 (Over 25 to 50 Miles)	22,207.00	21,097.00	18,876.00	17,765.00
Incremental, Protected Diverse				
Tier 1 (0 to 5 Miles)	17,666.00	16,783.00	15,016.00	14,133.00
Tier 2 (Over 5 to 25 Miles)	20,783.00	19,744.00	17,666.00	16,627.00
Tier 3 (Over 25 to 50 Miles)	24,940.00	23,693.00	21,199.00	19,952.00

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ADVANCED DATA SERVICES

1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued)

(C)

.4 RATES (Continued)

.4.2 UNI Port Only Connection

	One Year Monthly <u>Rate</u>	Two Year Monthly <u>Rate</u>	Three Year Monthly <u>Rate</u>	Five Year Monthly <u>Rate</u>
a. DS1, each				
Full	\$ 420.00	\$ 399.00	\$ 358.00	\$ 337.00
b. DS3, each				
Full	1,481.00	1,407.00	1,258.00	1,185.00
Incremental	712.00	677.00	605.00	570.00
c. OC3c, each				
Full	3,872.00	3,678.00	3,291.00	3,098.00
Incremental	1,139.00	1,081.00	968.00	911.00
d. OC12c, each				
Full	13,609.00	12,929.00	11,568.00	10,888.00
Incremental	4,270.00	4,057.00	3,630.00	3,417.00

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Asynchronous Transfer Mode (ATM) Cell Relay Services (CRS). Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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Effective: June 12, 2022

ADVANCED DATA SERVICES

1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued) (C)

.4 RATES (Continued)

.4.3 Permanent Virtual Circuits (PVCs), per order

	Nonrecurring Charge <sup>1</sup>
a. Virtual Channel Connections (VCCs)	
Constant Bit Rate (CBR)	\$ 75.00
Variable Bit Rate real time (VBRrt)	75.00
Variable Bit Rate non-real time (VBRnrt)	75.00
Unspecified Bit Rate (UBR)	75.00
b. Virtual Path Connections (VPCs)	
Constant Bit Rate (CBR)	75.00
Variable Bit Rate real time (VBRrt)	75.00
Variable Bit Rate non-real time (VBRnrt)	75.00
Unspecified Bit Rate (UBR)	75.00

<sup>1</sup> Applies per order and in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs. If multiple UNIs are involved, a nonrecurring charge will apply to each UNI Port on which the virtual connections will reside. The nonrecurring charge does not apply when PVCs are installed at the same time as the respective UNIs.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Asynchronous Transfer Mode (ATM) Cell Relay Services (CRS). Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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ADVANCED DATA SERVICES

1. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)\* (Continued) (C)

.4 RATES (Continued)

.4.4 Effective Bandwidth for Incremental UNIs

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. CBR or VBR PVC Bandwidth		
DS3, OC3c – 5 Mbps	\$ 97.00	N/A
OC12c – 15 Mbps	242.00	N/A
b. CBR or VBR SVC Bandwidth		
DS3, OC3c – 5 Mbps	97.00	N/A
OC12c – 15 Mbps	242.00	N/A
c. UBR PVC and SVC Bandwidth, Bandwidth up to the UNI line rate		
DS3	484.00	N/A
OC3c	1,452.00	N/A
OC12c	4,840.00	N/A
.4.5 Closed User Groups (CUG) <sup>1</sup> , per order, per UNI		
a. Each CUG	N/A	\$75.00
b. Each subsequent CUG member added to a CUG	N/A	75.00
.4.6 Administrative Charge <sup>2</sup> , per order	N/A	75.00

<sup>1</sup> Applies per order, per UNI, and in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs. The nonrecurring charge does not apply when a CUG is installed at the same time as the respective UNI.

<sup>2</sup> Applies per order, per UNI, and in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs. The nonrecurring charge does not apply for those items ordered on the same service order with the installation of a UNI.

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## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\*

(C)

#### .1 GENERAL

- .1.1 Frame Relay Service (FRS) is a data communications service that provides for data connectivity between/among widely distributed locations. This connectivity is provided via Permanent Virtual Circuit (PVC) connections implemented over access facilities utilizing a switch dedicated to high-speed data services.
- .1.2 FRS is a transport service that facilitates the exchange of variable length information units (frames) between end user connections by way of PVCs. Each frame is passed to the Frame Relay network with an address that specifies the permanent virtual circuit.
- .1.3 Variable frame length capability is useful in communications between asynchronous Local Area Networks (LAN) and for transport of synchronous data traffic. FRS is capable of handling the requirements of bursty data sources because of the ability of the service to allocate additional bandwidth when not in use by other sources.
- .1.4 In operation of FRS, Customer Premises Equipment (CPE), such as routers, encapsulate arriving data into variable length frames. These frames contain information identifying which PVC in the network should be used to forward the frame to the proper destination. The CPE then sends the frame into the Frame Relay network. The Frame Relay switch reads identifying information and routes the frame to the proper destination based on a pre-established PVC path.
- .1.5 The statistical multiplexing Frame Relay switches are able to provide shared network resources to end users of this service.
- .1.6 The Committed Information Rate (CIR) and Excess Burst Size B(e) are traffic management parameters that allow the customer to fine tune implementation of FRS.
- .1.7 FRS, as provided for in this section, is offered for local and intrastate use.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

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Effective: June 12, 2022

## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

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#### .2 DEFINITIONS

Committed Information Rate (CIR)

The maximum information rate at which customer traffic will be admitted to the network without being designated eligible for discard.

Customer Designated Location (CDL)

The geographic location designated by the customer at which an access component of the customer's service is first considered to enter the Company's network.

Data Link Connection Identifier (DLCI)

The Frame Relay virtual circuit number corresponding to a particular destination which is part of the frame relay header and is usually ten bits long.

Excess Burst Size B(e)

The data rate above the Committed Information Rate (CIR), but less than the port size, at which customer data will be admitted to the Frame Relay network. All Excess Burst data B(e) admitted to the network will be designated as eligible for discard.

Frame

A group of data bits, in a specific format, with a flag at either end to indicate the beginning and end of the frame. The defined format enables network equipment to recognize the meaning and purpose of specific bits.

Frame Relay Service

A connection oriented fast packet network service that permits the transmission of data at speeds of 56 Kbps to 44.736 Mbps using Permanent Virtual Connections (PVCs).

Local Area Network (LAN)

A network permitting the interconnection of multiple computers, typically within a single building or campus.

Logical Channel

A communications channel that allows two-way simultaneous transmission of data packets through the network. Capacity is made available as the data is transmitted. Each permanent virtual circuit is one logical channel.

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Effective: June 12, 2022

## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

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#### .2 DEFINITIONS (Continued)

##### Maximum Burst Rate (MBR)

The maximum information rate at which customer traffic will be admitted to the network. Traffic rates in excess of MBR will automatically be discarded on ingress to the network. The Maximum Burst Rate is equal to the sum of the Committed Information Rate (CIR) and Excess Burst Size B(e).

##### Network-to-Network Interface (NNI)

A standard interface used to connect two frame relay services, and includes elements such as bi-directional polling to assist the network services providers in gaining information on the status of the networks being connected.

##### Permanent Virtual Circuit (PVC)

A logical channel, defined in software, that establishes a path from one customer port to another.

##### Port

The entry point on the switch to which the customer is connected. Ports are available which allow connection to the Frame Relay network at speeds of 56 Kbps to 44.736 Mbps.

##### Statistical Multiplexing

A multiplexing technique in which time slots are dynamically allocated on the basis of need rather than being predetermined. The data is typically transmitted on a first come, first served basis.

##### User-to-Network Interface (UNI)

A standard interface used to connect the end user to the Frame Relay Service network. It receives the data frame from the customer's Local Area Network (LAN) or other customer-provided equipment (CPE) devices and verifies that the Data Link Connection Identifier (DLCI) is valid before relaying the frame to the destination end point. The DLCI is a Frame Relay term defining a 10-bit field of the address field, and it identifies data links and their service parameters.

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## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

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#### .3 SERVICE COMPONENTS

##### .3.1 The major components of FRS are:

- User-to-Network Interface (UNI) Port and Access Line Port Only
  - UNI Port Only
  - Private Network-to-Network (NNI) Port Only
- Permanent Virtual Circuit (PVC) Committed Information Rate (CIR)
- PVC CIR Optional Features
- Backup UNI

##### .3.2 User-to-Network Interface (UNI) Port and Access Line

- a. The UNI Port and Access Line forms the component which provides the customer access to the customer's serving wire center and interoffice transport from the customer's serving wire center to the Frame Relay switch. The UNI Port and Access Line is provided for use only with FRS and where facilities and conditions permit.

##### .3.3 Port Only

- a. Customers may access Port Only connections via Company-provided digital access facilities or via facilities provided by another carrier. The channel speed of the access channel must be sufficient to accommodate the Frame Relay port speed. When access facilities are provided by the Company, the associated regulations, rates and charges under the appropriate Company tariff shall apply in addition to the regulations, rates and charges associated with FRS. Company-provided access facilities may also be provisioned on an Individual Case Basis (ICB) where access facilities are not generally available under the applicable tariff. Interconnection charges to connect access line services provided by the Company or another carrier may apply and will be billed separately. Any special construction or nonstandard charges assessed by the carrier supplying the access facilities will be the responsibility of the customer.

###### a.1 UNI Port Only

The UNI Port Only provides for a user to carrier connection (i.e., end user customer to the Company).

###### a.2 Private Network-to-Network (NNI) Port Only

The Private NNI port configuration is used for connecting two networks together for bi-directional messaging and is available on a private basis only. A Private NNI is a NNI port sold for the exclusive use of the customer.

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## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

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#### .3 SERVICE COMPONENTS (Continued)

##### .3.4 Permanent Virtual Circuit (PVC) Committed Information Rate (CIR)

- a. Permanent Virtual Circuits (PVCs) are logical circuits that define a specific path for data sent by the customer to another location. These circuits are virtual because they are established in software tables and do not tie up capacity when not in use. This also allows multiple paths (PVCs) to be defined on any given port, thereby providing a single access line the capability to transmit data to multiple destinations.
- b. Since multiple PVCs may be defined on one physical port, it is possible for the cumulative Committed Information Rates (CIRs) to exceed the physical bandwidth of that port. This is referred to as over-subscription and when this occurs, the aggregate CIR defined for that port and PVC will not be available at any point in time.
- c. The following types of PVC CIR are available:

##### c.1 Intrazone

An Intrazone PVC is a logical channel path between two customer Frame Relay ports within the same zone. Frame Relay zones are found in Application of Rates and Charges, Rate Elements following.

##### c.2 Multi-jurisdictional

A Multi-jurisdictional PVC is a logical channel path between two customer Frame Relay ports, one being an interstate port and the other an intrastate port both located within the same Frame Relay zone. A Multi-jurisdictional PVC falls under federal jurisdiction and the PVC CIR rates, rules and regulations from Frontier Telephone Companies FCC Tariff No. 8, Frame Relay Service are applicable.

##### .3.5 PVC CIR Optional Features

##### a. Interzone Transport

Interzone Transport provides the mapping of a Frame Relay Intrazone PVC across one or more Frame Relay zone boundaries. Interzone Transport is available only with Intrazone PVC CIR at the rates set forth in 2.12.4a.

##### b. Frame Relay to ATM Service Interworking

Frame Relay to ATM Service Interworking provides for the conversion of Frame Relay packets to ATM cells and the conversion of ATM cells to Frame Relay packets. Frame Relay to ATM Service Interworking is available with Intrazone and Multi-jurisdictional PVC CIR at no additional charge.

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## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

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#### .3 SERVICE COMPONENTS (Continued)

##### .3.6 Backup UNI

- a. Backup UNI service is a disaster avoidance and disaster recovery feature that consists of a Primary UNI and a Backup UNI, and incorporates PVC remapping capabilities of the Frame Relay network. The Primary UNI is terminated at the primary customer host location and in normal operations serves PVCs between the primary host location and various customer remote locations. A second UNI, which is designated by the customer as a Backup UNI, is installed and terminated at the customer's backup host location. During normal operations, no PVCs are mapped to the Backup UNI. The customer will be required to purchase both UNIs. In the event of a Primary UNI, primary digital access line, or customer primary host location failure, the predefined PVC configuration can be remapped to the Backup UNI at the customer's request. Upon restoration of the Primary UNI service, the customer must contact the Company to initiate remapping of PVCs from the Backup UNI back to the Primary UNI. A Backup UNI, which may serve as a backup to one or more Primary UNIs, can only backup one Primary UNI at a time. A Backup UNI must be the same port speed or greater than the Primary UNI(s).

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## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

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#### .4 TECHNICAL SPECIFICATIONS

.4.1 FRS conforms to the transmission specification standards in the following references:

ANSI T1.602 Integrated Services Digital Network (ISDN) – Data Link Layer Signaling Specification for Application at the User-Network Interface – Issued 1989

ANSI T1.606 Frame Relay Bearer Service, Architectural Framework and Service Description – Issued 1990

ANSI T1.617 Integrated Services Digital Network (ISDN) – Digital Subscriber Signaling Specification for Frame Relay Bearer Service – Issued 1991

ANSI T1.618 Integrated Services Digital Network (ISDN) – Core Aspects of Frame Relay Bearer Service – Issued 1991

#### .5 SERVICE PROVISIONING

.5.1 FRS is available where facilities and conditions permit.

.5.2 FRS is provided to the customer in the form of the UNI Port and Access Line, UNI Port Only, Private NNI Port Only and CIR based PVCs. The UNI Port and Access Line forms the local access component to the customer's serving central office. The UNI Port Only and Private NNI Port Only include the electronic equipment necessary to interface the access line to the Frame Relay switch.

.5.3 PVCs are provisioned on a specified speed and CIR basis, depending upon the customer's request. The actual throughput of aggregated PVC bandwidths in use at the same time on the same port cannot exceed the port speed.

.5.4 The maximum CIR allowed is determined by the lower of the two port speeds connected by the PVC. The maximum CIR allowed for port speeds at 1.536 Mbps and below is 75% of the lower of the two port speeds. For port speeds above 1.536 Mbps to 44.7136 Mbps, the maximum CIR allowed is 50% of the lower of the two port speeds.

.5.5 The PVC must be associated with at least one Frame Relay port. A Frame Relay port can be associated with multiple PVCs.

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## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

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#### .5 SERVICE PROVISIONING (Continued)

- .5.6 The customer subscribing to a Port Only or Port and Access Line will be referred to as the controller of the Frame Relay port. A separate entity may, with written authorization from the controller, subscribe to a PVC that allows communication between entities. A disconnect of a PVC does not result in the disconnect of the underlying access line and port. Only the controller may order the disconnect of the FRS.
- .5.7 The Frame Relay port with PVC CIR capacity may be ordered and billed separately from an associated Frame Relay port and PVC, and can have different customers as controllers.
- .5.8 4 Mbps, 6 Mbps, 10 Mbps and 22 Mbps speeds are provisioned utilizing 44.736 Mbps of transport bandwidth; no other service(s) may utilize the remaining bandwidth

#### .6 SPECIAL CONDITIONS

##### .6.1 Maintenance Window

- a. Occasionally, in order to perform software updates and other maintenance, it may be necessary to take the Frame Relay switch out of service, during the predetermined maintenance window of 11:00p.m. to 8:00 a.m. In these cases, all attempts will be made to notify the customer in advance as to the time and duration of these outages. The Company reserves the right to temporarily interrupt the FRS at other times in emergency situations.

#### .7 OBLIGATIONS OF THE CUSTOMER

- .7.1 Where FRS is available for use in connection with communications systems or equipment provided by a customer or user, the operating characteristics of such systems or equipment shall be such as not to interfere with any services offered by the Company. Such use is subject to the further provisions that the equipment provided by the customer or user does not endanger the safety of the Company's employees or the public; damage, harm, require change in or alteration of the equipment or other services of the Company; interfere with the proper operation of the Company's equipment or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the equipment provided by the customer or user is causing, or is likely to cause, such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

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## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

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#### .7 OBLIGATIONS OF THE CUSTOMER (Continued)

- .7.2 The customer, upon request, shall furnish such information as may be required to permit the Company to design and maintain the FRS it offers and to assure that the service arrangement is in compliance with the regulations contained herein.
- .7.3 It shall be the responsibility of the customer to ensure the continuing compatibility of the customer-provided equipment that is used in conjunction with the FRS. The CPE shall be in compliance with the rules and regulations specified in this section.
- .7.4 The customer shall be responsible for obtaining permission for the Company's agents or employees to enter the premises of the customer at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of the service, removing the service components of the Company.
- .7.5 At service subscription, the customer must specify the CIR and is expected to provide the DLCI and the B(e) for each PVC ordered.
- .7.6 Error correction is the responsibility of the customer's terminal equipment and/or applications. If the FRS network experiences congestion or failures, customer data may be discarded. In addition, frames that are received in excess of the Maximum Burst Rate (MBR), with bad addresses, or other errors will be discarded on ingress to the network. The customer's Frame Relay terminal equipment has the responsibility for retransmitting frames that are discarded due to errors or network congestion.
- .7.7 The customer is responsible for provisioning the inside wire from the network interface to the Frame Relay compatible equipment.
- .7.8 A customer is ordering Backup UNI service is responsible for the following:
  - a. Determining network configuration before and after the activation of Backup UNI service.
  - b. Providing the Company with the appropriate information required for joint development of the Backup UNI database.
  - c. Maintaining its own port configurations and router tables (for seamless changes from the Primary UNI to the Backup UNI, the customer must use the same addressing scheme on routers connected to the primary and backup sites).
  - d. Contacting the Company to request all activations and deactivations of Backup UNI service.

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## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

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#### .8 OBLIGATIONS OF THE COMPANY

- .8.1 The responsibility of the Company shall be limited to furnishing network equipment suitable for FRS and to the maintenance and operation of such equipment in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by the customer-provided equipment or system, or for the quality of, or defects in, such transmission or the reception of signals by such equipment or systems.
- .8.2 The Company shall not be responsible for installation, operation or maintenance of any terminal equipment, data unit or communications system provided by a customer or user. The Company is not responsible for adapting FRS to the technological requirements of any specific customer equipment.
- .8.3 When a customer orders FRS which is relayed to Frame Relay networks of other carriers, the Company will provide advisory assistance as a part of the establishment of this service.
- .8.4 The Company shall not be responsible to the customer or user if changes in any of the equipment, operations or procedures of the Company used in the provision of FRS render any facilities provided by the customer or user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements otherwise required by law.
- .8.5 The Company undertakes the responsibility to maintain and repair the service that it furnishes. Network equipment installed by the Company on the customer's premises shall be and remain the property of the Company. The customer or user may not rearrange, disconnect, remove, attempt to repair, remote test, or interface with any network equipment installed by the Company without prior written consent by the Company.
- .8.6 The Company, by written notice to the customer, may immediately discontinue the furnishing of FRS without incurring liability upon nonpayment of any sum due to the Company or a violation of any condition governing the furnishing of service.
- .8.7 The Company has the service responsibility up to and including the network interface.

#### .9 SPECIAL FACILITIES ROUTING

- .9.1 The customer may request that the facilities used to provide FRS be specially routed. Additional charges will apply based on cost.

#### .10 ACCEPTANCE TESTING

- .10.1 At the customer's request, the Company will cooperatively test at the time of installation at no additional charge. Acceptance tests will include tests for the parameters applicable to the service as specified in the order for service.

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ADVANCED DATA SERVICES

2. FRAME RELAY SERVICE\* (Continued)

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.11 APPLICATION OF RATES AND CHARGES

.11.1 Rate Elements

- a. The following rate elements are applicable to FRS:

- UNI Port and Access Line
- Port Only
  - UNI Port Only
  - Private NNI Port Only
- PVC CIR
- PVC CIR Optional Features
- Subsequent PVC CIR Charge
- Backup UNI
- Software Change Charge

- b. UNI Port and Access Line

- b.1. A monthly recurring charge based on the speed of the port connection applies per port for each physical connection to the network supporting FRS. In addition, a nonrecurring charge applies to the month-to-month plan. Nonrecurring charges do not apply to UNI Port and Access Line offered on a Term Payment Plan (TPP). UNI Port and Access Line is offered on a month-to-month basis or as a TPP of one year, three years, or five years.

- c. Port Only – UNI Port Only and Private NNI Port Only

- c.1 A monthly recurring charge based on the speed of the port connection applies per port for each Port Only interface. In addition, a nonrecurring charge applies to the month-to-month plan. Nonrecurring charges do not apply to Port Only offered on a TPP. Port Only is offered on a month-to-month basis or as a TPP of one year, three years, or five years.
- c.2 Refer to Paragraph 2.3.3 preceding for the rules and regulations associated with Port Only digital access facilities.

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## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

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#### .11 APPLICATION OF RATES AND CHARGES (Continued)

##### .11.1 Rate Elements (Continued)

#### d. Permanent Virtual Circuit (PVC) Committed Information Rate (CIR)

##### d.1 Intrazone

A monthly recurring charge, based on CIR capacity, applies for each PVC requested by the customer. Frame Relay zones are found in Paragraph 2.11.1g. following.

##### d.2 Multi-jurisdictional

A Multi-jurisdictional PVC falls under federal jurisdiction and the PVC CIR rates, rules and regulations in Frame Relay Service set forth in Frontier Telephone Companies Tariff FCC No. 8 are applicable.

#### e. PVC CIR Optional Features

##### e.1 Interzone Transport

A monthly recurring charge, based on CIR capacity, applies for each application of Interzone Transport and is in addition to the applicable charges for Intrazone PVC CIR. Interzone Transport is available only with Intrazone PVC CIR.

##### e.2 Frame Relay to ATM Service Interworking

Frame Relay to ATM Service Interworking is available with Intrazone and Multi-jurisdictional PVC CIR at no additional charge.

#### f. Subsequent PVC CIR Charge

##### f.1 A nonrecurring charge applies when a customer orders additional PVC CIR subsequent to the initial port installation.

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ADVANCED DATA SERVICES

2. FRAME RELAY SERVICE\* (Continued)

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.11 APPLICATION OF RATES AND CHARGES (Continued)

.11.1 Rate Elements (Continued)

g. Frame Relay Zones

<u>Zone</u>	<u>Office</u>
Elkhart	Elkhart
Elkhart	Portage
Fort Wayne	Fort Wayne
Jasper	Jasper
Lafayette	Lafayette
Richmond	Richmond
Seymour	Seymour
Terre Haute	Terre Haute

h. Backup UNI

h.1 A nonrecurring charge applies when a customer requests an activation of the Backup UNI service. No additional charges are applied upon deactivation of Backup UNI service.

i. Software Change Charge

i.1 A nonrecurring charge applies per order, per UNI or Private NNI, when a customer requests a PVC parameter change (i.e., CIR, burst, DLCI remapped to a different host or remote). For each service order issued, the charge will be one Software Change Charge regardless of the number of changes made.

.11.2 Service Charges

a. Unless otherwise stated in this section, nonrecurring charges applicable to FRS are in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

.11.3 Minimum Period

a. The minimum period for FRS is one month except when the customer subscribes to a TPP. When PVCs are added to existing FRS, the minimum period for the PVC is one month.

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## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

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#### .11 APPLICATION OF RATES AND CHARGES (Continued)

##### .11.4 Term Payment Plan (TPP)

- a. The UNI Port and Access Line, UNI Port Only and Private NNI Port Only rate elements are available under a TPP. PVC CIRs are not offered under a TPP.
- b. Payment periods of one year, three years and five years are available to all customers at the applicable rates set forth in Rates and Charges following, regardless of when they subscribe to a TPP arrangement.
- c. Changes to a TPP period
  - c.1 Prior to the completion of the selected TPP period, the customer may elect to convert to a new TPP period of the same or different length, subject to the following conditions:
    - No credit toward the new payment period will be given for payments made under the original TPP arrangement.
    - Nonrecurring charges will not be reapplied for existing service(s).
    - If the value of the new TPP is less than the remaining value of current TPP, the change to the new TPP period constitutes a disconnect of the existing TPP service and termination liability charges, as set forth in Section 2 of this Product Guide, will apply.
  - c.2 Conversion to a different TPP or to a month-to-month option will require the customer to submit an order. If no other changes are requested, no nonrecurring charges will apply.
- d. Termination Liability
  - d.1 In the event FRS is terminated by the customer prior to completion of the term commitment period, termination liability charges, as set forth in Section 2 of this Product Guide, will apply.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

Effective: June 12, 2022

## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

(C)

#### .11 APPLICATION OF RATES AND CHARGES (Continued)

##### .11.5 Service Rearrangements

###### a. Additions to Service

- a.1 With the exception of PVCs, when service elements are added to an existing service, the added elements must meet the minimum period requirements associated with the service to which they are added. When PVCs are added to an existing FRS, the minimum period for the added PVCs is one month.
- a.2 Nonrecurring charges will apply for all additions to existing services or optional features for which nonrecurring charges normally apply at installation.
- a.3 Related monthly rates and nonrecurring charges for additions(s) to service are the rate and charges in effect at the time of the addition(s).

###### b. Administrative Changes

- b.1 Administrative changes to existing service will be made without charge(s) to the customer. Administrative changes may include but are not limited to the following:
  - Change of customer name, i.e., the customer or record does not change but rather the customer of record changes its name, e.g., XYZ Company to XYZ Communications;
  - Change of customer premises address when the change of address is not a result of a physical relocation of facilities;
  - Change in billing data (name, address, or contact name or telephone number); and,
  - Change of customer contact name or telephone number.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

Effective: June 12, 2022

## ADVANCED DATA SERVICES

### 2. FRAME RELAY SERVICE\* (Continued)

(C)

#### .11 APPLICATIONS OF RATES AND CHARGES (Continued)

##### .11.5. Service Rearrangements (Continued)

###### c. Conversion of Service

- c.1 Conversion of service to another jurisdiction will be treated as a disconnect of service and establishment of new service. However, if no other changes are ordered, no installation charges will apply.

###### d. Moves

- d.1 When the customer requests a move or relocation of the UNI Port and Access Line, UNI Port Only or Private NNI Port Only, the move or relocation will be treated as a termination of the existing service and the establishment of a new service.

###### e. Upgrade to Higher Speed Service

- e.1 The customer may elect to upgrade service(s) to a higher speed during a TPP period, subject to the following conditions:
  - Both the existing and the new service are provided solely by the Company.
  - The order to discontinue service at an existing speed or capacity and the order for the upgraded service are received by the Company at the same time.
  - The new service will be provided at the same customer location as the discontinued service.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. FRAME RELAY SERVICE\* (Continued)

(C)

.12 RATES AND CHARGES

	<u>Nonrecurring Charge <sup>1</sup></u>	<u>Monthly Rate</u>
.12.1 UNI Port and Access Line, each		
56 Kbps		
Month-to-Month	\$595.00	\$224.00
One Year	0.00	218.00
Three Years	0.00	200.00
Five Years	0.00	188.00
128 Kbps		
Month-to-Month	595.00	399.00
One Year	0.00	394.00
Three Years	0.00	375.00
Five Years	0.00	358.00
256 Kbps		
Month-to-Month	595.00	515.00
One Year	0.00	503.00
Three Years	0.00	484.00
Five Years	0.00	466.00
384 Kbps		
Month-to-Month	695.00	527.00
One Year	0.00	515.00
Three Years	0.00	496.00
Five Years	0.00	472.00
DS1 (1.536 Mbps)		
Month-to-Month	695.00	714.00
One Year	0.00	678.00
Three Years	0.00	636.00
Five Years	0.00	581.00

<sup>1</sup> Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. FRAME RELAY SERVICE\* (Continued)

(C)

.12 RATES AND CHARGES (Continued)

	<u>Nonrecurring Charge <sup>1</sup></u>	<u>Monthly Rate</u>
.12.1 UNI Port and Access Line, each (Continued)		
4 Mbps		
Month-to-Month	\$795.00	\$3,872.00
One Year	0.00	3,751.00
Three Years	0.00	3,630.00
Five Years	0.00	3,509.00
6 Mbps		
Month-to-Month	795.00	3,993.00
One Year	0.00	3,872.00
Three Years	0.00	3,751.00
Five Years	0.00	3,630.00
10 Mbps		
Month-to-Month	795.00	4,235.00
One Year	0.00	4,114.00
Three Years	0.00	3,993.00
Five Years	0.00	3,751.00
22 Mbps		
Month-to-Month	795.00	4,598.00
One Year	0.00	4,356.00
Three Years	0.00	4,114.00
Five Years	0.00	3,872.00
44.736 Mbps		
Month-to-Month	795.00	5,082.00
One Year	0.00	4,719.00
Three Years	0.00	4,356.00
Five Years	0.00	3,993.00

<sup>1</sup> Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)



Effective: June 12, 2022

ADVANCED DATA SERVICES

2. FRAME RELAY SERVICE\* (Continued)

(C)

.12 RATES AND CHARGES (Continued)

	Nonrecurring Charge <sup>1</sup>	Monthly Rate
.12.2 Port Only		
a. UNI Port Only <sup>2</sup> , each		
56 Kbps		
Month-to-Month	\$150.00	\$61.00
One Year	0.00	58.00
Three Years	0.00	51.00
Five Years	0.00	45.00
128 Kbps		
Month-to-Month	150.00	109.00
One Year	0.00	101.00
Three Years	0.00	95.00
Five Years	0.00	87.00
256 Kbps		
Month-to-Month	150.00	167.00
One Year	0.00	160.00
Three Years	0.00	152.00
Five Years	0.00	140.00
384 Kbps		
Month-to-Month	150.00	212.00
One Year	0.00	204.00
Three Years	0.00	189.00
Five Years	0.00	172.00
DS1 (1.536 Mbps)		
Month-to-Month	295.00	327.00
One Year	0.00	315.00
Three Years	0.00	297.00
Five Years	0.00	276.00

<sup>1</sup> Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

<sup>2</sup> Refer to Paragraph 2.3.3 preceding for the regulations associated with Port Only digital access facilities.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. FRAME RELAY SERVICE\* (Continued)

(C)

.12 RATES AND CHARGES (Continued)

	<u>Nonrecurring Charge <sup>1</sup></u>	<u>Monthly Rate</u>
.12.2 Port Only (Continued)		
a. UNI Port Only <sup>2</sup> , each (Continued)		
4 Mbps		
Month-to-Month	\$395.00	\$1,059.00
One Year	0.00	999.00
Three Years	0.00	920.00
Five Years	0.00	847.00
6 Mbps		
Month-to-Month	395.00	1,089.00
One Year	0.00	1,029.00
Three Years	0.00	938.00
Five Years	0.00	847.00
10 Mbps		
Month-to-Month	395.00	1,120.00
One Year	0.00	1,059.00
Three Years	0.00	968.00
Five Years	0.00	878.00
22 Mbps		
Month-to-Month	395.00	1,150.00
One Year	0.00	1,089.00
Three Years	0.00	987.00
Five Years	0.00	878.00
DS3 (44.736 Mbps)		
Month-to-Month	395.00	1,210.00
One Year	0.00	1,120.00
Three Years	0.00	999.00
Five Years	0.00	878.00

<sup>1</sup> Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

<sup>2</sup> Refer to Paragraph 2.3.3 preceding for the regulations associated with Port Only digital access facilities.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. FRAME RELAY SERVICE\* (Continued)

(C)

.12 RATES AND CHARGES (Continued)

	<u>Nonrecurring Charge <sup>1</sup></u>	<u>Monthly Rate</u>
.12.2 Port Only (Continued)		
b. Private NNI Port Only <sup>2</sup> , each		
384 Kbps		
Month-to-Month	\$150.00	\$212.00
One Year	0.00	204.00
Three Years	0.00	189.00
Five Years	0.00	172.00
DS1 (1.536 Mbps)		
Month-to-Month	295.00	327.00
One Year	0.00	315.00
Three Years	0.00	297.00
Five Years	0.00	276.00
DS3 (44.736Mbps)		
Month-to-Month	395.00	1,210.00
One Year	0.00	1,120.00
Three Years	0.00	999.00
Five Years	0.00	878.00

<sup>1</sup> Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

<sup>2</sup> Refer to Paragraph 2.3.3 preceding for the regulations associated with Port Only digital access facilities.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. FRAME RELAY SERVICE\* (Continued)

(C)

.12 RATES AND CHARGES (Continued)

.12.3 PVC CIR , per PVC

a. Intrazone

	<u>Monthly Rate</u>
4 Kbps	\$5.00
8 Kbps	7.00
16 Kbps	8.00
28 Kbps	9.00
32 Kbps	10.00
42 Kbps	13.00
48 Kbps	15.00
64 Kbps	19.00
96 Kbps	26.00
128 Kbps	33.00
192 Kbps	44.00
256 Kbps	51.00
288 Kbps	58.00
384 Kbps	65.00
512 Kbps	73.00
576 Kbps	79.00
768 Kbps	85.00
1152 Kbps	97.00
1536 Kbps	109.00

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. FRAME RELAY SERVICE\* (Continued)

(C)

.12 RATES AND CHARGES (Continued)

.12.3 PVC CIR , per PVC (Continued)

a. Intrazone (Continued)

	<u>Monthly Rate</u>
2 Mbps	\$116.00
3 Mbps	121.00
4 Mbps	145.00
5 Mbps	172.00
6 Mbps	198.00
7 Mbps	226.00
8 Mbps	251.00
9 Mbps	277.00
10 Mbps	303.00
11 Mbps	322.00
12 Mbps	341.00
13 Mbps	361.00
14 Mbps	380.00
15 Mbps	399.00
16 Mbps	419.00
17 Mbps	438.00
18 Mbps	458.00
19 Mbps	476.00
20 Mbps	496.00
21 Mbps	516.00
22 Mbps	535.00

b. Multi-jurisdictional <sup>1</sup>

<sup>1</sup> A Multi-jurisdictional PVC falls under federal jurisdiction and the PVC CIR rates, rules and regulations in Frame Relay Service set forth in Frontier Telephone Companies Tariff FCC No. 8 are applicable.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. FRAME RELAY SERVICE\* (Continued)

(C)

.12 RATES AND CHARGES (Continued)

.12.4 PVC CIR Optional Features, per PVC

a. Interzone Transport <sup>1</sup>

	<u>Monthly Rate</u>
4 Kbps	\$14.00
8 Kbps	15.00
16 Kbps	17.00
28 Kbps	18.00
32 Kbps	19.00
42 Kbps	22.00
48 Kbps	28.00
64 Kbps	33.00
96 Kbps	42.00
128 Kbps	47.00
192 Kbps	65.00
256 Kbps	80.00
288 Kbps	90.00
384 Kbps	100.00
512 Kbps	121.00
576 Kbps	127.00
768 Kbps	138.00
1152 Kbps	160.00
1536 Kbps	176.00

<sup>1</sup> The monthly rate applies in addition to applicable rates for Intrazone PVC CIR.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
 (N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. FRAME RELAY SERVICE\* (Continued)

(C)

.12 RATES AND CHARGES (Continued)

.12.4 PVC CIR Optional Features, per PVC (Continued)

a. Interzone Transport <sup>1</sup> (Continued)

	<u>Monthly Rate</u>
2 Mbps	\$198.00
3 Mbps	215.00
4 Mbps	226.00
5 Mbps	267.00
6 Mbps	315.00
7 Mbps	362.00
8 Mbps	410.00
9 Mbps	458.00
10 Mbps	506.00
11 Mbps	552.00
12 Mbps	598.00
13 Mbps	645.00
14 Mbps	691.00
15 Mbps	737.00
16 Mbps	774.00
17 Mbps	812.00
18 Mbps	849.00
19 Mbps	887.00
20 Mbps	924.00
21 Mbps	956.00
22 Mbps	988.00

b. Frame Relay to ATM Service Interworking No Charge

<sup>1</sup> The monthly rate applies in addition to applicable rates for Intrazone PVC CIR.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

Effective: June 12, 2022

ADVANCED DATA SERVICES

2. FRAME RELAY SERVICE\* (Continued)

(C)

.12 RATES AND CHARGES (Continued)

	Nonrecurring Charge <sup>1</sup>
.12.5 Subsequent PVC CIR Charge, each	\$ 40.00
.12.6 Backup UNI, per activation	200.00
.12.7 Software Change Charge, per order, per UNI or Private NNI	40.00

<sup>1</sup> Applies in lieu of service charges found elsewhere in this Product Guide or other Company tariffs.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)



Effective: June 12, 2022

ADVANCED DATA SERVICES

3. FRAME RELAY I\*

(C)

For Frame Relay I Service provided entirely within the State of Indiana, Company assents to, adopts and concurs in the rates, rules and regulations as set forth in Frontier Telephone Companies Tariff FCC No. 8, Frame Relay I, as it now exists or as it may be revised, added to, or supplemented by superseding sheets or issues.

\* Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for Frame Relay I Service. Upon service term expiration, these services will transition to a Month-to-Month service arrangement.

(N)  
(N)

Effective: JULY 1, 2010

## SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

### 1. GENERAL

- .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 North Inc. or Frontier Midstates, Inc., hereinafter referred to as the Company.
- .2 Services for Enhanced Service Providers are subject to the availability of facilities and are limited to Central Offices specifically equipped to provide such service.

### 2. ESP SERVICES

- .1 ESP Services are services offered by the Company in conjunction with exchange access line service. Enhanced Service Providers may order and utilize these services to connect to the Company's local exchange network to provide enhanced services to their clients. These services are as follows:

#### .1.1 Queuing

This service provides customers subscribing to PABX access lines or Internal Communications and Call Management Features 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.

#### .1.2 User Transfer

This service provides customers subscribing to PABX facilities or Internal Communications and Call Management Features lines used in conjunction with an ESP's equipment, the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred, the original line/trunk is cleared to place or receive another call.

#### .1.3 Call Forwarding Service - Busy/No Answer - Fixed/Message Waiting Indication(MWI)

This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter either a normal busy line condition or a no answer condition. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. The Message Waiting Indication service provides the ability for an ESP to send and an ESP'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 ESP to inform its clients that information is waiting for them.

Effective: JULY 1, 2010

## SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

### 2. ESP SERVICES (Continued)

#### .1 (Continued)

##### .1.4 Customer Controllable Ringing

This service provides clients the ability to adjust the number of ring cycles that should be used prior to forwarding a call in a "No Answer" situation. To select the number of rings desired (1-9), the client will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.

##### .1.5 Message Waiting Indication - Audible Ring Burst

In addition to the stutter dial tone that a client receives to let him know a message is waiting, Frontier can provide ringing at a special cadence to signal the client that a message is waiting. This reminder will be repeated at a specific interval programmed by Frontier.

##### .1.6 Enhanced Call Transfer

Enhanced Call Transfer allows the user of a 2-way trunk with DID to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call. Enhanced Call Transfer is available where facilities and conditions permit.

Effective: JULY 1, 2010

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

3. RATES AND CHARGES

- .1 Any change to the ESP's preselected telephone number to which the client's telephone calls are redirected, will incur applicable service ordering charges as set forth in this Product Guide.
- .2 The initial (or minimum) period for all ESP services and facilities is one month (30 days).
- .3 The following rates apply in addition to applicable monthly rates and nonrecurring charges for all service or equipment items associated with services for Enhanced Service Providers. Service Ordering Charges are applicable for ESP Services and services for ESP clients added or rearranged.

	<u>Monthly Rate</u>		
Queuing, Per Line or Trunk Arranged	\$1.50		
User Transfer, Per Line or Trunk Arranged	1.50		
Call Forwarding Busy/No Answer Fixed/MWI, Per Line	1.75		
Customer Controllable Ringing, Per Line	1.00		
Message Waiting Indication-Audible Ring Burst, Per Line	1.50		
Feature Package, (Call Forwarding Busy/No Answer Fixed/MWI, Customer Controllable Ringing, and Message Waiting Indication-Audible Ring Burst) Per Line	2.75		
		<u>Nonrecurring Charge*</u>	<u>Monthly Rate</u>
Enhanced Call Transfer, Per trunk		\$25.00	\$19.00

\* Nonrecurring charge is applied per customer. Nonrecurring charges from Section 3 of this Product Guide are applicable in addition to the above charge.

Effective: February 23, 2021

## PROMOTIONS

### 1. Business Winback/Winover Fallback Promotion

The Company will offer the following promotion starting December 28, 2009 and ending no later than June 19, 2010.

Customers who meet the criteria detailed in the following promotional offers will receive monthly bill credits which will be applied to the total monthly bill, on a per account basis. This promotional offer is subject to the termination liability agreement pursuant to the Product Guide.

Eligible customers are business customers who, during the promotional period, change their local service carrier to Frontier:

**Promotion A** offers \$10 credit per account for six months (up to \$60.00) to customers who:

- subscribe to a minimum one-year term agreement for either a Frontier exchange line or Internal Communications and Call Mangment Features service, or a two-year term agreement for Communications System service, and subscribe to a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Long Distance; or
- subscribe to a minimum one-year term agreement for either a Frontier exchange line or Internal Communications and Call Mangment Features service, or a two-year term agreement for Communications System service, and subscribe to a minimum one-year term agreement for either Frontier High Speed Internet at a 3M speed or higher or a two-year term agreement for Frontier® FiberOptic Internet service. (T)

**Promotion B** offers \$10 credit per account for twelve months (up to \$120.00) to customers who:

- subscribe to two to four lines with a minimum one-year term agreement for either Frontier exchange lines or Internal Communications and Call Mangment Features service, or a two-year term agreement for Communications System service, with 50% of the lines also subscribed to a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Long Distance; or
- subscribe to two to four lines with a minimum one-year term agreement for either Frontier exchange lines or or Internal Communications and Call Mangment Features service, or a two-year term agreement for Communications System service, with one line subscribed to a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Long Distance and to a minimum one-year term agreement for either Frontier High Speed Internet at a 3M speed or higher or a two-year term agreement for Frontier® FiberOptic Internet service. (T)

Effective: July 1, 2010

## PROMOTIONS

### 2. Unlimited DTL, Unlimited Communications System, and B1 Term Additional Line Promotion

The Company will offer the following promotion starting January 17, 2010 and ending no later than July 15, 2010.

New and existing customers who subscribe to 1) an Unlimited Dial Tone Line (DTL) Basic Package or Unlimited Communications System Basic Package 3-year term plan, or 2) Basic Exchange Business Service under a 3-year term, or 3) Communications System under a 2-year term and subscribe to one (1) or more additional lines without unlimited calling and add Call Waiting, 3-Way Calling, Call Forwarding, Caller ID, and deregulated Voice Messaging features to that line, and grow the customer's service lines to three (3) or more lines will be eligible for a promotional bill credit of \$5.00 per month for twelve (12) consecutive months.

New and existing customers who subscribe to 1) an Unlimited Dial Tone Line (DTL) Basic Package or Unlimited Communications System Basic Package 3-year term plan, or 2) Basic Exchange Business Service under a 3-year term, or 3) Communications System under a 2-year term and subscribe to one (1) or more additional lines with unlimited calling and add Call Waiting, 3-Way Calling, Call Forwarding, Caller ID, and deregulated Voice Messaging features to that line, and grow the customer's service lines to three (3) or more lines will be eligible for a promotional bill credit of \$20.00 per month for twelve (12) consecutive months.

The credit may be applied to a maximum of a total of eight (8) additional lines without unlimited calling and eight (8) additional lines with unlimited calling as long as the total number of lines with unlimited calling does not exceed ten (10) and there is a minimum of (3) lines on the customer's account.

The customer must subscribe to a 3-year term for Basic Exchange Business Service, 2-year term for Communications System or 3-year term plan for the primary line of Unlimited DTL or Unlimited Communications System Basic Packages. If the customer does not maintain the minimum line requirement of three (3), the applied credit will be reduced accordingly.

These promotional offerings will be made under the terms and conditions of the Product Guide. The rates, terms and conditions set forth in the Product Guide for the services in the promotional offers apply except to the extent provided in this promotion.

### 3. ISDN-PRI Term and Volume Offer

The Company will offer the following promotion starting February 1, 2010 and ending no later than March 31, 2010.

Business customers who purchase ISDN-PRI Access System – Flat Rate with DS1 Facility, Package 1 PRIs on a 2 Year or 3 Year Term and Volume Plan will receive a \$140.00 credit off the monthly recurring charge each month for the duration of the term commitment. Existing customers whose current commitments are within 6 months of expiration and who renew or upgrade to a 2 Year or 3 Year term commitment are also eligible for this offer. All applicable PRI nonrecurring charges are waived for services ordered under this promotion.

This promotional offer will be made under the terms and conditions of the Product Guide. The rates, terms and conditions set forth in the Product Guide for the services in the promotional offer apply except to the extent provided in this promotion. This promotional offering cannot be combined with any other discount or promotion except as authorized by Frontier.

Effective: February 23, 2021

## PROMOTIONS

### 4. Single Line Offer: Small Business Home Office Promotion

The Company will offer the following promotion starting March 15, 2010 and ending no later than August 21, 2010.

Frontier will make available an offer to new business customers who are willing to subscribe to the services shown below and maintain those services for a minimum period of 12 consecutive months or, if under a term agreement, until such time as the term agreement expires, if exceeding 12 months.

Qualified customers will receive a \$20.00 monthly bill credit, for a period of 12 consecutive months, when they subscribe to the following Frontier services:

- 1-Year Term B1 Line
- Caller ID
- Standard Voicemail (a deregulated product)
- IntraLATA Toll (or Optional Calling Plan)
- Frontier Long Distance (or Optional Calling Plan)
- Toll Free Service (usage charges based on LD calling plan elected by customer)
- Broadband: 1M Frontier High Speed Internet Service, 1-Year Term Agreement, or 15/5 M Frontier® FiberOptic Internet Service, minimum 1-Year Term. Higher speeds not available for offer. (T)

Under the term and conditions, new business customers must purchase the entire list of products at the same time to be eligible for promotional pricing.

Customers must also maintain all of the services on the same account for twelve (12) consecutive months during the promotional period.

Qualifying voice and broadband components are subject to minimum term arrangements and penalties for early termination shall apply. This promotion is intended for single line customers only and can not be combined with any promotion offer by Frontier, except as authorized by Frontier. (T)

Effective: July 1, 2010

## PROMOTIONS

### 5. Voice and Data Transport Gift Card Promotion

The Company will offer the following promotion starting April 5, 2010 and ending no later than June 30, 2010.

Customers are eligible to receive an American Express gift card redeemable at selected merchants when qualifying transport services are purchased or renewed with a minimum 1-year term agreement for Internal Communications and Call Management Features Service or 2-year term agreement for Communications System or Point to Point DS1 Services, or a month-to-month or 3-year term agreement for Basic Exchange Business Service. Gift cards are per line for Basic Exchange Business Service, per line for Internal Communications and Call Management Features and Communications System orders of at least two (2) lines, and per channel termination for DS1 Service. The promotion is limited to business customers with an annual billing of \$4,000 - \$250,000. Customers must be within six months of the current contract expiration in order to take advantage of the promotion.

Once service has been installed/renewed, customers will receive an email from Frontier to verify contact information for sending the gift card. Customers must reply and provide verification by 7-31-10 in order to receive the gift card. Gift cards expire one year from issuance.

Gift card amounts are based on the product, term commitment and the speed of the transport as follows:

Basic Exchange Business	\$20
or Internal Communications and Call Mangment Features	\$20
Communications System	\$20
DS1	\$350

### 6. ISDN-PRI Term and Volume Offer

The Company will offer the following promotion starting April 12, 2010 and ending no later than June 29, 2010.

Business customers who purchase ISDN-PRI Access System – Flat Rate with DS1 Facility, Package 1 PRIs on a 2 Year or 3 Year Term and Volume Plan will receive a 20% discount off the monthly recurring charge each month for the duration of the term commitment. Existing customers whose current commitments are within 6 months of expiration and who renew or upgrade to a 2 Year or 3 Year term commitment are also eligible for this offer. All applicable PRI nonrecurring charges are waived for services ordered under this promotion.

This promotional offer will be made under the terms and conditions of the Product Guide. The rates, terms and conditions set forth in the Product Guide for the services in the promotional offer apply except to the extent provided in this promotion. This promotional offering cannot be combined with any other discount or promotion except as authorized by Frontier.



Effective: February 23, 2021

## PROMOTIONS

### 7. Business Save/Winback/Acquisition Offer

The Company will offer the following promotion starting April 18, 2010 and ending no later than March 31, 2011.

Qualifying business customers will receive a promotional bill credit of \$5.00 for Frontier® FiberOptic Internet Internet 25/25M or higher on their Frontier bill for each of twelve (12) consecutive months if they meet the following criteria: (T)

A. Qualifying business customers who proactively call Frontier to disconnect their dial tone service, and subsequently agree not to disconnect and either currently subscribe to or are willing to subscribe to one of the combinations below:

- an Unlimited Dial Tone Line (DTL) Basic Package 3-year term plan or an Unlimited Communications System Basic Package 3-year term plan and Frontier nonregulated services determined by Frontier; or
- a Single Line Business Pack 3-year term plan and Frontier nonregulated services determined by Frontier.

B. New or existing qualifying business customers who as a direct result of Frontier outbound telemarketing, direct mail campaigns or other targeted marketing activities agree to subscribe to one of the combinations of services specified below:

- an Unlimited Dial Tone Line (DTL) Basic Package 3-year term plan or an Unlimited Communications System Basic Package 3-year term plan and a new additional dial tone or expansion line or Frontier nonregulated services determined by Frontier; or
- a Single Line Business Pack 3-year term plan and Frontier nonregulated services determined by Frontier.

Qualifying business customers will receive a promotional bill credit of \$16.00 for High Speed Internet 7M or higher on their Frontier bill for each of twelve (12) consecutive months if they meet the following criteria:

A. New or existing qualifying business customers who as a direct result of Frontier outbound telemarketing, direct mail campaigns or other targeted marketing activities agree to subscribe to one of the combinations of services specified below:

- an Unlimited Dial Tone Line (DTL) Basic Package 3-year term plan or an Unlimited Communications System Basic Package 3-year term plan and Frontier nonregulated services determined by Frontier; or
- a Single Line Business Pack 3-year term plan and Frontier nonregulated services determined by Frontier.

This promotion does not apply to customers who are disconnecting their dial tone service through the Frontier website (<http://www.Frontier.com>).

This offer is not available to customers disconnecting dial tone service for any of the following reasons: 1) Customer moving out of Frontier serving territory; 2) Vacation service; 3) Death of customer.

If the customer discontinues any of the services as listed above and/or leaves Frontier prior to the defined term periods, the customer will be subject to the termination liability associated with each individual term plan. In addition, all eligible monthly credits will cease upon the effective termination date(s).

These promotional offerings will be made under the terms and conditions of the Product Guide. The rates, terms and conditions set forth in the Product Guide for the services in these promotional offers apply except to the extent provided in this promotion. These promotional offerings cannot be combined with any other discount or promotion except as authorized by Frontier.

Effective: January 31, 2011

## PROMOTIONS

### 8. Business Retain/Save Offer

The Company will offer the following promotion starting November 21, 2010 and ending no later than March 31, 2011. (C)

Customers who meet the criteria detailed in the following promotional offers will receive monthly bill credits which will be applied to the total monthly bill, on a per account basis. This promotional offer is subject to the termination liability agreement pursuant to the Product Guide.

Eligible customers are existing business customers who:

- seek to disconnect Frontier local exchange service, Internal Communications and Call Management Features service, Communications System service or Unlimited Toll Usage for Business service; and
- agree to retain their service(s) with Frontier; and
- maintain the minimum spend level (MSL).

A term agreement is required on all lines that the customer sought to disconnect:

- a minimum one year term agreement for a Frontier exchange line or or Internal Communications and Call Management Features service, or a two year term agreement for Communications System service; and
- a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business and Frontier Long Distance or Frontier broadband services.

**Promotion A** offers a \$10 credit per account for ten (10) months (up to \$100.00) to customers who seek to disconnect at least one (1) line and spend no less than \$35.00 per month total billed revenue services.

**Promotion B** offers a \$15 credit per account for ten (10) months (up to \$150.00) to customers who seek to disconnect at least one (1) line and spend no less than \$60.00 per month total billed revenue services.

**Promotion C** offers a \$15 credit per account for twelve (12) months (up to \$180.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$60.00 per month total billed revenue services.

**Promotion D** offers a \$20 credit per account for twelve (12) (up to \$240.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$80.00 per month total billed revenue services.

**Promotion E** offers a \$30 credit per account for twelve (12) months (up to \$360.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$140.00 per month total billed revenue services.

**Promotion F** offers a \$50 credit per account for six (6) (up to \$300.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$275.00 per month total billed revenue services.

**Promotion G** offers a \$70 credit per account for nine (9) (up to \$630.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$550.00 per month total billed revenue services.

**Promotion H** offers a \$70 credit per account for nine (9) months (up to \$630.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$275.00 per month total billed revenue services.

**Promotion I** offers a \$100 credit per account for nine (9) months (up to \$900.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$550.00 per month total billed revenue services.

Effective: August 20, 2010

PROMOTIONS

8. Business Retain/Save Offer (Continued) (T)

These promotional offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Frontier or any Frontier affiliate. (T)

Eligible customers are limited to a maximum of one (1) direct bill credit offer per rolling twelve (12) months.

These offers are limited to one promotional benefit per customer and may not be combined with any other promotional offer except as authorized by Frontier.

Effective: January 31, 2011

## PROMOTIONS

### 9. Business Winback/Winover Fallback Promotion

The Company will offer the following promotion starting June 21, 2010 and ending no later than March 31, 2011. (C)

Customers who meet the criteria detailed in the following promotional offers will receive monthly bill credits which will be applied to the total monthly bill, on a per account basis. This promotional offer is subject to the termination liability agreement pursuant to the Product Guide.

Eligible customers are business customers who, during the promotional period, change their local service carrier to Frontier:

**Promotion A** offers \$5 credit per account for six months (up to \$30.00) to customers who:

- subscribe to at least one (1) line with a minimum one-year term agreement for either a Frontier exchange line and subscribe to a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Long Distance.

**Promotion B** offers \$10 credit per account for twelve months (up to \$120.00) to customers who:

- subscribe to two to four lines with a minimum one-year term agreement for either Frontier exchange lines or or Internal Communications and Call Mangment Features service, or a three-year term agreement for Communications System service, with at least one (1) line also subscribed to a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Long Distance.

**Promotion C** offers \$20 credit per account for twelve months (up to \$240.00) to customers who:

- subscribe to five or more lines with a minimum one-year term agreement for either Frontier exchange lines or or Internal Communications and Call Mangment Features service, or a three-year term agreement for Communications System service, with at least one (1) line also subscribed to a minimum one-year term agreement for Frontier Unlimited Toll Usage for Business or Frontier Long Distance.

These promotional offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Frontier or any Frontier affiliate.

Eligible customers are limited to a maximum of one (1) direct bill credit offer per rolling twelve (12) months.

These offers are limited to one promotional benefit per customer and may not be combined with any other promotional offer except as authorized by Frontier.

Effective: May 3, 2013

## PROMOTIONS

### 10. ISDN-PRI Term and Volume Offer

The Company will offer the following promotion starting June 21, 2010 and ending no later than September 20, 2010.

Business customers who purchase ISDN-PRI Access System – Flat Rate with DS1 Facility, Package 1 PRIs on a 2 Year or 3 Year Term and Volume Plan will receive a \$140.00 credit off the monthly recurring charge each month for the duration of the term commitment. Existing customers whose current commitments are within 6 months of expiration and who renew or upgrade to a 2 Year or 3 Year term commitment are also eligible for this offer. All applicable PRI nonrecurring charges are waived for services ordered under this promotion.

This promotional offer will be made under the terms and conditions of the Product Guide. The rates, terms and conditions set forth in the Product Guide for the services in the promotional offer apply except to the extent provided in this promotion. This promotional offering cannot be combined with any other discount or promotion except as authorized by Frontier.

### 11. Simply Unlimited Multiline Promotion

Beginning May 3, 2013 and extending until July 30, 2013, new business broadband customers who purchase the Simply Unlimited Service bundle; are eligible for the Multiline Promotion which provides the second and third Simply Unlimited bundle for \$23.99/line/month. This rate will apply for the duration of the one, two or three-year contracted term and the second and third lines must be maintained for the contract period. If the lines are disconnected, a termination liability may apply. All other terms and conditions of the second and third line remain in effect.

Effective: January 1, 2015

## PROMOTIONS

### 12. Simply Unlimited Multiline Promotion

Beginning July 7, 2013 and extending until October 4, 2013, new business broadband commercial customers who purchase the Simply Unlimited Service bundle are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the twelve lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

### 13. Simply Unlimited Multiline Promotion

Beginning October 7, 2013 and extending until January 3, 2014, new business broadband commercial customers who purchase the Simply Unlimited Service bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the twelve lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

### 14. Simply Unlimited Service Multiline Promotion

Beginning January 4, 2014 and extending until April 3, 2014, new business broadband commercial customers who purchase the Simply Unlimited Service bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the twelve lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

### 15. Simply Unlimited Service Multiline Without Broadband Promotion

Beginning January 19, 2014 and extending until April 17, 2014, new business customers who purchase the Simply Unlimited Service bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the twelve lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

### 16. Simply Unlimited Service Multiline Without Broadband Promotion

Beginning April 18, 2014 and extending until June 30, 2014, new business customers who purchase the Simply Unlimited Service bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the twelve lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

### 17. Simply Unlimited Service Promotion

Beginning August 15, 2014 and extending until December 31, 2014, new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Frontier Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

### 18. Simply Unlimited Service, LD and Broadband Promotion

Beginning January 1, 2015 and extending until March 31, 2015, new and existing customers who subscribe to Frontier Simply Unlimited Service and commit to a one, two or three-year term will receive the first line \$29.99/month and lines 2 - 12 at \$24.99/line per month. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

Effective: September 18, 2017

PROMOTIONS

19. Simply Unlimited Service, LD and Broadband Promotion

Beginning April 1, 2015 and extending until June 29, 2015, new and existing customers who subscribe to Frontier Simply Unlimited Service and commit to a one, two or three-year term will receive the first line \$29.99/month and lines 2 -12 at \$24.99/line per month. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

20. Simply Unlimited Service, LD and Broadband Promotion

Beginning July 1, 2015 and extending until December 31, 2015, new and existing customers who subscribe to Frontier Simply Unlimited Service and commit to a one, two or three-year term will receive the first line \$29.99/month and lines 2 - 12 at \$24.99/line per month. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

21. Price for Life Promotion

Beginning July 1, 2016 and extending until August 31, 2016, new or upgraded business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after August 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

22. Frontier Commercial Voice Unlimited Promotion

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between September 18, 2017 and December 31, 2017 with a term commitment of one year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

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Effective: JULY 1, 2010

ADVANCED INTELLIGENT NETWORK SERVICES

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Effective: JULY 1, 2010

## ADVANCED INTELLIGENT NETWORK SERVICES

### 1. CUSTOM REDIRECT SERVICE

#### .1 GENERAL

- .1.1 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.
- .1.2 Basic Custom Redirect Service offers three options to redirect calls. The first option is usually a basic redirect to the dialed number. With Options 2 and 3, the customer designates where incoming calls will be redirected when the customer chooses to activate the option. The customer may designate that the basic redirection feature be used in each of the options, meaning the destination telephone only, or the customer may select a Custom Redirect Optional Feature to enhance the redirection choice. These Optional Features are described herein.

#### .2 FEATURE DESCRIPTIONS

##### .2.1 Standard Features

- a. Equipped Telephone Number (ETN) - An equipped telephone number is the subscriber's called telephone number with Custom Redirect Service.
- b. Group - A group is the collection of equipped telephone 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 telephone 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.

Effective: JULY 1, 2010

## ADVANCED INTELLIGENT NETWORK SERVICES

### 1. CUSTOM REDIRECT SERVICE (Continued)

#### .2 FEATURE DESCRIPTIONS (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.

##### .2.2 Optional Features

- a. Alternate Central Office Trigger - 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 customer's Custom Redirect Service may be activated and all calls processing in a central office with an alternate central office trigger will be redirected per the current active option at that time. Triggers are associated with a specific customer NPA-NXX.

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

Effective: JULY 1, 2010

## ADVANCED INTELLIGENT NETWORK SERVICES

### 1. CUSTOM REDIRECT SERVICE (Continued)

#### .2 FEATURE DESCRIPTIONS (Continued)

##### .2.2 Optional Features (Continued)

- b. Custom Applications – Although most customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications include features where the call processing record uses 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 optional feature. 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.

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

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 Redirection may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

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

- d. Percentage Redirection - Redirection may be done by percentages. For example, when Percentage Redirection is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%. The Percentage Redirection feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.
- e. Single Number Destination Service – This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning, customers must designate an interexchange carrier of their choice to carry the redirected traffic. The billing for calls redirected using this feature will be by the carrier specified by the customer.

Effective: JULY 1, 2010

## ADVANCED INTELLIGENT NETWORK SERVICES

### 1 CUSTOM REDIRECT SERVICE (Continued)

#### .2 Feature Descriptions (Continued)

##### .2.2 Optional Features (Continued)

- f. Special Custom Redirect Service (CRS) Transaction – Occasionally customers will require a one-time effort related to their Custom Redirect Service. This may include the generation of a special report, out-of-hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This rate element will allow customers to request such services and the Company to recover the costs associated with these special requests. Should the customer elect to go forward with the transaction developed, charges will be applied on an Individual Case Basis (ICB).
- g. SuperGroups - The customer may choose to assign their groups to 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.

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

Effective: JULY 1, 2010

## ADVANCED INTELLIGENT NETWORK SERVICES

### 1. 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. 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 charge applies 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 interexchange 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 primary interexchange carrier (PIC) and the Company hands the call off to the carrier selected. A redirecting telephone number cannot be used to trigger another redirecting telephone number.
- .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 set forth in Section 2 of this Product Guide.
- .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 – The minimum period of service for Custom Redirect Service is twelve months. 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.
- .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 terminates the service prior to the end of the commitment period, the rate will be recalculated to the month-to-month rate and the twelve-month termination liability will apply.
- .3.12 Initial Average Monthly Query Volumes are estimates only. After installation, Frontier will periodically, and at its discretion, complete audits of number of queries and billing will be corrected, if necessary, to make adjustment to the monthly charges based upon the results of the audit.

Effective: JULY 1, 2010

## ADVANCED INTELLIGENT NETWORK SERVICES

### 1. CUSTOM REDIRECT SERVICE (Continued)

#### .4 APPLICATION OF RATES

- .4.1 Service Establishment Charge - Charges will apply for the original order for Custom Redirect Service per Service Order or per Account. This charge will apply to new orders of Custom Redirect Service. If a customer is modifying an existing order, including adding additional numbers, the Rearrangement Charge applies. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge.
- .4.2 Equipped Telephone Number - There will be a monthly rate, in addition to a nonrecurring charge, for each equipped telephone number. The Feature Per Equipped Telephone Number will be based on the quantity of equipped telephone numbers within the customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.
- .4.3 Average Monthly Group Volume Charge - A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped telephone numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped telephone 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 central office triggers placed, the query volume may exceed the call volume, resulting in an increase in the Average Monthly Group Volume Charge.
- .4.4 Rearrangement Charge - A nonrecurring charge will apply to each rearrangement. This is in addition to Service Ordering Charges set forth in Section 3 of this Product Guide. Each change to an equipped telephone number will result in a nonrecurring charge for each equipped telephone number impacted.
- .4.5 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 Ordering Charge as set forth in Section 3 of this Product Guide will also apply.
- .4.6 Redirection Charges - There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired.

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

- .4.7 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.
- .4.8 Additional Option Charge - The basic monthly recurring charge for Custom Routing Service includes up to three basic options per group. A customer may add up to six additional options, for a total of nine per group. The Additional Option Charge and specific feature charges would apply per each option.

Effective: JULY 1, 2010

## ADVANCED INTELLIGENT NETWORK SERVICES

### 1. CUSTOM REDIRECT SERVICE (Continued)

#### .4 APPLICATION OF RATES (Continued)

##### .4.9 Optional Feature Charges

- a. Alternate Central Office Trigger - A nonrecurring charge will apply at the time of the establishment of the trigger and a flat monthly rate will be billed for each NPA-NXX trigger in each central office switch in which the trigger is placed. For changes made by the Company on behalf of the customer, rearrangement charges will apply.
- b. 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.
- c. Number Identification Redirection - A monthly rate and a nonrecurring charge will apply for the first 100 telephone numbers listed for Number Identification Redirection. Each additional 100 numbers or fraction thereof, will incur a nonrecurring charge and a monthly recurring charge.
- d. Percentage Redirection - 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.
- e. Single Number Destination - A monthly and nonrecurring charge will apply for each group on which this feature is ordered.
- f. Special CRS Transactions - This rate element will allow customers to request services required on a one-time effort basis, such as the generation of a special report, out-of-hours programming support for testing, or other special handling that was not included in the rate development for Custom Redirect Service. Should the customer elect to go forward with the transaction developed, charges will be applied on an Individual Case Basis (ICB).
- g. 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.
- h. Time-of-Day/Day-of-Week Redirection - 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.

Effective: JULY 1, 2010

ADVANCED INTELLIGENT NETWORK SERVICES

1. CUSTOM REDIRECT SERVICE (Continued)

.5 RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Service Establishment Charge, Per Service Order or Per Account	-	\$500.00
Equipped Telephone Number, Per Line		
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
5-Year Contract (Minimum 500 Lines)	1.10	2.35
Average Monthly Group Volume Charge, Queries Per Month, Per Group		
Up to 1,000	25.00	50.00
Up to 10,000	80.00	50.00
Up to 25,000	150.00	50.00
Over 25,000	(Rate is determined by adding the rates for the increments above. Example: 35,000 would be the combined rates for Up to 25,000 and Up to 10,000 for a monthly total of \$230.)	



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ADVANCED INTELLIGENT NETWORK SERVICES

1. CUSTOM REDIRECT SERVICE (Continued)

.5 RATES AND CHARGES (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Rearrangement Charge, Per Occasion	-	\$ 250.00
Per Number	-	2.35
Password Initialization, Per Occasion	-	50.00
Redirecting Telephone Number, Per Number	\$ 1.00	5.00
Additional Option Charge, Per Option over Three	25.00	200.00
Optional Feature Charges		
Alternate Central Office Trigger, Per Trigger, Per Switch	1.00	500.00
Custom Application, Per Option	25.00	200.00
Number Identification Redirection, First 100 Numbers	50.00	500.00
Each Additional 100 Numbers	10.00	100.00
Percentage Redirection	25.00	100.00
Single Number Destination, Per Group	10.00	50.00
Special CRS Transaction	-	100.00
SuperGroups, Per Group	1.00	50.00
Time-of-Day/Day-of-Week Redirection	25.00	100.00

FRONTIER NORTH INC.  
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Original Sheet 1

PRODUC

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PAY TELEPHONE SERVICES

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(N)

(N)

Effective: August 12, 2022

PAY TELEPHONE SERVICES

(N)

1. CUSTOMER OWNED PAY TELEPHONE SERVICE

.1 GENERAL

- .1.1 Customer Owned Pay Telephone Service (COPTS) is one party exchange service furnished solely for connection with customer owned pay telephone equipment.
- .1.2 Customer Owned Pay Telephone Service:
  - a. May be provided in locations throughout Indiana.
  - b. The Local Message Rate Schedule, as set forth in .5.7 following, will apply in addition to the COPTS local measured exchange access line rates shown in .5.8 a. following in exchanges where measuring capabilities exist. The COPTS flat rate as set forth in .5.8 b. following applies in all other exchanges.
  - c. Has a local calling area the same as the local calling area for regular business service in the exchange in which such services are located.
  - d. Provides for one directory listing without charge for each COPTS furnished.
  - e. Is not available as Foreign Exchange Service.
  - f. COPTS telephones cannot be placed "behind" (to functionally operate in conjunction with) a PBX or similar type telephone system under any conditions.

.2 RESPONSIBILITY OF THE CUSTOMER

- .2.1 The customer shall be responsible for the payment of charges for all messages originating from or accepted at their service location, including any sent-paid long distance charges and/or any operator handled surcharges.
- .2.2 All COPTS instruments must be certified by the Federal Communications Commission under Part 68 before interconnection to the Telephone Company's exchange access lines.
  - a. The customer shall provide to the Telephone Company, upon request, the FCC Registration Number and Ringer Equivalence Number for the registered COPTS set before connecting the set to the network. The customer shall also provide the Universal Service Order Code (USOC) of the Company provided jack required.

(N)

Effective: August 12, 2022

PAY TELEPHONE SERVICES

(N)

1. CUSTOMER OWNED PAY TELEPHONE SERVICE (Continued)

.2 RESPONSIBILITY OF THE CUSTOMER (Continued)

.2.3 All COPTS instruments shall have the following features or markings:

- a. Provide Dial Tone First;
- b. Ability to access 911 Emergency Service (where available), local directory assistance, and "0" Operator ("0"-minus) without prior insertion of coins or credit card;
- c. Compliance with statutes or rules concerning the use of pay stations by disabled persons, such as handicapped in wheel chairs or the hearing impaired;
  - c.1 COPTS instruments shall be hearing aid compatible pursuant to federal, state and local laws;
- d. Equipped with suitable audible signals and arranged to receive incoming calls as well as outgoing calls;
- e. Ability to provide credit card, collect, and third number billed long distance calls without the use of a coin;
- f. Equipped with Dual Tone Multi-frequency (DTMF) signaling;
- g. A program which would not limit the duration of a local message;
- h. An informational display shall be provided within three feet of the COPT to inform the user of the general operation of the coin telephone, the owner's name and address, and instructions for receiving a refund and/or reporting service problems.

.2.4 The installation of the COPTS instrument shall be in accordance with generally accepted telecommunications industry standards, applicable local codes, the National Electrical Code and the National Electrical Safety Code.

.2.5 The Telephone Company will not furnish booths or boothettes to be used in conjunction with COPTS.

.2.6 All COPTS instruments may be connected to the Telephone Company's access lines provided they have been registered by the Federal Communications Commission under Part 68 or are connected behind suitable registered protective connecting arrangements.

.2.7 COPTS providers shall charge end users no more for calls of unlimited duration than the charge authorized by the Indiana Utility Regulatory Commission for local messages made from Telephone Company provided public coin telephones in any given exchange.

(N)

Effective: August 12, 2022

## PAY TELEPHONE SERVICES

(N)

- 1 CUSTOMER OWNED PAY TELEPHONE SERVICE (Continued)
  - .2 RESPONSIBILITY OF THE CUSTOMER (Continued)
    - .2.8 COPTS providers shall provide accessibility to all interexchange carriers where equal access is provided.
      - a. Clear instructions must be provided, as part of the informational display located within three feet of the COPT, indicating the various dialing sequences required to access the long distance carriers available on an equal access basis.
    - .2.9 Extension stations may be provided in conjunction with COPTS if the extension is located within view of the user of the COPT.
  - .3 USE OF SERVICE BY THE CUSTOMER
    - .3.1 Any party desiring to provide COPTS must submit a completed service request form to the Telephone Company prior to the interconnection of a COPTS instrument.
    - .3.2 The customer shall be solely responsible for provision, installation, operation and maintenance of the COPTS instrument and for all aspects of business relations with its users concerning operation of, and service difficulties associated with, use of the COPTS instrument, including refunds.
  - .4 VIOLATION OF REGULATIONS
    - .4.1 When the Telephone Company becomes aware that any COPTS instrument is in violation of any of the Telephone Company's tariffs on file with the Indiana Utility Regulatory Commission, the Telephone Company will promptly notify the Commission of the violation.
  - .5 RATES AND CHARGES
    - .5.1 The rates and charges applicable to Customer Owned Pay Telephone Service apply in addition to all other rates and charges applicable to service and equipment items with which the service is associated, including Message Toll Service Charges.
    - .5.2 Appropriate service charges, as set forth in 3. following, apply to COPTS.
    - .5.3 Monthly rates applicable to COPTS are shown in .5.8 following, plus the appropriate local message charges set forth in .5.7 following.

(N)

Effective: August 12, 2022

PAY TELEPHONE SERVICES

(N)

1. CUSTOMER OWNED PAY TELEPHONE SERVICE (Continued)

.5 RATES AND CHARGES (Continued)

.5.4 Local Directory Assistance Service Charges as shown in Section 14 of Verizon's Product Guide and Long Distance Directory Assistance Service Charges as shown in said Section 14 also apply.

.5.5 Local messages charges, where Telephone Company operator assistance is required to bill such local messages to a calling card, third number telephone number, or collect to the called station apply as set forth in Section 14 of Verizon's Product Guide.

.5.6 Optional Services (Where Available)

	<u>IOSC</u>	<u>Monthly Rate</u>
a. Call Screening - Calls through an operator shall be restricted to those charged to the called number, a third number or calling card .....	01645	\$0.31

.5.7 Local Message Usage Schedule  
(Applies in addition to the Usage Rated Line Charge set forth in .5.8 a. below)

Message Charge, each message .....	\$0.0142
------------------------------------	----------

.5.8 Access Line Rates

	<u>Monthly Rate</u>
a. Usage Rated Line .....	\$6.95
b. Flat Rated Line .....	\$8.86

(N)

Effective: August 12, 2022

PAY TELEPHONE SERVICES

(N)

2. CUSTOMER OWNED PAY TELEPHONE SERVICE (COPT) COIN LINE SERVICE

.1 GENERAL

.1.1 Customer-Owned Pay Telephone (COPT) Coin Line Service is a coin voice-grade exchange line that provides switch based dial tone first (DTF) coin line functionalities for non-Local Exchange Company customer-owned pay telephones for use on a resale basis.

.2 CONDITIONS

.2.1 A COPT Coin Line subscriber must use a separate COPT Coin Line for each pay telephone instrument installed and will be billed that tariffed rate for each line. Off-premises extensions to a COPT Coin Line are not permitted.

.2.2 Where COPT Coin Line Service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.

.2.3 The carriage and completion of local and intraLATA toll messages are provided by the Company.

.2.4 The Company shall not be liable for shortages of coins deposited and/or collected from the COPT coin line subscriber's equipment.

.2.5 The Company shall not be liable for end-user fraud associated with failure of the subscriber's equipment to perform.

.2.6 Vacation Service as specified in Section 5 of Verizon's Product Guide is not available to COPT Coin Line Service unless the instrument is located within an establishment which is temporarily closed and, as such, will be totally inaccessible to the general public for the period of suspension. In all cases, the decision to permit temporary Vacation Service for a COPT Coin Line rests with the Company.

.2.7 Coin sent paid InterLATA calls from COPT Coin Lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (i.e., coin recognition, coin control, etc.) which are required to complete the call.

.2.8 COPT Coin Line service will be provided where technically and economically feasible.

(N)

Effective: August 12, 2022

PAY TELEPHONE SERVICES

(N)

2. CUSTOMER OWNED PAY TELEPHONE SERVICE (COPT) COIN LINE SERVICE (Continued)

.3 FEATURES

- .3.1 Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.
- .3.2 Service is provided on an originating only or on an originating/terminating basis at the customer's option.
- .3.3 Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.
- .3.4 Billed Number Screening is provided for the automatic blocking via validation data bases for third number billing, collect billing, or both, to the line.
- .3.5 Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a COPT Coin Line which may require special handling and billing treatment.
- .3.6 Central office 900 and 976 blocking is provided.
- .3.7 Standard recorded announcements used for calls from the Company's pay telephones are used for calls that originate from a COPT Coin Line.
- .3.8 All 0-, 0+, and 1+ IntraLATA toll calls and 0+ local calls are handled by the Company's operator services system.
- .3.9 All 0+ InterLATA calls are routed to the presubscribed carrier.

.4 RESPONSIBILITY OF THE SUBSCRIBER

- .4.1 The subscriber is subject to the requirements set forth in this Tariff.
- .4.2 The subscriber is responsible for the payment of all charges for outgoing sent-paid local calls, applicable Directory Assistance charges, and message toll telephone service calls.
- .4.3 Special billing and coin sharing arrangements between a COPT Coin Line subscriber and another carrier are the responsibility of the COPT Coin Line subscriber.
- .4.4 It is the subscriber's responsibility to ensure instruments used in conjunction with the COPT Coin Line Services are capable of rating sent-paid local calls.

(N)



Effective: August 12, 2022

PAY TELEPHONE SERVICES

(N)

2. CUSTOMER OWNED PAY TELEPHONE SERVICE (COPT) COIN LINE SERVICE (Continued)

.5 RATES AND CHARGES

- .5.1 COPT Coin Line, Per Month \$19.07
- .5.2 No charge will be imposed for incoming calls.
- .5.3 Sent-paid local calls will be rated by the COPT Coin Line subscriber's equipment. Local messages include calls made to extended calling service areas as shown in Section 4 of Verizon's Product Guide.
- .5.4 Operator assisted sent-paid local calls will be rated to the end-user at the applicable per message rate plus the applicable operator service charges. Non-sent paid local calls will be rated to the end-user at the applicable per message rate plus the applicable operator service charges specified in Verizon's Product Guide.
- .5.5 Operator assisted sent-paid IntraLATA toll calls will be rated to the end-user at the long distance rate, plus applicable operator service charges. Non-sent paid IntraLATA toll calls will be rated to the end-user at the long distance rate and the applicable operator service charges as specified in Verizon's Product Guide.
- .5.6 The appropriate service charges set forth in 3. following are applicable for each coin line installed, moved or changed.
- .5.7 Non-sent paid calls to Directory Assistance will be provided to the end-user at rates specified in Verizon's Product Guide.
- .5.8 Rates for Verification and Interrupt Service as specified in Verizon's Product Guide are applicable.
- .5.9 Subscribers to Customer-Owned Pay Telephone Coin Line Service may be listed in the directory as specified in Verizon's Product Guide.

.6 OPTIONAL FEATURES

- 6.1 Answer Supervision – Answer Supervision is the line side functionality that provides an electric signal to the calling end of a switched telephone connection when the called line goes off-hook. COPT Answer Supervision will be provided for use with COPT Services as specified in this schedule to assist in determining when billing for a specific call should commence. This feature is included in the COPT Coin Line Service rate, and is available for Customer Owned Pay Telephone Service flat rated and usage rated lines at the following rate.

Rate Per Line, Per Month \$9.90  
(COPTANS/20232)

(N)

Effective: August 12, 2022

## PAY TELEPHONE SERVICES

(N)

### 3. SERVICE CHARGES

#### .1 CONDITIONS

- .1.1 A service charge consisting of one or more of the charges shown in this section is applicable for connections, changes and additions undertaken at the request of the customer.
- .1.2 Service charges are in addition to all other applicable rates and charges associated with the service being provided.
- .1.3 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.
- .1.4 Service charges are the following:
  - a. Service Ordering Charge  
Applicable for work done in receiving, recording and processing information necessary to execute a customer's request for connections of service or moves, from one address to another, changes or additions to existing service.
  - b. Line Connection Charges  
Applicable to work done in the Central Office in association with providing an access line or making changes thereto.
  - c. Reconnection Charge  
Applicable for work associated with reconnecting a service that is temporarily disconnected for nonpayment.
- .1.5 Service charges are not applicable to service reestablished at the same or different location because a fire or other natural cause beyond the control of the customer disrupted service and made the premises unfit for occupancy.

#### .2 DEFINITIONS

Access Line - The term "Access Line" denotes the line between the service Central Office and the customer's premises.

Change - The term "Change" denotes party line assignment made at the request of the customer that is not required to maintain adequate service as well as the updating of the class of service mark.

Connection - The term "Connection" denotes the establishment of telephone service. A move of existing service to a different premises requires a connection.

(N)

Effective: August 12, 2022

PAY TELEPHONE SERVICES

(N)

3. SERVICE CHARGES (Continued)

.3 APPLICATION OF CHARGES

.3.1 Service Ordering Charge

- a. The service order activity is classified as either initial, subsequent or record change. The charges are applicable for work done in receiving, recording, and processing information necessary to execute each customer request for connections of service (Initial Order Charge applies), to each order for a move, change, or addition to existing service (Subsequent Order Charge applies) or to each requested change which only involves changing the Company's records (Record Change Order Charge applies). Only one service ordering charge is applicable for all items ordered at the same time for completion on the same date.
- b. Service Ordering Charges do not apply to reconnection of service that is disconnected for nonpayment.

.3.2 Line Connection Charge

- a. Line connection charges are applicable to the provision of each access line in association with Pay Telephone Service.
- b. Line connection charges are applicable to each change in telephone number made at the request of the customer.
- c. Line connection charges are not applicable when service is assumed by one customer prior to discontinuance by another customer and there is no change of telephone number.
- d. Line connection charges are classified as follows:

Central Office Charge - This charge is for work performed in the central office to provide exchange line service or customer requested changes to existing service.

.3.3 Reconnection Charge

- a. A reconnection charge is applicable to each reconnection of service that is temporarily disconnected for nonpayment.

(N)

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PAY TELEPHONE SERVICES

3. SERVICE CHARGES (Continued)

.4 CHARGES

	<u>IOSC</u>	<u>Pay Telephone Charge</u>
.4.1 Service Ordering		
a. Initial Order, each order	02542	\$43.95
b. Subsequent Order, each order	02028	19.50
c. Record Order, each order	02029	6.65
.4.2 Line Connection, each		
a. Central Office Charge	02082	21.55
.4.3 Reconnection		12.00

(N)

(N)

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## LIMITED SERVICES

### 1. GENERAL

The services contained in this section of the PRODUCT GUIDE are limited and are without exception for existing services only. No service contained herein is to be offered as new service, moved, changed nor added to.

This section does not contain all of the Company's limited services. Where only certain features or segments of current service offerings are limited, those features or segments will be set forth as limited within the applicable current services found elsewhere in this Product Guide.

The Company will maintain all existing services outlined herein only as long as economically feasible. The customer will at that time be required to change to a like service, if available, at the rates specified in the applicable section of this Product Guide.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 2. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)

#### .1 GENERAL

- .1.1 Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service provides intraexchange access for integrated services between the customer's premises and the serving office via a 1.544 Mbps facility. ISDN-PRI denotes an end-to-end digital network capable of supporting a combination of public and private network access services.
- .1.2 ISDN-PRI network interface requirements are described in the Technical Reference Specifications as used by the Telephone Company in the GTE Technical Interface Reference Manual. Refer to Bellcore TR Nos. 393, 394, 397, 471, 793 and ANSI T1.601-620, T1. 216-219. ISDN-PRI requires compatible customer-provided equipment registered under FCC Part 68.
- .1.3 The customer must provide information regarding the intended use of the service sufficient to permit the Telephone Company to furnish and maintain the service ordered and assure that tariff regulations are followed.
- .1.4 The availability and functions of the features and capabilities for ISDN-PRI Service may vary by serving central office. Where requested facilities are not available, rates and charges, at the Company's option, may be provided on an Individual Case Basis.

#### .2 REGULATIONS

- .2.1 ISDN-PRI Service is available to customers where facilities are available. Customers must provide compatible premises switching equipment for terminating the "D" channel and the 1.544 Mbps high capacity digital services facilities.
- .2.2 ISDN-PRI Service is typically divided in capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23B+D).

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 2. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

#### .2 REGULATIONS (Continued)

- .2.3 The "B" channels can carry switched voice and switched data at up to 64 Kbps. The channels can be configured for voice or data or a combination of voice and data.
- .2.4 The "B" channels can be dedicated to a specific configuration, or, optionally, a group of "B" channels can be shared for access to two or more configurations shown in 2.6.7 following.
- .2.5 The "D" channel carries the out-of-band signaling required to control its associated "B" channels on one or more 1.544 Mbps high capacity digital services facilities, where technology permits.
- .2.6 The minimum service period for each ISDN-PRI Service is one month.
- .2.7 Where a customer's ISDN-PRI Service interconnects with an Interexchange Carrier (IC) or other service provider, PRI Access is only permitted within a single customer's ISDN-PRI Service Arrangement. Access to the Telephone Company's network exchange or switched services are not permitted.
- .2.8 When a customer's serving office is not suitably equipped and the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office.

The PRI Access Termination and the PRI Facility rates, including the Access Line and Transport rates, plus the applicable Network Access Register (NAR) rate will apply.

- .2.9 The General Regulations specified in Section 2 of this Product Guide are applicable to all communications services offered by the Telephone Company. Additional regulations pertaining to specific service offerings are specified in various sections of this Product Guide and other Telephone Company tariffs.

Services limited to existing customers at existing locations for the duration of their contract.



Effective: JULY 1, 2010

## LIMITED SERVICES

### 2. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

#### .2 REGULATIONS (Continued)

.2.10 Regulations, rates and charges for services identified in 4.2.3 are found elsewhere in this Product Guide and are in addition to ISDN-PRI Service rates and charges. Regulations that apply on a per line basis for other services will apply on a per channel basis in this offering.

#### .3 DEFINITIONS

Primary Rate Interface (PRI) - denotes the connection of a 1.544 Mbps high capacity digital service to the serving central office switch. Software in the central office switch defines 24 channels within the 1.544 Mbps bandwidth of the high capacity digital service. The 24 channels are typically divided into 23 "B" channels plus one "D" channel.

ISDN-PRI Service - provides the communications path between the customer's premises and the equipped central office for access to switched voice and switched data services. Each ISDN-PRI Service employs a Primary Rate Interface (PRI) Facility and Primary Rate Interface (PRI) Access.

ISDN-PRI Service Arrangement - denotes one or more PRI Facilities plus PRI Access arranged together in the same central office or different central office to provide one single service for the same customer.

Interexchange Carrier (IC) Services - "B" channels may be dedicated to interconnect with various compatible services provided by other service providers. The customer shall be responsible for the ordering of these services.

"B" Channel - The "B" channel carries digitized customer traffic (voice, data) at 64 Kbps.

"D" Channel - The "D" Channel is a signaling channel at 64 Kbps used to control and route "B" channel traffic.

Services limited to existing customers at existing locations for the duration of their contract.

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## LIMITED SERVICES

### 2. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

#### .4 PRI FEATURES AND DEFINITIONS

##### .4.1 Standard Features

Call-by-Call Access - a customer specified arrangement of "B" channels is used to access services available in the ISDN-PRI serving central office switch. The customer will be allowed to mix dedicated services and call-by-call access on the same ISDN-PRI Service. To utilize call-by-call access, the customer must specify, at subscription time, the quantities of channels that will be utilized for a specific service on the ISDN-PRI Service. The "B" channels will be assigned and billed the maximum quantity specified.

Number Identification - this feature will allow the delivery of caller ID between an ISDN-PRI Service and a Internal Communications and Call Management Features or between two or more ISDN-PRI Services belonging to the same customer.

#### .5 UPGRADE OF EXISTING SERVICES

- .5.1 A customer with existing Internal Communications and Call Management Features, PBX, or other local exchange service offerings may elect to upgrade to ISDN-PRI Service. The upgrade will require discontinuance of the existing service and establishment of new service.
- .5.2 All applicable installation and service connection charges plus charges applicable to the establishment of ISDN-PRI Service will apply.
- .5.3 When a customer elects to discontinue existing service and establish ISDN-PRI Service, any termination liability charges associated with the discontinued service will apply.
- .5.4 A temporary interruption of service will occur.
- .5.5 The discontinuance of existing service and establishment of new service may incur a change of service arrangement requiring a telephone number change.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 2. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

#### .6 RATE STRUCTURE

.6.1 Each ISDN-PRI Service consists of three basic elements:

- a. PRI Access
- b. PRI Facility
- c. "B" Channel Attributes

.6.2 The following call connection arrangements are available with ISDN-PRI Service. A customer's ISDN-PRI Service Arrangement may be composed of any combination of the following call connections.

- a. Central Office to end-user premises - for consolidation of public and private services over an ISDN-PRI Facility to and from a single customer.
- b. Central Office to Central Office - to be utilized for Internal Communications and Call Management Features to end-user or end-user to end-user configurations, within a single customer's ISDN-PRI Service Arrangement.
- c. ISDN-PRI Access to IC Services - to be utilized by a single ISDN-PRI Service Arrangement customer for access to an IC's compatible services. In this situation, an IC will require a 1.544 Mbps high capacity digital services facility ordered from the appropriate tariff, to be connected in the applicable serving central office with PRI Access for a single customer's ISDN-PRI Service Arrangement.

.6.3 PRI Access

The PRI Access provides the switch termination for the PRI Facility. A PRI Access is required to terminate a PRI Facility in an ISDN-PRI serving central office. PRI Access typically provides twenty-three (23) individual "B" channels and one (1) "D" channel.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 2. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

#### .6 RATE STRUCTURE (Continued)

##### .6.4 PRI Facility

The customer has a choice of call connection arrangements as described in 2.6.2 preceding. The rates and charges for the PRI Facility will be based on the selected arrangement and will be comprised of one or a combination of the following rate elements:

- a. PRI Digital Access Line, or
- b. PRI Digital Transport, or
- c. PRI Digital Access Line plus Digital Transport

.6.5 The PRI Facility utilizes 1.544 high capacity digital transport technology for connection to the designated Telephone Company ISDN-PRI serving central office switch and for connection between ISDN-PRI central offices. This rate element is required for each 23B+D interface. Rates and charges for the PRI Digital Access Line and PRI Digital Transport are those rates for 1.544 Megabit Service specified in Section 17 of this Product Guide.

##### .6.6 "B" Channel Configurations

"B" channels can be dedicated to a specific service type or a group of "B" channels can be shared for access to two or more service types. The specific services that are accessible via the "B" channels are listed below. Rates and charges for these accessible services are specified in the appropriate tariff and are in addition to the PRI Facility and PRI Access rates and charges.

- a. Direct Inward Dialing Service (DID): Access from the local central office to the exchange network for voice calls is provided via a Network Access Register (NAR) plus DID number charges. The switched data and voice calls will be billed at the same rates specified for Switched Data Service in Section 5 of this Product Guide.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 2. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

#### .6 RATE STRUCTURE (Continued)

##### .6.6 "B" CHANNEL CONFIGURATIONS (Continued)

- b. OutWATS/800 Service: The WATS Access Line charge and the monthly usage charges apply for IntraLATA Outward WATS and 800 Service. These rates are as specified in Section 13 of this Product Guide.
- c. Switched Data Service: Usage charges are applicable on all calls within the same ISDN-PRI Service Arrangement. Usage charges apply for Switched Data Service calls that are considered intra/inter-service arrangement, intra/inter- central office, and local data calling. The applicable usage rates are specified in Section 5 of this Product Guide.

When Switched Data Service is connected with offerings of other service providers, rates and charges for the generated usage will apply in accordance with other Company tariffs.

- d. IC Services: "B" channels may be specified as dedicated to compatible services of an IC or other service provider. The rate for the "B" channel is as specified in 4.2.3. The rate for the PRI Access is as specified in 4.2.1. The IC or other service provider will be required to order a 1.544 high capacity digital services facility to the customer's ISDN-PRI serving central office from the appropriate Interstate or Intrastate Access Services Tariff.
- .6.7 To utilize Call-by-Call access, the customer must specify, at subscription time, the quantities of channels that will be utilized for a specific service (DID, Tie, IC Services, etc.) on the PRI Facility. The customer will be charged for the maximum number of channels specified for those services that are flat rate (Tie, IC, WATS Access Line, etc.) and on a usage basis for those services where usage charges apply (OutWATS/800, Data).
- .6.8 End User charges as specified in the End User Common Access Service Section of Frontier Telephone Companies Tariff FCC No. 5 and Intrastate Access Service Tariff I.U.R.C. No. T-3 apply as appropriate.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 2. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

#### .6 RATE STRUCTURE (Continued)

- .6.9 Presubscription of a Carrier of Preference is specified in Section 6 of Frontier Telephone Companies Tariff FCC No. 5 and, if appropriate, Section 6 of the Intrastate Access Services Tariff I.U.R.C. No. T-3. Based on a customer's ISDN-PRI Access Arrangement, a customer may be able to presubscribe to more than one Carrier of Preference.
- .6.10 The appropriate Service Charges from Section 3 of this Product Guide will apply for the PRI Facility rate elements described in 4.2 following. These charges are to be applied in accordance with the specified tariff on a per 1.544 Mbps facility basis, whether rated as PRI Digital Access Line or PRI Digital Transport mileage.

The Network Access Change charge from Section 6 of this Product Guide, will apply for each "B" channel configuration type (regardless of quantity per service order) on a per ISDN-PRI Service basis.

Database Configuration Charges - Nonrecurring charges for database work will apply on a per service order basis whether the order is an initial or subsequent. These charges are in addition to other nonrecurring charges specified in this Product Guide.

PRI Access Database Charge - The PRI Access Database Charge applies when adding or deleting channels on a per ISDN-PRI Service basis. When an ISDN-PRI Service is initially established, one PRI Access Database Charge will apply also.

"B" Channel Database Charge - The "B" Channel Database Charge applies for additions, deletions or modifications of each "B" channel type (regardless of quantity per service order) within each dedicated and/or call-by-call access arrangement. Modifications include activities associated with changing from and/or to dedicated and/or call-by-call configurations.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: March 28, 2022

### LIMITED SERVICES

## 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (C)

### .1 GENERAL

.1.1 Integrated Services Digital Network (ISDN) - Single Line Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices. It is a central office based service arrangement which provides for local exchange access, interexchange access, business group communications and feature packages.

.1.2 ISDN - Single Line Service is furnished from digital central office equipment located on Company premises and associated facilities.

.1.3 A customer may choose to subscribe to ISDN - Single Line Service from a central office other than his normal serving central office. In this situation, the customer will utilize the dialing plan associated with the central office that delivers the dial tone. Where available, rates and charges will be provided as shown elsewhere in this Product Guide.

.1.4 ISDN - Single Line Service may be comprised of the following elements:

- ChannelConfiguration
- Features
- ISDN Access
- Single Line Access

.1.5 ISDN - Single Line features will be grouped as follows:

- Internal Communications and Call Management Features Series 1000
- Internal Communications and Call Management Features Series 2000
- Internal Communications and Call Management Features Series 3000
- Circuit Switched Data Features
- Non- Internal Communications and Call Management Features ISDN Feature Packages
- Optional Internal Communications and Call Management Features System Features
- Packet Switched Data Features

Month-to-Month customers are limited to current service configuration at the current location. (D)

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

Effective: March 28, 2022

LIMITED SERVICES

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.2 REGULATIONS

- .2.1 ISDN - Single Line Services under this tariff are available to those subscribers requiring one or two lines.
- .2.2 ISDN - Single Line Service is required to conform with the Technical Reference Specifications as used by the Company in the GTE Technical Interface Reference Manual. Refer to Bellcore TR Nos. 393, 394, 397, 471, 793 and ANSI T1.601-620, T1.216-219. ISDN Single Line will be provided where local loops do not exceed 14,000 kilofeet in length or a maximum 34db loss as measured at the customer's premises.
- .2.3 Should a change or substitution of Telephone Company operating facilities occur as described in Section 2, the Telephone Company will work cooperatively with the customer relative to the implementation required by the change in operating characteristics.
- .2.4 ISDN - Single Line Features are listed in this section. These features may require customer-provided compatible terminal equipment.
- .2.5 Access to the exchange network is provided via a residence one-party or a business one-party line.
- .2.6 Directory Listings will be furnished subject to the rates and regulations specified in Section 15 of this Product Guide.
- .2.7 Service charges as specified in Section 3 of this Product Guide apply in addition to the charges provided in this section.
- .2.8 Regulations specified in Section 2 are applicable to ISDN - Single Line Service unless otherwise specified elsewhere in this section.
- .2.9 A single primary directory number (DN) is included with ISDN - Single Line Service. Secondary directory numbers may be purchased as provided in Section 5 of this Product Guide. A shared Primary DN is a primary DN that appears on more than one terminal. A shared Secondary DN is a DN that appears on more than one terminal but is not the primary DN on any of those terminals. A Secondary DN may function as a primary DN on a terminal within a business group.

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

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Effective: March 28, 2022

### LIMITED SERVICES

## 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

### .3 ISDN - SINGLE LINE FEATURES

- .3.1 The Attendant Services Feature package requires a single "B" Voice channel configuration on the ISDN - Single Line.
- .3.2 All features may not be available on all types of central offices switches.
- .3.3 Basic Service Features: Automatic Identification of Outward Dial (AIOD) Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Distinctive Ringing, Station-to-Station Calling (Intercom), Touch Call, and Incoming Calling Number Identification (within the Business Group).
- .3.4 Internal Communications and Call Management Feature Package - Series 1000: Provided in Section 6 of this Product Guide.
- .3.5 Internal Communications and Call Management Feature Package Feature Package - Series 2000: Provided in Section 6 of this Product Guide.
- .3.6 Internal Communications and Call Management Feature Package Feature Package - Series 3000: Provided in Section 6 of this Product Guide.
- .3.7 Internal Communications and Call Management Feature Package Optional System Features: Provided in Section 6 of this Product Guide.
- .3.8 Circuit Switched Data Features:
  - a. Data 1000 Feature Package includes Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
  - b. Data 2000 Feature Package includes Data Call Back, Data Circular Hunting, Data Group Speed Calling 30, and Data Speed Call-Long List or any combination of Data 1000/Data 2000 features. A single line may not be equipped for both Data Multi-Line Hunt and Data Circular Hunting.
- .3.9 Data Optional Features: Data Closed User Group and Data Direct Connect.

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

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Effective: March 28, 2022

### LIMITED SERVICES

#### 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued)

(C)

##### .3 ISDN - SINGLE LINE FEATURES (Continued)

.3.10 ISDN - Single Line Attendant Service Features: Aggregate Work Time/Number of Calls Handled for ISDN Attendant, Attendant Busy Verification of Lines and Trunks, Attendant Call Hold, Attendant Call Splitting, Attendant Call-Through Tests, Attendant Camp On, Attendant Conference Calling, Attendant Console Terminal Management, Attendant Control of Voice Terminals, Attendant Direct Station Selection/Busy Lamp Field, Attendant Direct Trunk Group Selection, Attendant Emergency Override, Attendant Incoming Calling Identification (Customer Group), Attendant Night Service, Attendant Origination Permission Display (Class of Service), Attendant Position Busy, Attendant Power Failure Transfer, Attendant Selective Customer Control of Facilities, Attendant Through Dialing, Attendant Timed Reminder, Attendant Traffic, Attendant Trunk Group Indicators, Attendant Trunk Identification, Attendant Trunk Queuing, Auto Dropback to ISDN Attendant (Serial Calls), Dial and Emergency Access to ISDN Attendant, Even Call Distribution (Uniform Call Distribution), Flexible Night Service/Attendant Call Forwarding, Number of Calls on Queue - ISDN Attendant, Queuing for ISDN Attendants with Call Waiting Indication, and Total Number of Calls Handled Display Data for ISDN Attendants.

.3.11 ISDN - Single Line Multibutton Key System Features (MBKS): Analog Shared Directory Number on all SM Configurations, Automatic Callback on Busy, Bridging, Call Forwarding, Call Pickup, Conference Calling, Drop, Feature Function Buttons, Feature Inspect, Hold, Intercom Function, Key System Coverage for Analog Lines, Manual Exclusion, Multiple Directory Number Buttons, Shared Call Appearances of Directory Numbers, Speed Calling, Terminal Management, Time and Date Display, Transfer, and Two-Digit Intercom Dialing.

.3.12 ISDN - Single Line Multibutton Key System Deluxe Features: All of the ISDN MBKS Features plus the following: Delayed and Abbreviated Ringing, Display for Ringing Call Appearances Only, Initiated Priority Calling, Inspect for ISDN Terminals, Intercom Alerting, Originating Priority Calling, Outgoing Called Line Identification for ISDN Terminals, and Priority Calling Incoming Only.

.3.13 Packet Switching Features:

- a. ISDN X.25 Basic Feature Package includes Flow Control Parameter Negotiation, Incoming Calls Barred, Outgoing Calls Barred, Throughput Class Negotiations, and Transmit Delay Selection and Indication.
- b. ISDN X.25 Enhanced Feature Package includes Closed User Group, Fast Select, Fast Select Acceptance, Hunt Groups, One-Way Outgoing Logical Channels, and Permanent Virtual Circuit.

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

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Effective: March 28, 2022

### LIMITED SERVICES

## 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

### .4 DEFINITIONS

#### .4.1 Standard definitions:

"B" Channel - A 64 Kbps channel primarily used for information transfer (voice/data) from user to user.

Business System - The combination of Single Line Plus ISDN Access forming a complete communications system for a single business group within a single central office.

"D" Channel - A 16 Kbps channel primarily used for signaling messages and/or packet-switched user data. The bit rate is fixed as a function of the interface used.

ISDN - Single Line Capacity (2B+D) - Two 64 kilobits per second (kbps) "B" channels and one 16 kbps "D" channel (2B+D).

Number Identification - A Basic Service Feature which permits incoming calling number identification between ISDN Service and a Internal Communications and Call Management Features in the same business group or between two or more ISDN Single Lines in the same business group.

Primary Directory Number (DN) - The single telephone number provided with each Single Line.

Secondary DN - A telephone number purchased by the customer which is in addition to the primary DN for an ISDN Single Line.

Terminal - A CPE device connected to an ISDN - Single Line.

#### .4.2 Definition of Features:

- a. Definitions of the Internal Communications and Call Management Feature Package Feature Packages and Internal Communications and Call Management Feature Package Optional System Features are provided in Section 6 of this Product Guide.

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

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Effective: March 28, 2022

### LIMITED SERVICES

## 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

### .4 DEFINITIONS (Continued)

#### .4.2 Definition of Features: (Continued)

##### b. Circuit Switched Data Features:

##### b.1 Data 1000 Feature Package:

Data Call Forward - This feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. Call Forward consists of three variations as follows: all calls, busy, and no answer.

Data Multi-Line Hunt Group - Only a pilot directory number is associated with this hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

Data Speed Call-Short List - The use of the Speed Calling short list is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers.

Data Toll Restriction - Toll calls attempted from Switched Data lines with this feature are denied.

##### b.2 Data 2000 Feature Package:

Data Call Back - This feature allows a calling party upon encountering a busy line to be notified when the line becomes idle. The call is then automatically established.

Data Circular Hunting - Only a pilot directory number is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached.

Data Group Speed Calling 30 - This feature provides storage for an abbreviated numbers list which is shared for use by a group of lines. The list may be updated by a service order. A maximum of thirty stored numbers is available.

Data Speed Call-Long List - The use of the Speed Calling Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty stored numbers.

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

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Effective: March 28, 2022

LIMITED SERVICES

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

b. Circuit Switched Data Features (Continued)

b.3 Data Optional Features

Data Closed User Group - This feature provides the partitioning of Switched Data lines into a group where calls within such a group are allowed, but calls between such groups are denied.

Data Direct Connect - This feature provides an automatic connection between a calling line that goes off-hook and a predetermined location.

b.4 ISDN - Single Line Attendant Service Features:

Aggregate Work Time/Number of Calls Handled for ISDN Attendant - allows a supervisor, or attendant, to display data about an attendant position. The data includes:

Aggregate time spent handling calls  
Length of time the console was active  
Number of calls handled

Attendant Busy Verification of Lines and Trunks - allows an attendant to determine whether a line or trunk within the same customer group is busy or idle. If the line or trunk is busy, the attendant is bridged onto the connection to:

Converse with the parties  
Determine if it is busy or if there is a problem  
Override (disconnect) the talking parties

Attendant Call Hold - allows the attendant to hold a call in progress to originate another call, or pick up a call on hold. Timed reminder is activated when the call is placed on hold by the attendant.

Attendant Call Splitting - allows the attendant to consult privately with the called party without the calling party hearing. The attendant can alternate conversation between the called and calling party before completing (or terminating) the call.

Attendant Call-Through Tests (Physical Trunks) - allows the attendant to set up a test call over a selected physical trunk in a trunk group to determine if the trunk is working properly.

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

### LIMITED SERVICES

## 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

### .4 DEFINITIONS (Continued)

#### .4.2 DEFINITION OF FEATURES: (Continued)

##### b. Circuit Switched Data Features: (Continued)

##### b.4 ISDN - Single Line Attendant Service Features: (Continued)

Attendant Camp-On - allows calls that the attendant attempts to complete to a busy analog or ISDN station to be held waiting until the station becomes idle. The attendant can release from the connection. A call waiting indication is given to alert the busy party. When the busy station becomes idle, it is automatically alerted and connected to the calling party without attendant intervention. While waiting, the caller (and the attendant) can be connected to silence, tone, audible ringing, or announcement. The Timed Reminder feature can be initiated when camp-on is activated. Calls to the attendant from within the group and from outside the group can be camped-on to a busy station.

Attendant Conference Calling - allows the attendant to set up conference calls with any combination of extensions or trunks on the internal conference bridge. The maximum number of parties on the conference call is limited to the capacity of the multipoint conference circuit.

Attendant Console Terminal Management - provides management services for the attendant console but is not a feature that an attendant uses as part of his/her responsibilities. Rather, it is a feature provided by the switch to support the attendant console. The basic services provided are:

Button Management: The switch maintains information about the button configuration of the console. For example, a console could have ten buttons. For one console, the switch could configure these ten buttons to be six call appearance and four feature buttons. For another console, these ten buttons could be eight call appearances and two feature buttons.

Call Appearance Selection: The switch selects a call appearance on the console for incoming calls and for certain attendant-originated calls (e.g., originations via Direct Trunk Group Selection, Direct Station Selection, etc.).

Directory Number Management: A maximum of eight listed directory numbers (DNs) can be assigned to an attendant group. The switch does not support shared call appearances for attendant positions. Each attendant is capable of having a unique DN, other than the listed directory number (LDN), for purposes of attendant-to- attendant calls.

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

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Effective: March 28, 2022

### LIMITED SERVICES

## 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

### .4 DEFINITIONS (Continued)

#### .4.2 Definition of Features: (Continued)

##### b. Circuit Switched Data Features: (Continued)

##### b.4 ISDN - Single Line Attendant Service Features: (Continued)

#### Attendant Console Terminal Management (Continued)

Display Management: Many of the attendant features use a console display.

Lamp Management: Lamp Management is responsible for controlling console lamps associated with features.

Tones Management: The switch informs the console to alert the attendant to one of four specific events. The console is responsible for generating corresponding tones. Note that these are not in-band call processing tones generated by the switch. The four alerting tones, arranged in priority of importance are:

- Emergency informs the attendant that an emergency call is waiting (highest priority).
- Timed Reminder informs the attendant that a timed reminder for a held call or an unanswered transferred call has expired.
- Call Waiting informs the attendant that calls are in queue waiting to be answered.
- Alerting informs the attendant that a call is alerting the console

Attendant Control of Voice Terminals - feature routes calls destined for a line or group of lines to the attendant for handling. It is activated by the attendant or automatically by the switch.

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

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Effective: March 28, 2022

LIMITED SERVICES

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

b. Circuit Switched Data Features: (Continued)

b.4 ISDN - Single Line Attendant Service Features: (Continued)

Attendant Direct Station Selection/Busy Lamp Field - feature allows the attendant to display the status of up to 10,000 directory numbers (DNs) in 100 groups of 100 contiguous DN's starting at 00. Within a group of 100, the attendant can select a station via a single keystroke. Two selection options are available: one for monitoring up to 800 DN's and the other for monitoring up to 10,000 DN's.

Attendant Direct Trunk Group Selection - allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

Attendant Emergency Override - allows the attendant to complete incoming calls to stations:

- That are busy from setting the make busy key;
- That have a series completion or multiline hunt arrangement;
- With Call Forwarding activated; or
- With terminating restrictions.

Attendant Incoming Calling Identification Customer Group - allows an attendant to identify the type of facility over which an incoming call to the attendant was routed.

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

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Effective: March 28, 2022

### LIMITED SERVICES

## 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

### .4 DEFINITIONS (Continued)

#### .4.2 Definition of Features: (Continued)

#### b. Attendant Service Features: (Continued)

#### b.4 ISDN - Single Line Attendant Service Features: (Cont'd)

Attendant Night Service - routes calls directed to the ISDN Attendant to a different station. This feature is activated and deactivated from a designated ISDN Attendant console. The user can select one of the following options for Night Service routing:

Fixed Routing: Calls are routed from the major listed directory number to a pre-selected night station. Routing is controlled by the operating company and can be charged by a service order.

Flexible Routing: The ISDN Attendant user Call Forwarding-Variable to arrange routing.

Trunk Answer From Any Station: Calls activate a night ring or other indicator at all stations in the group. Calls can be answered at any station by dialing an access code for the call pickup feature.

When Night Service is activated, trunk queuing and automatic callback are automatically cancelled, and the attendant can originate calls.

Attendant Originated Permission Display (Class of Service Display) - identifies the originating permissions of lines that have been routed to the attendant.

Attendant Position Busy - allows the position to be made busy by the attendant. When the position is made busy in a single position arrangement, new calls to the position receive busy treatment. In a multiple position arrangement, new calls are directed to a different console position. When a position is in a position-busy state, the attendant can serve calls on hold, calls alerting the console, and calls on a timed reminder and can also originate calls. The attendant can remove the position busy condition at any time.

Attendant Power Failure Transfer (ISDN Communication Failure) - routes calls destined for the attendant to a preassigned directory number (DN) during a commercial power failure at the customer premises.

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

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Effective: March 28, 2022

## LIMITED SERVICES

### 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### b. Attendant Service Features: (Continued)

##### b.4 ISDN - Single Line Attendant Service Features: (Continued)

Attendant Selective Customer Control of Facilities - allows an attendant to deny access to a trunk or simulated facility group. All calls, including attendant-originated calls, are denied access to the facility when this feature is activated. Calls to restricted facilities are routed as specified by the customer.

Attendant Through Dialing - allows an attendant to access an outgoing facility for a calling party within the group having restrictions or difficulty in placing an outgoing call.

Attendant Timed Reminder - provides a timer that is started when a call is camped-on, when the called party has not answered after a transfer, or when a call is on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party. The length of the timer is specified by the customer.

Attendant Traffic - provides the following counts for each attendant console position. These counts are available only to a designated attendant (master position) for display at the console and via traffic data to customer reporting mechanisms.

- Aggregate work time for the position
- Minutes the position has been active
- Number of calls handled by the position

Customer traffic reports these counts periodically (every 30 minutes). The master position can obtain this information for each attendant position in the attendant group. The master position must make repeated requests for this data to sequence through all the data for attendants in the attendant group.

These counts are zeroed by the switch when an attendant activates a position. The counts apply only to calls offered to the position, not including time waiting in a central office queue or calls abandoned before connection to an attendant call appearance. These counts are not part of the standard traffic reporting mechanism of the switch (e.g., hourly reports).

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### LIMITED SERVICES

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

b. Attendant Service Features: (Continued)

b.4 ISDN - Single Line Attendant Service Features: (Continued)

Attendant Trunk Group Indicators - allow an attendant to monitor the level of traffic on customer selected trunk groups. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored. Each attendant position is capable of monitoring a different set of trunk groups. Two trunk indicators, busy and warning, are provided per trunk group. These indicators are based on traffic thresholds. The attendant is notified if the thresholds are exceeded or if the traffic levels recede below the thresholds.

Attendant Trunk Identification - provides a display of the trunk group and member number of the incoming or outgoing trunk in use at the request of the attendant.

Attendant Trunk Queuing - allows an attendant position to invoke this feature when all trunks in a trunk group are busy and provides call-back when a trunk is available.

Automatic Dropback to ISDN Attendant (Serial Calls) - allows an attendant to complete a call from an incoming trunk to two or more stations in succession, without requiring the calling party to redial the attendant. When the called party disconnects, the attendant is recalled and the calling party can give further instructions for the next call. This feature provides time and cost savings for a long-distance caller because the largest cost per time-segment occurs at the beginning of a call. Serial calling can also be used by callers within a group to place a series of calls over an outgoing trunk.

Dial Access to ISDN Attendant - provides dial access from stations within the customer group.

Even Call Distribution (Uniform Call Distribution) uniformly distributes calls to multiple attendant positions.

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### LIMITED SERVICES

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

b. Attendant Service Features: (Continued)

b.4 ISDN - Single Line Attendant Service Features: (Continued)

#### Flexible Night Service/Attendant Call Forwarding

Night Service - routes calls normally directed to the attendant group to a different location (night location, also known as a night directory number). Routing may be provided in one of the following ways:

Fixed - All calls to all listed Directory Numbers (LDNs) served by Multiple Position Hunt (MUPH) or ISDN Attendant (ISAT) groups are routed to a preselected (at subscription time) night directory number and the activation/deactivation of it is done from a designated console only.

Trunk Answer from any Station: All calls to all LDNs served by MUPH or ISAT groups activate a night bell or other indicator so that calls may be answered at any station by dialing an answer access code for the call pickup feature.

Flexible: The Attendant call forwarding feature is used to selectively route all calls to an LDN served by a MUPH or ISAT group to a different customer changeable night directory number and the activation/ deactivation of it can be done from any console in the MUPH or ISAT group.

Flexible and fixed night service can be assigned concurrently to the same MUPH or ISAT group and both features can be used by attendants. The flexible night service feature, when activated, will take precedence over the fixed night service activation.

Attendant Call Forwarding - allows attendant to activate/deactivate call forwarding for any LDN within the MUPH or ISAT group (i.e., Flexible Night Service) and for any extension or station with call forwarding variable assigned can be controlled from the attendant console.

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### LIMITED SERVICES

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

b. Attendant Service Features: (Continued)

b.4 ISDN - Single Line Attendant Service Features: (Continued)

Number of Calls on Queue-ISDN Attendant - can be displayed for each ISDN call identification (ICI) type. By repeating the request, the attendant can display all ICI queues.

Queuing of ISDN Attendant with Call Waiting Indication (Lamps) - provides queuing of calls designated for attendants receiving a particular call type, as determined by the Incoming Call Identification feature. Queues are served on a "first come, first serve" basis. An indicator is lighted to alert the attendant that a call is waiting.

Total Number of Calls Handled Display Data for ISDN Attendants provides supervisors with traffic data information about each attendant in the ISDN attendant group. This information includes:

- Average time for calls on queue abandoned before being served
- Average time on Queue for served calls
- Longest time for a call on queue
- Total number of calls on queue abandoned before being served
- Total number of served calls

b.5 ISDN - Single Line Multibutton Key System (MBKS) Features:

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

Automatic Callback on Busy - allows the user to activate this feature by pressing the function button assigned to Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating MBKS set user. When the set user goes off-hook, the call is placed.

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### LIMITED SERVICES

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

b. Attendant Service Features: (Continued)

b.5 ISDN - Single Line Multibutton Key System (MBKS) Features: (Continued)

Bridging - allows the MBKS set user to bridge onto a currently active call by pressing the active call appearance button on the MBKS set and going off-hook. This establishes a 3-way call. This is different from standard Threeway Calling because the third party initiates the bridge to the active call. Bridging is inhibited if Manual Exclusion is activated at an MBKS set engaged in the active call. Only one additional shared call appearance user may bridge on an active 2-way call. Bridging is not allowed on an active multiway call.

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

Call Pickup - allows the MBKS set user to pick up a call directed to another station in the customer group.

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

Drop - feature allows the MBKS set use to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the MBKS set from the call.

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## LIMITED SERVICES

### 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### b. Attendant Service Features: (Continued)

##### b.5 ISDN - Single Line Multibutton Key System (MBKS) Features: (Continued)

Feature Function Buttons - on the MBKS set can be assigned to activate certain features (any that can be activated by dialing an activation code). Indicator lights show the activation or deactivation status of the features. The number of function buttons may vary dependent on the MBKS set design. Some of the features that can be assigned to feature function buttons are:

Automatic Callback on Busy - allows the user to activate this feature by pressing the function button assigned to Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating MBKS set user. When the set user goes off-hook, the call is placed.

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

Call Pickup - allows the MBKS set user to pick up a call directed to another station in the customer group.

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Drop - feature allows the MBKS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the MBKS set from the call.

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

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LIMITED SERVICES

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

b. Attendant Service Features: (Continued)

b.5 ISDN - Single Line Multibutton Key System (MBKS) Features: (Continued)

Feature Function Buttons (Continued)

Manual Exclusion - allows a MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

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

Speed Calling - allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

Transfer - allows the MBKS set user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

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## LIMITED SERVICES

### 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### b. Attendant Service Features: (Continued)

##### b.5 ISDN - Single Line Multibutton Key System (MBKS) Features: (Continued)

Feature Inspect - provides service providers and end users having display terminals with a method of determining the features and call appearances that are assigned to the buttons on the terminal. This is different from inspect for ISDN terminal feature.

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

Intercom Function - allows the station set to emulate a dedicated wire to another station for priority conversations without tying up the station set from active or incoming calls.

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

Manual Exclusion - allows an MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

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

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

Speed Calling (also known as Abbreviated Dialing) - permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One and two digit speed calling lists are available. The Speed Calling feature is available to individual lines and members (some or all) of a multiline hunt group. Speed Calling lists assigned to individual lines can be shared by other lines at the customer's request. For the business and residential customer services feature, the service provider can define list sizes and up to three digit access codes. Speed Calling allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

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## LIMITED SERVICES

### 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### b. Attendant Service Features: (Continued)

##### b.5 ISDN - Single Line Multibutton Key System (MBKS) Features: (Continued)

Terminal Management - provides a management function for the MBKS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

Adjunct Control - automatically turns on the speaker phone at the station set, if appropriate for the particular feature.

Automatic Hold/Drop Preference - automatically determines how to handle a call active on one call appearance when the user shifts to another appearance. Two types of treatment are provided: auto-drop and auto-hold.

Button Management - provides generic buttons that can be used for features or call appearances.

Call Appearance Selection for Implicit Conference and Transfer - automatically selects an idle call appearance for the Implicit Conference and Transfer features.

Display for Ringing Call Appearances Only - will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared backup coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

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

Idle Call Appearance Preference - automatically selects an idle call appearance, if available, when an MBKS set with multiple call appearances goes off-hook. This selection occurs even if other call appearances are alerting the station set.

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### 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

#### .4 DEFINITIONS (Continued)

##### .4.2 Definition of Features: (Continued)

##### b. Attendant Service Features: (Continued)

##### b.5 ISDN - Single Line Multibutton Key System (MBKS) Features: (Continued)

##### Terminal Management (Continued)

Inspect for ISDN Terminals - retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Ringling Call Appearance Preference - automatically selects the call appearance that has been alerting the longest when the user goes off-hook at an MBKS station set with multiple call appearances being alerted.

Time and Date Display - is a subscription feature for ISDN attendants and ISDN station set users.

Transfer - allows the MBKS set user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

Two-Digit Intercom Dialing - this feature allows a user to have a shortened dialing sequence (two digits) to reach a group of destination numbers in the business group. The maximum size that can reside in that intercom group cannot exceed 100 members.

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### LIMITED SERVICES

## 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

### .4 DEFINITIONS (Continued)

#### .4.2 Definition of Features: (Continued)

##### b. Attendant Service Features: (Continued)

##### b.6 ISDN - Single Line Multibutton Key System (MBKS) Deluxe Features:

The features below are in addition to the ISDN - Single Line Multibutton (MBKS) Features described in Section 3.4.2 b.5.

Delayed and Abbreviated Ringing - alerts an MBKS set for a predetermined interval before ringing another designated MBKS set.

Display for Ringing Call Appearances Only - will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Initiated Priority Calling - provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

Inspect for ISDN Terminals - retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

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3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

b. Attendant Service Features: (Continued)

b.6 ISDN - Single Line Multibutton Key System (MBKS) Deluxe Features: (Continued)

Intercom Alerting - provides a distinctive ring and/or visual indicator to alert the MBKS set user of an intercom call.

Originating Priority Calling - provides an ISDN equivalent to Call Waiting Originating. When assigned to a particular station set, all calls originated from it are priority calls.

Outgoing Called Line Identification for ISDN Terminals - provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- ISDN Call Identification (ICI)

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Priority Calling Incoming Only - provides an ISDN equivalent of Call Waiting-Incoming Only. With this feature, calls outside the business group can terminate to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

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3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

b. Attendant Service Features: (Continued)

b.7 Package Switching Features

(1) ISDN X.25 Basic Feature Package:

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

X.25 Incoming Calls Barred - feature prohibits a data terminal from terminating an incoming call. This feature is activated by a service order.

X.25 Outgoing Calls Barred - feature prohibits a data terminal from originating outgoing virtual calls. This feature is activated by service order.

X.25 Throughput Class Negotiation - feature allows the calling data terminal to request specific throughput classes in the call request package for both directions of data transmission. This feature is activated by service order.

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

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### LIMITED SERVICES

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.4 DEFINITIONS (Continued)

.4.2 Definition of Features: (Continued)

b. Attendant Service Features: (Continued)

b.7 Package Switching Features (Continued)

(2) ISDN X.25 Enhanced Feature Package:

X.25 Closed User Groups - allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. Communication with users who are external to the closed user group is not permitted. The closed user groups are established by a service order. A user can belong to multiple closed user groups.

X.25 Fast Select - allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

X.25 Fast Select Acceptance - allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

X.25 Hunt Groups - allow a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is an available logical channel on any of the access lines within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the switch, but the Hunt Group cannot span switches. A basic rate interface within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel - allows an ISDN subscriber to specify some number of the logical channels to be used only for calls that they originate. This feature is activated by service order.

X.25 Permanent Virtual Circuit - feature allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing. The permanent virtual circuit is established by a service order.

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### LIMITED SERVICES

## 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

### .5 CONVERSION

- .5.1 A customer with existing Internal Communications and Call Management Features or other local exchange service offering may elect to convert to ISDN - Single Line Service. When an existing Internal Communications and Call Management Features customer orders services in combination, both Single Line Service and Internal Communications and Call Management Features may be grouped together if the facilities provided for all the connections terminate in the same facilities terminal in the same Telephone Company central office.
- .5.2 All applicable installation and service connection charges, plus charges applicable to the establishment of ISDN - Single Line Service will apply.
- .5.3 For the purpose of administering termination liability provision applicable to converting Internal Communications and Call Management Features, each Single Line Service line will be counted as a Internal Communications and Call Management Features line in determining the total system size. Should the combined business/customer group decline below the existing system size or should the customer discontinue all existing Internal Communications and Call Management Features lines any and all appropriate termination liability charges will apply.
- .5.4 A temporary interruption of service will occur.
- .5.5 The conversion may incur a change of service arrangement requiring a telephone number change.

### .6 ADDITIONAL DIRECTORY NUMBERS

- .6.1 One "primary" directory number (DN) is provided for the use of an ISDN-Single Line.
- .6.2 With ISDN Access, a single terminal may choose to order multiple Secondary directory numbers for the ISDN - Single Line.
- .6.3 A maximum of eight (8) terminals belonging to the same customer are permitted per ISDN-Single Line. At a minimum, one secondary directory number is required for each additional terminal.
- .6.4 Secondary directory numbers are available as specified in Section 5 of this Product Guide.

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3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.7 PAYMENT SCHEDULE

.7.1 ISDN - Single Line Service is offered as a month-to-month payment plan.

.7.2 ISDN - Single Line Service is subject to a one (1) month minimum service period.

.8 ISDN MULTIPPOINT ACCESS

.8.1 ISDN Multipoint Access provides support for connecting a maximum of eight (8) terminals, belonging to the same customer, to one ISDN - Single Line (2B+D).

.8.2 A maximum of two (2) terminals will be allowed access to the "B" channels, the remaining terminals on the same ISDN - Single Line will have access to the "D" channel only.

.8.3 All eight terminals can share the same "D" channel simultaneously in a "D" channel packet switching arrangement.

.8.4 ISDN Multipoint Access includes a "primary" directory number. Secondary directory numbers to be used by the multiple users on the same ISDN - Single Line must be ordered by the customer as specified in Section 5 of this Product Guide.

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### LIMITED SERVICES

## 3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

### .9 RATE STRUCTURE

.9.1 ISDN - Single Line Service consists of seven (7) basic elements:

- "B" Circuit Switched Data Channel (B-CSD)
- "B" Packet Switched Data Channel
- "B" Voice Channel
- "B" Voice/CSD Channel
- "D" Packet Switched Data Channel
- ISDN Access
- ISDN - Single Line

.9.2 Each ISDN - Single Line Service is comprised of an ISDN-Single Line and ISDN Access element. The channel elements can be arranged to best suit the customers needs, not to exceed the maximum 2B+D per ISDN - Single Line capacity.

.9.3 Each ISDN Single Line is allowed only one voice, one data and one packet feature package regardless of the number or mix of desired channels.

.9.4 Each ISDN - Single Line within a business group can be individually suited by feature package and channel arrangement.

.9.5 The rates and charges for ISDN Access specified in 4.3 provide for the access to the basic exchange network and the line termination.

.9.6 The customer can subscribe to ISDN Access as Voice or Data or a combination of Data and Voice on a single or multi-point service.

.9.7 The rates and charges for Residence one-party as specified in I.U.R.C. No. T-2 and Business one-party, as specified in Section 4 of this Product Guide are required.

.9.8 The "B" Voice Channel element assigns voice traffic to one of two available "B" channels on the ISDN Single Line.

.9.9 The "B" Circuit Switched Data Channel (B-CSD) assigns circuit switched data traffic to one of two available "B" channels on the ISDN - Single Line. The CSD channel will operate at speeds up to 64 Kbps for intra-business group calling only. When the CSD channel is utilized at the 56 kbps speed, the user is able to place calls within a business group and outside of the business group. Usage rates will only apply for calls to point outside the business group. If the customer desires that both available "B" channels be dedicated to CSD, then two (2) "B"-CSD Channel elements would be required.

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

(D)

(N)  
(N)

Effective: March 28, 2022

LIMITED SERVICES

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued)

(C)

.9 RATE STRUCTURE (Continued)

.9.10 The "B" Packet Switched Data Channel dedicates a "B" channel to packet switched data. This channel is available for business group calling only. If the customer desires that both available "B" channels be dedicated to packet switched data service, then two (2) "B" Packet Switched Data Channel elements are applicable.

.9.11 The "D" Packet Switched Data Channel allows the customer to utilize the "D" channel for packet switched data. This channel is available for business group calling only. A single "D" Packet Switched Data Channel is available independent of the "B" channel configuration.

.9.12 End User charges as specified in the End User Common Access Service Section of Frontier Telephone Companies Tariff FCC No. 5 and Intrastate Access Tariff I.U.R.C. No. T-3 apply as appropriate.

.9.13 Presubscription of a Carrier of Preference is specified in Section 6 of the FCC No. 5 Tariff and Section 6 of the Intrastate Access Services Tariff. All secondary directory numbers will be presubscribed to the same Carrier of Preference as the customer's "primary" directory number. Access to other service providers will be via the 10XXX access code. Each ISDN - Single Line Service may have one Carrier of Preference for voice and one Carrier of Preference for switched data.

(D)

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

(N)  
(N)

Effective: March 28, 2022

LIMITED SERVICES

3. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE\* (Continued) (C)

.10 INDIVIDUAL LINE LOOP EXTENSION

- .10.1 ISDN Individual Line Loop extension provides a physical extension of the Single Line loop from approximately 18,000 feet to approximately 36,000 feet when provided from an ISDN capable central office. This physical extension is accomplished by means of a central office installed power module and an outside plant installed regenerator or U-repeater.
- .10.2 ISDN Individual Line Loop Extension Service is deployed based upon dB loss and not on specific cable footage. The equipment specifications state that a loss of up to 34dB at 40kHz in either direction from the field repeater is acceptable. The Frontier engineering practice maximum loss for an ISDN Single Line loop is 38dB at 40kHz. When the customer's distance exceeds this standard, the U-repeater will be mounted within the stated range of 34dB and the customer's distance is extended another 34dB from the U-repeater installation point. Only one power module and U-repeater can be installed per Single Line.
- .10.3 The power module is designed for use only with the U-repeater and the repeater can only be used with the power module.
- .10.4 The customer will not incur a charge for the ISDN Single Line Loop Extension unless the equipment is actually used.

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

(D)

(N)  
(N)

Effective: JULY 1, 2010

LIMITED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

.2 RATES AND CHARGES - Primary Rate Interface

The following rates and charges are in addition to all other rates and charges that may be applicable for accessible services which operate in conjunction with ISDN-PRI Service.

	<u>Rate</u>
.2.1 PRI Access, per C.O. Termination so arranged, with a maximum of twenty-three B and one D channel, per line Monthly Rate	\$400.00
.2.2 PRI Facility	
PRI Digital Access Line	
First Line Nonrecurring	Note 1 Note 1
Additional Line Nonrecurring	Note 1 Note 1
PRI Digital Transport	
Each Airline Mile or Fraction Thereof Monthly Rate Nonrecurring (per termination)	Note 1 Note 1

Note 1: The appropriate charges are the nonrecurring and monthly recurring charges for the 1.544 Mbps facility and transport mileage as specified in Section 17 of this Product Guide.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

LIMITED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

.2 RATES AND CHARGES - Primary Rate Interface (Continued)

The following rates and charges are in addition to all other rates and charges that may be applicable for accessible services which operate in conjunction with ISDN-PRI Service. (Continued)

		<u>Rate</u>
.2.3 "B" Channel Configurations		
DID	Monthly Rate	Note 1
OutWATS/800	Monthly Rate	Note 2
Switched Data	Monthly Rate	Note 3
IC Channel Service, per channel	Monthly Rate	\$15.00
.2.4 Database Configuration		
PRI Access,		
Per Circuit establishment	Nonrecurring Charge	\$200.00
"B" Channel Attributes,		
Per Service Type	Nonrecurring Charge	\$200.00
IXC Channel Establishment		
Per Trunk Group	Nonrecurring Charge	\$1200.00

Note 1: The applicable rates and charges for the DID service are as specified in Section 5 of this Product Guide. The appropriate charges are the Network Access Registrar (NAR) for voice only and the DID number charges.

Note 2: The applicable rates and charges for the OutWATS/800 accessible service are as specified in Section 13 of this Product Guide. The appropriate charges are the monthly WATS Access line and the usage charges.

Note 3: The regulations for the Switched Data accessible service are as specified in Section 5 of this Product Guide. The appropriate charges are the monthly usage rates.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: March 28, 2022

LIMITED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

.3 RATES AND CHARGES - Single Line\*\*

(C)

.3.1 Nonrecurring Charges

- a. The following nonrecurring charge is in addition to any applicable service charges as described in Section 3 of this Product Guide, and/or installation provided for in other sections of this Product Guide.

	<u>Nonrecurring Charge</u>
b. Data Base Changes*	
b.1 Major Software Additions Per Hour or Fraction Thereof	
(1) Add Customized Dialing Plan	
(2) Add Customer Requested Data Base Profile	\$50.00
b.2 Routine Software Change Per Hour or Fraction Thereof	
(1) Change Trunk Group	
(2) Change Non-Data-Link Attendant	
(3) Change Custom Recording	
(4) Change ARS Translations	
(5) Change Translations Tables	\$50.00

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

(D)

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

(N)  
(N)

Effective: March 28, 2022

LIMITED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

.3 RATES AND CHARGES - Single Line\* (Continued)

(C)

.3.1 Nonrecurring Charges (Continued)

b. Data Base Changes\* (Continued)

	Nonrecurring Charge
b.3 Minor Software Change	\$50.00
(1) Change Subgroup	
(2) Hunt Groups	
(3) ACD Hunt Group	
(4) Simulated Facility Group	
(5) Queuing Groups	
(6) Night Answer (UNA/PNA)	
(7) Paging/Public Address/Code Calling	
(8) Conference Calling - 8, 16, 24 Ports	
(9) Remote Access Directory Number	
(10) Authorization Code Validation	
(11) Music On Hold Access	
(12) Dictation Link Access	
(13) Standard Recording	
(14) Extended Pick Up Code	
(15) Executive Busy Override	
(16) Multi-Level Restriction	

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

(D)

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

(N)  
(N)



Effective: March 28, 2022

LIMITED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

.3 RATES AND CHARGES - Single Line (Continued)

(C)

.3.1 Nonrecurring Charges (Continued)

Nonrecurring  
Charge

c. Software Reconfiguration Charge\*

\$50.00

This charge applies for changes, deletions, additions for the following activities. The rate will apply on a per line, per service order basis regardless of the mix of activities. A Data Base Change Charge and a Software Reconfiguration Charge may be applicable on the same service order.

- c.1 Feature Packages
- c.2 Features Within a Feature Package
- c.3 Programmable Buttons
- c.4 Terminals

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

(D)

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

(N)  
(N)

Effective: March 28, 2022

LIMITED SERVICES

4. Integrated Services Digital Network (ISDN) (Continued)

.3 RATES AND CHARGES - Single Line\* (Continued) (C)

.3.2 Recurring Charges

- a. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in this Product Guide and Company tariffs.

	ISDN Access Monthly <u>Rate</u>	ISDN Multi-point Access Monthly <u>Rate</u>
a.1 Per Access Line - Notes 1 and 2		
1-3 Lines	\$18.50	\$21.50
Residence Single Line, Each	Note 3	
Business Single Line, Each	Note 3	

Note 1: May be used for Voice or Data or a combination of Data and Voice on a single or multipoint service.

Note 2: Available to customers requiring no more than three lines.

Note 3: Apply appropriate rates as specified in Section 4 of I.U.R.C. No. T-2 for residence and Section 4 of this Product Guide for business access line charge.

(D)

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

(N)  
 (N)

Effective: March 28, 2022

LIMITED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

.3 RATES AND CHARGES - Single Line\* (Continued) (C)

.3.2 Recurring Charges (Continued)

	Monthly Rate
a. (Continued)	
a.2 For an ISDN - Single Line Capacity (2B+D), the following channel elements apply per each channel so arranged:	
B-Voice/CSD Channel, each (Note 1)	\$8.50
B-CSD Channel, each (Note 1)	\$7.50
B-Voice Only Channel, each	\$1.50
B-Packet Switched Data Channel, each	\$120.00
D-Packet Switched Data Channel, each	\$15.00
a.3 The following Feature Series rates apply per Single Interface Line.	
Feature Series 1000, per line	Note 2
Feature Series 2000, per line	Note 2
Feature Series 3000, per line	Note 2
Optional System Features	Note 2

Note 1: Usage charges shown in Section 5 of this Product Guide apply for CSD 56 Kbps.

Note 2: Apply appropriate rates and charges as specified in Section 6 for Internal Communications and Call Management Feature Package Feature Series.

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

(D)

(N)  
(N)

Effective: March 28, 2022

LIMITED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

.3 RATES AND CHARGES - Single Line\* (Continued)

(C)

.3.2 Recurring Charges (Continued)

a. (Continued)

a.3 The following Feature Series rates apply per Single Interface Line. (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
EKTS Features, per line	\$25.00	\$6.00
EKTS Deluxe Features, per line	\$25.00	\$8.00
Attendant Services,* per line	\$100.00	\$25.00
X.25 Enhanced Features, per line	\$15.00	\$5.00
Data 1000, per line	\$15.00	\$3.00
Data 2000, per line	\$15.00	\$5.00

\* Available in specific central offices.

(D)

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

(N)  
(N)

Effective: March 28, 2022

LIMITED SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Continued)

.3 RATES AND CHARGES - Single Line\* (Continued)

(C)

.3.2 Recurring Charges (Continued)

a. (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a.4 Optional Data Features		
Data Direct Connect, per line	-	\$1.00
Data Closed User Group, per line	-	\$1.00
a.5 Secondary Directory Number, per line	-	\$.40
a.6 ISDN Individual Line Loop Extension, * per line	\$50.00	\$17.50

\* The rates and charges for ISDN Individual Line Loop Extension apply in addition to all other applicable rates and charges for ISDN Single Line Service.

(D)

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

(N)  
(N)

Effective: JULY 1, 2010

## LIMITED SERVICES

### 5. JOINT USER SERVICE

#### .1 CONDITIONS

- .1.1 Joint User Service is an arrangement whereby a business customer permits a person, firm, or corporation to use his/her telephone service.
- .1.2 This service is provided in connection with all types of business service except party line service.
- .1.3 Joint User Service is not furnished in association with the service of a customer engaged in a business of a secretarial nature or who is renting or leasing space to transient or permanent tenants.
- .1.4 Joint User must be located on the same premises or in the same office or in the same suite of offices as the customer or in an office adjacent to and directly accessible from the customer's office.
- .1.5 One directory listing will be furnished a Joint User at no charge.
- .1.6 Application for Joint User Service and all subsequent service, additions, and changes must be made by the primary customer who is responsible for all charges incurred by the Joint User.
- .1.7 After the Joint User listing has been included in the directory, the service may not be discontinued during the life of the directory except when the primary service is discontinued, the Joint User moves from the premises, or the Joint User establishes his own primary service.
- .1.8 This is a Discontinued Service Offering and is limited to existing Joint User Service customers at existing locations.

#### .2 RATES - See Section 4 of this Product Guide for access line rates.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 6. FRONTIER BUSIENSS DIAL UP SERVICE

#### .1 GENERAL

- .1.1 Frontier Business Dial Up Service is an enhancement to Residential and Business single line service to provide higher quality transmission standards than normally provided for voice transmission. It is designed for customers requesting a better grade of service for data transmission. Lines conditioned with this level of service may also be used for normal voice communication. This service is offered subject to the availability of suitable facilities.

#### .2 REGULATIONS

- .2.1 The parameters of Frontier Business Dial Up Service are designed to support transmission of data up to 4800 bits per second on the local loop from the point of demarcation to the serving central office switch.
- .2.2 The quality of the line is guaranteed only between the customer point of demarcation and the serving central office switch. No guarantee is made for a transmission level over the entire circuit.
- .2.3 Frontier Business Dial Up Service may not be compatible with other services offered in this Product Guide, such as Call Waiting and Distinctive Ring and is not offered in conjunction with the following:
- Internal Communications and Call Management Features
  - Foreign Central Office Service
  - Foreign Exchange Service
  - Off-Premises Extensions
  - Outward WATS
  - PBX trunks or stations
  - Residence or Business service provided by analog station carrier (e.g., 82A & 84A)

#### .3 RATES

- .3.1 The following rates are in addition to all applicable nonrecurring and recurring charges shown in this Product Guide and other tariffs of the Company. The nonrecurring charge applies in addition to all other Service Connection charges when this service is ordered in conjunction with other services.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Frontier Business Dial Up Service		
Business	\$5.00	\$45.00
Residence	\$5.00	\$45.00

Service is limited to existing customers at existing locations.

Effective: JULY 1, 2010

### LIMITED SERVICES

#### 7. EMERGENCY CONFERENCE SERVICE

##### .1 CONDITIONS

- .1.1 Emergency Conference Service is furnished in the interest of the public safety by means of equipment located in a central office of the company through which any exchange customer may make an emergency announcement to several exchange stations simultaneously.
- .1.2 This service is normally furnished in connection with individual line service but it may be furnished to party line customers at the option of the company.
- .1.3 Contracts for Emergency Conference Service will be made for a minimum service period of three years.
- .1.4 Company liability in connection with Emergency Conference Service is as specified in Section 2 of this Product Guide.

##### .2 RATES - Includes equipment and telephone number associated with the service.

	<u>Monthly Rate</u>
.2.1 Manual Type, System of 20 reporting stations	\$40.00
.2.2 Automatic Type	
a. 8 and 10 reporting stations	25.00
b. 16 and 20 reporting stations	40.00

Service is limited to existing customers at existing locations.



Effective: JULY 1, 2010

LIMITED SERVICES

8. ENTERPRISE (TRANSFER OF TOLL CHARGE SERVICE)

.1 CONDITIONS

- .1.1 This is an arrangement where a customer may offer his patrons in another exchange the privilege of calling him by use of a special "Enterprise" number without charge or without requesting the reversal of toll charges.
- .1.2 This service may be furnished with individual business line or PBX service.
- .1.3 This service includes the listing of the enterprise number in both the directory and informational records of each exchange from which calls are to be accepted. At the option of the customer, this number may be non-published to limit the service to certain selected individuals.
- .1.4 The customer assumes the charges for all toll calls placed by parties who call the special number from the customer selected exchanges. Where Extended Area Service is furnished two or more exchanges, the customer must assume all charges for calls to his special number originated from telephones in any of the other exchanges in the local calling area. Calls are charged for at the regular sent-paid station toll rate.

.2 RATES

	<u>Monthly Rate</u>	<u>Installation Charge</u>
.2.1 Special Reverse Toll Service Charge, per exchange	\$5.72	-
a. Garrett Exchange	5.72	-

Service is limited to existing customers at existing locations.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 9. CENTREX SERVICE

#### .1 CONDITIONS

- .1.1 CENTREX service is furnished subject to the availability of facilities, by means of standard telephone instruments.
  - a. Effective November 30, 1979, CENTREX II service provided under this section will be limited to existing customers. No new systems will be provided; however, equipment additions and/or service feature changes will be made which in the judgement of the Company do not require a changeout of equipment. CENTREX III service will continue to be provided new and existing customers at those locations where and to the extent electromechanical equipment is presently available.
- .1.2 The Telephone Company will furnish one alpha and one classified directory listing without charge per CENTREX system. Additional listings will be offered subject to the provisions outlined in this Product Guide.
- .1.3 The Telephone Company will furnish those quantities of equipment required to provide a proper standard of service.
- .1.4 Special charges apply for facilities to meet service requirements that are considered by the Telephone Company to be beyond the scope of this service offering.
- .1.5 The initial service period for CENTREX service is five years.
- .1.6 The Telephone Company may provide CENTREX service to colleges and universities, hereinafter called institutional service.
- .1.7 Explanation of Terms
  - a. Central Office District - The central office area in which the CENTREX primary location is situated.
  - b. CENTREX CO - Installation where switching equipment is located in space provided by the Telephone Company.
  - c. CENTREX C.U. - Installation where switching equipment is located where space and power are provided by the customer.

Service is limited to existing customers at existing locations.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 9. CENTREX SERVICE (Continued)

#### .1 CONDITIONS (Continued)

##### .1.7 Explanation of Terms (Continued)

- d. CENTREX Institutional Service - A combination of business and residence service offered to colleges and universities subject to regulations contained herein.
  - d.1 Administrative Station - A CENTREX main station used in the conduct of the administration and academic business at a college or university.
  - d.2 Dormitory Station - A CENTREX main station furnished in college or university provided living quarters of a student, faculty member, or employee of the institution.
- e. Continuous Property - Customers' property divided by a thoroughfare or railroad right-of-way will be considered as continuous for purpose of designating CENTREX main stations as being within the primary CENTREX location.
- f. Primary CENTREX Location - The continuous property designated by the customer as the primary location and at which the attendant's position is located.
- g. Secondary CENTREX Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same CENTREX system. Stations in secondary locations may be served by primary or satellite switching equipment. Satellite switching equipment may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment. Attendant positions are not furnished at secondary locations.

Service is limited to existing customers at existing locations.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 9. CENTREX SERVICE (Continued)

#### .1 CONDITIONS (Continued)

##### .1.8 Service Features

- a. CENTREX Service is available under two serving arrangements, i.e., CENTREX II and CENTREX III. The basic features available with all three arrangements are as follows: direct inward dialing, direct outward dialing, station identification and billing of message toll, station-to-station dialing, transfer of incoming local and toll calls, night answering arrangements, and intercept. The additional and specific features associated with each particular CENTREX arrangement are outlined in Paragraphs b. and c. following.
- b. CENTREX II - This service is offered only with the switching equipment located on the customer's premises and is limited to customers of record on 11-30-79.
  - b.1 Features in addition to those specified in a. preceding are: individual station restriction, sequential station hunting on all main stations, universal night answering and transfer on listed number calls, two station-one trunk conference on all trunks station controlled, station controlled transfer and operator recall, station controlled consultation hold, attendant controlled camp-on and busy override, and cordless attendant's turret or console.
- c. CENTREX III - This service is offered only by means of electro-mechanical switching equipment located on the Telephone Company's premises.
  - c.1. Features in addition to those specified in a. preceding are: individual station restriction on outward and inward calls, sequential station hunting on all main stations, selected station night answering and transfer, two station-one trunk conference on all trunks station controlled, station controlled transfer to stations or specified trunks and operator recall, station controlled consultation hold to stations and trunks, distinctive ring on in-dialed calls, attendant controlled camp-on and busy override, cordless attendant's turret or console arranged for concentrated trunking, attendant controlled trunk-to-trunk connections, call source readout display on attendant's position, and turret traffic control arrangements.

Service is limited to existing customers at existing locations.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 9. CENTREX SERVICE (Continued)

#### .1 CONDITIONS (Continued)

##### .1.9 Minimum Revenue Guarantee

- a. When service is initially established, the minimum revenue guarantee is based on 90 percent of the main stations connected at cutover or 80 percent of the total main stations in the initial contract, which ever is greater, but not less than 200 main stations.
- b. A new minimum revenue guarantee will be established when the growth exceeds 25 percent of the main stations previously comprising the minimum revenue guarantee. The new minimum revenue guarantee will be determined by adding 25 percent to the number of stations reflected in the previous minimum revenue guarantee and applying 90 percent to the resulting total.

##### .1.10 Service Periods and Termination Charges

- a. The initial service period for CENTREX Service is five (5) years in the same location starting with the date service is established.
- b. Subsequent service additions of both main stations and attendant positions are subject to five (5) year service periods starting with the date such service is established.
- c. If service is completely terminated prior to the expiration of the initial and/or subsequent service periods, a termination charge applies equal to 40 percent of the unbilled revenue guarantee and attendant positions rates for the remaining full months of the initial and any subsequent service periods.
- d. If service is partially terminated prior to the expiration date of either the initial and/or subsequent service period, termination charges will be determined on the basis that the last service additions provided will be the first to be removed.
- e. If service is cancelled after the equipment is installed but before service is established, termination charges shall be applicable as though service had been established.
- f. If service is cancelled before installation is complete, a termination charge consisting of all nonrecoverable expenses shall be applicable, but shall not exceed 40 percent of the unbilled monthly charge for the service period.

Service is limited to existing customers at existing locations.

Effective: JULY 1, 2010

LIMITED SERVICES

9. CENTREX SERVICE (Continued)

.2 RATES

.2.1 CENTREX Service - Commercial Monthly Rates

- a. The total charge per line is the sum of the exchange access and intercommunication rates.

	<u>Monthly Rate</u>
<u>Exchange Access</u>	
Main Station Lines	
First 200, each	
Next 400, each	6.72
Next 400, each	6.10
Each additional station line	5.42
<u>Intercommunication</u>	
CENTREX II Station Lines	
First 200, each	7.28
Next 400, each	5.34
Next 400, each	5.44
Each additional station line	5.44
CENTREX III Station Lines	
First 200, each	8.77
Next 400, each	6.84
Next 400, each	7.04
Each additional station line	7.04

Service is limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 9. CENTREX SERVICE (Continued)

#### .2 RATES (Continued)

##### .2.2 CENTREX Service - Institutional Monthly Rates

- a. Rates for Commercial CENTREX Service apply for administrative stations and attendant positions.
- b. Dormitory stations are not included in fulfilling minimum station requirements.
- c. Dormitory stations or lines provided with CENTREX Service shall be furnished at the monthly rate for residence one-party service, as shown in the Local Exchange section of Tariff I.U.R.C. No. T-2 for the exchange in which the customer is located, less 30 cents (30¢).
- d. Administrative and dormitory stations may be temporarily suspended from service at one-half the regular monthly rate for a period not to exceed three (3) months.
- e. Dormitory stations furnished in connection with CENTREX Service do not have transfer, consultation hold, or station controlled conference capabilities.

Service is limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 9. CENTREX SERVICE (Continued)

#### .2 RATES (Continued)

##### .2.3 Application of Rates

- a. A monthly charge applies for a minimum of 200 CENTREX main stations or lines at the primary location.
- b. Rates at each secondary location are applied on the same basis as the initial main stations of the primary location.

##### .2.4 Mileage Charges

- a. Where the primary CENTREX location is within the base rate area and the secondary location is as follows:
  - a.1 Within the same base rate area and central office district, no mileage charge applies.
  - a.2 Within the same base rate area and a different central office district, an interoffice mileage rate applies between each intervening central office district.
  - a.3 Within a zone rate area, the zone rate increment for individual line service applies.
- b. Where the primary CENTREX location is outside the base rate area:
  - b.1 The facilities between the base rate area and the customer's location will be provided at charges based on cost.
  - b.2 Mileage charges for secondary locations will be computed as outlined under a. preceding.
- c. Where the CENTREX extension service is located on a premises different from the CENTREX main service:
  - c.1 Extension service mileage charges apply as set forth elsewhere in this Product Guide.

Service is limited to existing customers at existing locations for the duration of their contract.



Effective: JULY 1, 2010

## LIMITED SERVICES

### 10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911

#### .1 GENERAL

Universal Emergency Number Service, hereafter referred to as "911" service, is an exchange communications service provided by the Telephone Company, wherever feasible and subject to the availability of facilities. This service is offered for purposes of receiving emergency calls at Emergency Operations Centers (EOC), designated by the customer who is engaged in assisting local governments in the protection and safety of the general public. "911" service will provide each local caller with telephone access to a local EOC.

The customer must be a municipality or other state or local government unit, or an authorized agent of these units, to whom authority has been lawfully delegated to respond to public emergency telephone calls within a defined geographic area.

#### .2 RULES AND REGULATIONS

- .2.1 Application for "911" service must be executed, in writing, by the customer or a duly appointed agent. If executed by an agent, the Company must be provided with satisfactory evidence of appointment. At least one local law enforcement agency must be included among the participating agencies in any "911" service offering.
- .2.2 The customer will agree to accept the responsibility to receive and dispatch all "911" emergency services as required or will undertake to transfer calls to the governmental agency with responsibility for dispatching such services, to the extent as such services are reasonably available.
- .2.3 The "911" emergency number is not intended to replace local telephone service of the various public safety agencies which may participate in the use of this number. Normal exchange lines will be required at the EOC for administrative purposes.
- .2.4 Universal "911" service is classified as business exchange service and is arranged for one-way incoming service only.
- .2.5 Customers will subscribe to, or provide, telephone equipment with a capacity adequate to serve the incoming "911" lines as recommended by the Telephone Company.
- .2.6 Customers will provide a single answering point to satisfy public demand on a 24 hour, seven days per week basis.
- .2.7 The service is limited to the use of the central office number, "911" as the Universal Emergency Number and only one "911" service will be provided within any government agency's locality.

Services limited to existing customers at existing locations.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 10. UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Continued)

#### .2 RULES AND REGULATIONS (Continued)

- .2.8 The Telephone Company will not discontinue or change existing "911" service from one governmental entity to another without the written consent of all affected communities and governmental entities.
- .2.9 Customers for "911" service are obligated to serve the entire central office district/districts even though central office boundaries and community boundaries may not coincide.
- .2.10 "911" service is provided solely for the benefit of the customer operating the EOC. The provision of "911" service, by the Company, shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
- 2.11 The Company's entire liability to any person for any interruption or failure of "911" service shall be limited to the terms set forth in Section 2, General Regulations, of this Product Guide.

#### .3 RATES

- .3.1 No charge applies to the calling party for calls placed to the, "911" emergency number.
- .3.2 Universal Number "911" lines will be furnished at rates and charges for business exchange lines or trunks, Foreign Central Office mileage, as appropriate.
- .3.3 When dedicated direct arrangements are provided from exchanges other than that is which the EOC is located due to the customer's request for optional features or when dedicated direct arrangements are provided from exchanges that do not have local calling to the exchange in which the EOC is located, charges for Foreign Exchange Service will apply as specified.
- .3.4 Temporary suspension of service is not provided for any part of "911" service.
- .3.5 Terminal equipment and facilities, not specifically offered elsewhere in this tariff, will be provided by the Company to customers contracting for "911" service at rates based on costs.

Services limited to existing customers at existing locations.

Effective: JULY 1, 2010

LIMITED SERVICES

11. FLEXIBLE PACKAGING

.1 GENERAL

.1.1 This flexible packaging service offers a discount when the customer subscribes to four or more calling features as specified in .1.2 following. If the number of features ordered is less than four or the customer removes a feature or features such that the total subscribed to becomes less than four, the discount does not apply and the individual rates are applicable. The service is available to single line residence customers.

.1.2 The following features are available for the flexible packaging offering:

a. FORMER GTE AND ALLTEL EXCHANGES

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 (deregulated)	Distinctive Ring
Call Waiting/Cancel Call Waiting	

b. FORMER CONTEL EXCHANGES

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 (deregulated)	Distinctive Ring
Call Waiting/Cancel Call Waiting	

.1.3 The discounts are applicable as follows:#

a. FORMER GTE AND ALLTEL EXCHANGES

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

b. FORMER CONTEL EXCHANGES

Residence Service	20 % Discount
-------------------	---------------

# Anonymous Call Block is not included toward the threshold. The rate, however, will be discounted if the threshold quantity (four) is met.

Services limited to existing customers at existing locations.

Effective: JULY 1, 2010

LIMITED SERVICES

12. CALLING SERVICES

	Monthly Rate Per Line <u>Equipped</u>
Sharper Call Pack, (Call Waiting, Three-Way Calling, Speed Dialing-8, Call Forwarding) Business Service	\$6.88
Residence Service	4.50
Including Distinctive Ring	
Business Service	8.50
Residence Service	7.50
Sharpest Call Pack, (Call Waiting/Cancel Call Waiting, Three-Way Calling, Speed Dialing-8, Call Forwarding, Camp On/Busy Number Redial, Last Number/ Save Number Redial) Business Service	\$7.50
Residence Service	6.50
Including Distinctive Ring	
Business Service	10.50
Residence Service	9.50
Feature Pack 4400 (includes Call Waiting, Call Block, Busy Redial, *69. . . . per line Residence Service	8.75
Feature Pack 4900 (includes Call Waiting/Cancel Call Waiting, Call Block, Busy Redial, *69, Call Forwarding, Speed Dialing 8, Three-Way Calling, Priority Call). . . . per line Residence Service	13.25

Services limited to existing customers at existing locations.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 13. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE - INSTANT CALL ACCOUNTING

#### .1 GENERAL

- .1.1 Instant Call Accounting provides customers with a detailed record of outgoing calls that can be accessed by either dedicated or dial-up arrangement.

##### Dedicated Instant Call Accounting

The customer's call records are continually transmitted from the central office to the customer's premises equipment through a dedicated private line connection.

##### Dial-Up Instant Call Accounting

The customer, using Customer Premises Equipment (CPE), initiates a download request to the Instant Call Accounting processor in order to retrieve the call records. The records are transmitted immediately back to the customer's premises equipment upon completion of the request.

#### .2 CONDITIONS

- .2.1 Each call record will contain the date, time and duration of the call, the calling station number, facility used, and the number called.

Records will be provided for calls originated from Internal Communications and Call Management Features stations or individual business lines and include toll, local Usage Sensitive Service calls, and calls made over private facilities (i.e., FX and WATS) and private networks.

Records will NOT be provided for incoming calls, station-to-station (intercom) calls, or local calls (except in Usage Sensitive Service areas).

The records produced by this service are not represented to be a provision of billing detail.

- .2.2 Instant Call Accounting will be furnished only from offices that are technically capable of and that are equipped for providing the service.
- .2.3 Customers are responsible for providing the appropriate modem to process the call detail records. Frontier makes no guarantee and assumes no additional obligations with respect to the customer's receipt of the call detail records if the customer provided CPE does not meet the Company's compatibility requirements.
- .2.4 Customers can choose data transmission speeds ranging from 1200 bits per second (bps) to 9600 bps.

Call accounting records will be transmitted to the customer's premises call accounting equipment.

Services limited to existing customers at existing locations.

Effective: JULY 1, 2010

LIMITED SERVICES

13. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE - INSTANT CALL ACCOUNTING  
(Continued)

.2 CONDITIONS (Continued)

- .2.5 A dedicated data channel (four-wire [Type 420] private line facility) between the serving central office and the customer's premises equipment is required for Dedicated Instant Call Accounting.

The appropriate private line rates and charges will be applied from the Private Line Tariff.

A customer provided private line modem is required at the customer's premises.

Due to limited storage capacity, the Telephone Company cannot guarantee that call records that have been transmitted to the customer will be available for retransmission.

- .2.6 A Internal Communications and Call Management Features line or individual business line is required for Dial-Up Instant Call Accounting. The customer may use an individual business line or Internal Communications and Call Management Features line that is currently subscribed to, or subscribe to an additional business line or Internal Communications and Call Management Features line subject to the appropriate rates and charges set forth elsewhere in this Product Guide.

If the Internal Communications and Call Management Features line or individual business line used for the dial-up link has the Call Waiting feature on it, the call waiting tone could cause the loss of some data.

A customer-provided dial-up modem is required at the customer's premises.

To prevent the possible risk of lost call records data, Dial-Up customers should retrieve their call records at least every seven days. It is the customer's responsibility to retrieve their call records to reduce the possibility of losing call record data.

.3 RATES AND CHARGES <sup>1</sup>

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
.3.1 Dedicated Instant Call Accounting ....	\$2,000.00	\$1,000.00
.3.2 Dial-Up Instant Call Accounting		
<u>Line Size</u>		
3 – 200 .....	400.00	150.00
201 – 350.....	600.00	260.00
351 – 500.....	800.00	370.00
500 & over .....	1,000.00	500.00

<sup>1</sup> Rates and charges are applicable per Internal Communications and Call Management Features.

Services limited to existing customers at existing locations.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 14. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES - CUSTOMER MOVES AND CHANGES

#### .1 INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEAUTRES OPTIONAL SYSTEM FEATURE

##### .1.1 GENERAL

Internal Communications and Call Management Features Customer Moves and Changes (CMAC) provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

##### .1.2 FUNCTIONS

a. The customer controls the following functions:

###### a.1 Service Option Information Changes

- (a) Line Restriction Status
- (b) Facility Restriction Level Assignment
- (c) Call Pick-Up Group
- (d) Call Forwarding Number
- (e) Authorization Code Assignment
- (f) Button Features

###### a.2 Activation/Deactivation of Features

###### a.3 Telephone Number Swaps

###### a.4 Reports (Queries and Tallies)

##### .1.3 DEFINITIONS

a. Service Option Information Changes:

- a.1 Line Restriction Status - The customer can restrict telephone numbers from all Service Option Information Changes. If changes are desired at a later time, the customer can remove the restriction.
- a.2 Facility Restriction Level Assignment - The customer can change the Facility Restriction Level (a permission level assigned to define calling privileges) associated with both facilities and station users.
- a.3 Call Pick-Up Group - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.
- a.4 Call Forwarding Number - The customer can change the forwarded call number of the station user.

Services limited to existing customers at existing locations.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 14. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES - CUSTOMER MOVES AND CHANGES

#### .1 INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES OPTIONAL SYSTEM FEATURE (Continued)

##### .1.3 DEFINITIONS (Continued)

- a. Service Option Information Changes: (Continued)
  - a.5 Authorization Code Assignment - An authorization code is a number associated with a specific person rather than a specific telephone number. The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user. Authorization Codes are defined in the existing Internal Communications and Call Management Features tariff Optional System Features list.
  - a.6 Button Features - The buttons on a multi-button station set can either activate features or enable call appearances (specific telephone numbers assigned to buttons). The customer can manipulate the features assigned to the buttons.
- b. Activation/Deactivation of Features - The customer can either add a feature to a telephone number that does not have it, or take a feature off a telephone number that does. This function is limited to the features included in the feature packages subscribed to by the customer.
- c. Telephone Number Swaps - The customer can swap telephone number assignments among lines within a group.
- d. Reports (Queries and Tallies) - Customers can run reports that show the status of existing and requested feature changes (feature queries) and the total number of stations with the features that they have (feature tallies).

The customer can be provided with a set of standard reports or can request that the Company customize the standard report formats to the customer's specifications. The customer can run query or tally reports as a function by itself or may choose to perform other system functions once the report request is made.

It is not necessary to remain on-line for the reports to be processed.

Services limited to existing customers at existing locations.



Effective: JULY 1, 2010

## LIMITED SERVICES

### 14. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES CUSTOMER MOVES AND CHANGES (Continued)

#### .1 INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES OPTIONAL SYSTEM FEATURE (Continued)

##### .1.4 REGULATIONS

- a. Internal Communications and Call Management Features Customer Moves and Changes (CMAC) is available to either existing or new Internal Communications and Call Management Features customers.
- b. Customers with compatible customer premises equipment may access Internal Communications and Call Management Features CMAC from any new or existing local exchange access line subject to the appropriate rates and charges set forth elsewhere in this Product Guide.
- c. Internal Communications and Call Management Features CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.
- d. Customers will have 24-hour dial-up access to the CMAC system except when restricted during maintenance windows. On occasion, customers may receive a busy condition.
- e. Customers will have up to two hours per dial-in session on the CMAC system. A warning tone will sound as the two-hour limit approaches. During the dial-in session, the Company will discontinue the transmission after a period of inactivity.
- f. Some of the lines in a customer's Internal Communications and Call Management Features system cannot or should not be rearranged through CMAC (for example, some groups of Internal Communications and Call Management Features lines that have been previously arranged as multi-line hunt groups). Changes to these Company-specified lines will be made through the Company's existing service order procedure.
- g. All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
- h. The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.

Services limited to existing customers at existing locations.

Effective: JULY 1, 2010

LIMITED SERVICES

14. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES - CUSTOMER MOVES AND CHANGES  
(Continued)

.1 INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES OPTIONAL SYSTEM FEATURE  
(Continued)

.1.5 RATES

The following rates are for Internal Communications and Call Management Features Customer Moves and Changes:

<u>Line Size</u>	<u>Nonrecurring Charge<sup>1</sup></u>	<u>Monthly Recurring Charge<sup>1</sup></u>
3 - 100 lines	\$ 190.00	\$135.00
101 - 250 lines	350.00	165.00
251 - 500 lines	800.00	250.00
501 - 1500 lines	1850.00	355.00
1500 + lines	3500.00	500.00

<sup>1</sup> Both NRC's and MRC's apply per system (per customer).

Services limited to existing customers at existing locations.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 15. BUSINESS/RESIDENCE 800 SERVICE

#### .1 GENERAL

- .1.1 Business/Residence Line 800 Service is the furnishing of dial type telecommunications from stations within a Local Access and Transport Area (LATA) to a station associated with an 800 termination point within the same LATA within the State of Indiana.
- .1.2 Dial type telecommunications is a call dialed and completed from or to an 800 access line without the assistance of a Company operator, or placed with an operator where facilities are not available for dial completion, or where, for other service reasons, operator assistance in completion of the call is necessary.
- .1.3 An 800 termination is a path between the network interface at the customer's premises and the point in a Company Central Office where access to the switched network is obtained for the purpose of completing 800 calls. Business/Residence Line 800 Service access will be arranged for common line termination. Business/Residence Line 800 Service provides termination of calls over nondedicated business and residence lines. One 800 number may be assigned to each existing or newly provided exchange telephone number which allows for the completion of 800 calls in addition to all other usage normally handled on this termination.
  - a. Variable call destination allows the Business Line 800 customer to have 800 calls to their single 800 number terminate at different locations within the same LATA based on criteria they select. This feature allows the customer to have calls routed to a specific location based on a variety of conditions i.e., time of day, day of week, etc.
- .1.4 Business/Residence Line 800 Service is not available in conjunction with Customer Owned Pay Telephone Service or Foreign Exchange Service.
- .1.5 Business/Residence Line 800 Service provides for the termination of 800 calls only.
- .1.6 Customers may retain the same Business/Residence Line 800 Service telephone number when moving to another location within the State of Indiana. Business/Residence Line 800 Service allows the customer to use one 800 number in multiple LATAs for IntraLATA calling. All calls originating within the designated LATA will be terminated within the same LATA. The multiple use of the 800 number may be restricted to serving territories.
- .1.7 Business/Residence Line 800 Service is the furnishing of facilities in accordance with the regulations and schedule of charges specified in this Product Guide. Business/Residence Line 800 Service rates set forth herein are in payment for the service furnished between the calling and called stations.
- .1.8 Business/Residence Line 800 Service is furnished subject to the availability of the appropriate equipment and facilities.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 15. BUSINESS/RESIDENCE 800 SERVICE (Continued)

#### .1 GENERAL (Continued)

- .1.9 If Business/Residence Line 800 Service is concurred in by other Local Exchange Carriers, any and all costs and charges to provide such service will be borne by the concurring carrier on an individual case basis.
- .1.10 The term "Service Terminating Arrangement" denotes company-provided equipment which terminates Business/Residence 800 Service at a customer's premises. The service terminating arrangement provides a clearly delineated interface which facilitates the design, isolation and testing of Business/Residence 800 Service. Where a protective connecting arrangement is required, the service terminating arrangement is provided as a part of the protective connecting arrangement.
- .1.11 All rates and charges quoted in this Product Guide provide for the furnishing of service when suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs. When the revenue to be derived from the service does not warrant the Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs and to contract for the service for a sufficient period to warrant the construction, depending upon the circumstances in each case.
- .1.12 Directory Listings for Business/Residence Line 800 Service will be provided at applicable additional listing rates as shown in Section 15 of this Product Guide.

#### .2 LIMITATIONS OF SERVICE

- .2.1 Dial type telecommunications associated with a Business/Residence Line 800 Service access line are calls dialed and completed without the assistance of a Company operator, except that a Company operator will:
  - Re-establish a call which has been interrupted after the called number has been reached, or
  - Reach the called telephone number where facilities are not available for customer dial completion.
- .2.2 The Company does not undertake to transmit messages, but offers the use of its facilities for communications between customers. Business/Residence Line 800 Service does not include calling to or from stations not within the same LATA, person-to-person, collect, conference or other calls requiring operator handling except as provided in the preceding.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 15. BUSINESS/RESIDENCE 800 SERVICE (Continued)

#### .2 LIMITATIONS OF SERVICE (Continued)

##### .2.3 Connection to Other Services

- a. Business/Residence Line 800 Service is not represented as adapted for connection to other services of the Company, facilities of Other Common Carriers (OCCs), or to customer-provided facilities. Connections of communications systems provided by the customer may be made; however, the Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections. The service contemplates the provision of satisfactory transmission only between the access line and the called or calling station.
- b. Regulations, rates and charges for the facilities used to connect customer- provided terminal equipment or customer-provided communications systems are set forth in Section 2 of this Product Guide.

##### .2.4 Obligation of the Customer

- a. The agents and employees of the Company shall have the right to enter the premises of a customer at any reasonable hour for the purpose of installing, inspecting or repairing the services of the Company or upon termination of the service, for the purpose of removing such services.
  - b. The Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer shall be responsible for damages to facilities of the Company caused by negligence or willful act of the customer or authorized users. The customer or authorized user may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment installed by the Company except upon written consent of the Company.
  - c. The customer is responsible for providing a suitable supply of commercial power, including outlets, when and where required by the Company for the operation of any equipment on the customer's premises.
  - d. The customer is required to reimburse the Company for any loss through theft of the equipment or apparatus on the customer's premises.
- .2.5 Business/Residence Line 800 Service is furnished upon the condition that the customer obtain adequate service to permit its use without creating excessive overflows and in completions or otherwise interfering with this or any other service rendered by the Company. The Company, without incurring any liability, may terminate or refuse to furnish Business/Residence Line 800 Service to any customer failing to comply with said conditions, subject only to provisions in Section 2, Termination of Service.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 15. BUSINESS/RESIDENCE 800 SERVICE

#### .2 LIMITATIONS OF SERVICE (Continued)

##### .2.6 Use of the Service

- a. Business/Residence Line 800 Service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this Product Guide.
- b. Orders, including those installing, rearranging, or discontinuing service, will be accepted by the Company only from the customer.
- c. The customer subscribing to Business/Residence Line 800 Service is responsible for its use and for the payment of all charges in connection therewith, and shall exercise such control as may be necessary to ensure that it is not improperly used.

##### .2.7 Cancellation for Cause

The regulations set forth in Section 2 for Termination of Service apply when appropriate.

#### .3 LIABILITY OF THE TELEPHONE COMPANY

- .3.1 The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Frontier Business/Residence Line 800 Service. In the event that a customer's basic service is interrupted and remains out of service for more than twelve (12) hours after being reported to or found to be out of service by the Company, appropriate adjustments shall be made to the customer's account upon request with a minimum of credit for twenty-four (24) hours. The adjustment shall be the pro rata part of the month's charge for local exchange service for the period of days service was inoperative and shall be accomplished by a credit on a subsequent bill for service. This provision shall not apply when the service interruption is caused by:
  - a. The negligence or willful act of the customer,
  - b. Customer provided facilities, or
  - c. Electric power failure where the customer furnishes such electric power.
- .3.2 The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Frontier Business/Residence Line 800 Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 15. BUSINESS/RESIDENCE 800 SERVICE (Continued)

#### .4 APPLICATION OF MONTHLY RATES AND CHARGES

##### .4.1 Timing of Calls

- a. Chargeable time begins when a connection is established between a station associated with the Business/Residence Line 800 Service line and the calling station.
- b. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.
- c. When Business/Residence Line 800 Service is directly connected at customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the Business/Residence Line 800 Service so that the chargeable time may begin.
- d. All messages completed in one billing period through Business/Residence Line 800 Service will be bulk billed a minimum of 30 seconds per message.

.4.2 The minimum service period for Business/Residence Line 800 Service is one month.

.4.3 Usage is subject to a Minimum Average Time Requirement (MATR) of 30 seconds per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than 30 seconds, billing will be based on an average duration of 30 seconds per call.

.4.4 The monthly charges for Business/Residence Line 800 Service are determined as follows:

- a. Determine the total number of calls for each Business/Residence Line 800 Service number.
- b. Determine the equivalent hours rounded to the nearest tenth used by applying the MATR as described in 14.4.3.
- c. Determine total actual hours used, rounded to the nearest tenth of one hour.
- d. Determine the chargeable hours which is the greater of b. or c.
- e. Multiply the chargeable hours by the usage charge shown in 14.6 rounded to the next highest cent.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 15. BUSINESS/RESIDENCE 800 SERVICE (Continued)

#### .4 APPLICATION OF MONTHLY RATES AND CHARGES (Continued)

##### 4.4 (Continued)

- f. Determine the charge for each Business/Residence Line 800 Service number by multiplying the monthly rate per Business/Residence Line 800 Service number shown in 14.5.1 and 14.5.2 by the quantity of Business/Residence Line 800 Service numbers in service for that given month.
- g. Determine the total charges by adding the amounts developed in e. and f. preceding

##### .4.5 Optional Contract Periods

Customers may choose to subscribe on a month-by-month (no contract) basis or take advantage of lower intraLATA rates offered to customers who contract to subscribe to the service for longer periods of time. Options include: one year, two years or three years.

- a. Expiration of Contract - If a customer's contract period expires and the customer has not canceled or established a new contract with the Telephone Company, the customer's service will be continued under the month-by-month rates.
- b. Termination Liability - If a customer terminates prior to the expiration date of the contract, the customer's contract period to date usage will be re-rated at the month-by-month (no contract) rate, and the payments made to date shall be deducted from the re-rated total. The customer's termination liability would be the difference between these two figures.
- c. Distinctive Ring - A distinctive ringing signal is available as an option to Business/Residence Line 800 Service customers. A distinctive ringing signal will allow the customer to distinguish if the incoming call was placed by dialing the customer's 800 number or the customer's local exchange number.

A distinctive ringing signal is available only where facilities permit. This feature is not available for use on Internal Communications and Call Management Features, Centrex, PBX trunks, or on local exchange facilities arranged for multi-line hunting.

If the customer has the Business/Residence Line 800 Service configured for multiple terminations, unique ringing will be provided on only one termination. The termination, when applying Distinctive Ring, must be in the Telephone Company's service area.

There is no additional monthly charge for this feature for customers who contract to subscribe to the service for one, two or three years. There is no additional nonrecurring charge if the feature is ordered on the initial installation of service for a one, two or three year contract period.

Services limited to existing customers at existing locations for the duration of their contract.



Effective: JULY 1, 2010

LIMITED SERVICES

15. BUSINESS/RESIDENCE 800 SERVICE (Continued)

.5 RATES AND CHARGES - The rates and charges shown herein apply in addition to all other applicable rates and charges shown in this Product Guide and elsewhere in the Company's Tariffs.

.5.1 Frontier Business 800 Service

	<u>Nonrecurring Charge</u>	<u>Per Month</u>
Subscription Fee - No Contract		
Per Business 800 Number	\$10.00	\$9.00
Per Residence 800 Number	10.00	9.00
Subscription Fee - With Contracts		
1 Yr Per Bus/Res	10.00	9.00
2 Yr Per Bus/Res	10.00	9.00
3 Yr Per Bus/Res	10.00	9.00
.5.2 Variable Call Destination - provides for multiple terminations of the 800 number assigned in conjunction with Business /Residence Line Service, per additional termination	10.00	2.00

Note: When this service is added to an existing business or residence exchange access line, service ordering, connection, and nonrecurring charges associated with business or residence exchange access lines as shown in Section 3 of this Product Guide do not apply. When this service is ordered in conjunction with the new installation of business or residence exchange access lines, the appropriate service ordering, connection, and nonrecurring charges associated with business or residence exchange lines as shown in Section 3 also apply.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

LIMITED SERVICES

15. BUSINESS/RESIDENCE LINE 800 SERVICE (Continued)

.6 USAGE RATES

Business/Residence Line 800 Service usage is bulk billed at the following rates per hour.

	<u>NO Contract Per Hour</u>	<u>1 YR Contract Per Hour</u>	<u>2 YR Contract Per Hour</u>	<u>3 YR Contract Per Hour</u>
Frontier Business 800 Service Usage Charge				
Up to 10 Hours	\$10.50	10.19	9.68	9.19
Greater than 10 Hours	9.50	9.22	8.75	8.32
Frontier Residence 800 Service Usage Charge				
Up to 10 Hours	10.50	10.19	9.68	9.19
Greater than 10 Hours	9.50	9.22	8.75	8.32

.7 Distinctive Ring

When Ordered With 1, 2 or 3 Year Contracts..... 0.00

Note: When this service is added to an existing business or residence exchange access line, service ordering, connection, and nonrecurring charges associated with business or residence exchange access lines as shown in Section 3 of this Product Guide do not apply. When this service is ordered in conjunction with the new installation of business or residence exchange access lines, the appropriate service ordering, connection, and nonrecurring charges associated with business or residence exchange lines as shown in Section 3 also apply.

Services limited to existing customers at existing locations for the duration of their contract.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 16. 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. The rates and charges as shown elsewhere in this tariff for Tel-Touch service are in addition to MVP.
- .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.
- .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.

Services limited to existing customers at existing locations (former ALLTEL exchanges).

Effective: JULY 1, 2010

## LIMITED SERVICES

### 16. 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: (Continued)

- 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 communication group by dialing their intercom number. For smaller customers, up to six lines, they dial just one digit. For larger communications group, 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.
- 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)

Services limited to existing customers at existing locations (former ALLTEL exchanges).

Effective: JULY 1, 2010

LIMITED SERVICES

16. MULTI-LINE VARIETY PACKAGE (Continued)

.1 GENERAL (Continued)

.1.9 Distinctive Ringing - Distinctive Ringing provides the MVP customer the capacity 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>  \$15.50
.2.2	Charges in Section 3, apply per line to establish or change Multi-Line Variety Package.	

Services limited to existing customers at existing locations (former ALLTEL exchanges).

Effective: JULY 1, 2010

#### LIMITED SERVICES

#### 17. EMERGENCY CONFERENCE SERVICE - Applicable to Original CTC and Former CTS Exchanges Only

##### .1 GENERAL

Emergency Conference Service is furnished in the interest of public safety by means of equipment located in the Company's central office. Through the use of this equipment, a customer may make an announcement to several exchange stations simultaneously.

##### .2 CONDITIONS

- .2.1 This service may be furnished in connection with individual-line service but, at the option of the Company, when equipment and facilities permit, may be furnished to partyline customers.
- .2.2 A contract or agreement for Emergency Conference Service will be for a minimum service period of three years.
- .2.3 Emergency Conference Equipment is to be used for reporting or dissemination of emergency messages only.
- .2.4 The customer must not use or permit any electrical or mechanical apparatus or device to be used in connection with the equipment or facilities furnished by the Company without written consent of the Company.
- .2.5 In view of the fact that failures, delays or interruptions in transmission may occur without the fault of the Company, and that such service is being furnished as an aid in fire and police protection, and other emergencies, the liability of the Company for any damage caused by such failures, delays or interruptions in transmission, or for any other damages arising out of the use of such service, shall be limited to an amount equal to the allowance for interruption of service as specified in the Company's General Regulations in Section 2, unless caused by the negligence of the Company in failing to maintain reasonable standards of maintenance and inspection and to exercise reasonable supervision.
- .2.6 Amplification is required for conference grouping of more than 10 lines on any one system.

Services limited to existing customers at existing locations (former Contel exchanges, as shown above).

Effective: JULY 1, 2010

LIMITED SERVICES

17. EMERGENCY CONFERENCE SERVICE - Applicable to Original CTC and Former CTS Exchanges Only (Continued)

.3 RATES

.3.1 Service Charges apply to all services and equipment and apply in addition to any listed nonrecurring charge.

	<u>Monthly Rate</u>
a. Type 1 Automatic	-
a.1 Up to 10 reporting stations	\$ 70.00
a.2 Up to 20 reporting stations	125.00
a.3 Siren control	
1) Relay, each	1.90
2) Pushbutton, including 50' circuit wire, each	1.20
b. Type 2 Volunteer	
b.1 Common Equipment/Group 8 or less lines	58.00
b.2 Fire alarm system relay	5.75

.3.2 The following rates for Volunteer Fire Reporting Systems include both the central office equipment and the assigned telephone number associated with the service.

	<u>Monthly Rate</u>
a. Automatic Type	
a.1 Small - 10 reporting stations	\$35.00
a.2 Large - 20 reporting stations	50.00

.3.3 The rates preceding contemplate the use of standard equipment. When equipment of a special type is desired rates are based on the cost involved to meet the individual requirements in each case.

	<u>Nonrecurring Charge</u>
a. Installation of central office equipment, each 10 station unit	\$25.00
b. Connecting, moving or changing, each reporting station.	10.00

Services limited to existing customers at existing locations (former Contel exchanges, as shown above).

Effective: JULY 1, 2010

LIMITED SERVICES

18. TRANSFER SERVICE

.1 GENERAL

This service provides for optional transfer of incoming calls from one line to another through the operation of a key by the customer at his location.

.2 RATES

Service Charges apply to all services and equipment and apply in addition to any listed nonrecurring charge.

Monthly  
Rate

.2.1 Customer Transfer Service

a. Original CTC and Former CTS Exchanges	\$3.85
b. Former Princeton Telephone Company Exchanges	3.00

.3 CONDITIONS

This service is available only with individual-line service within the same central office, where the central office is so equipped.

Services limited to existing customers at existing locations (former Contel exchanges).



Effective: JULY 1, 2010

LIMITED SERVICES

19. TIME AND TEMPERATURE ANNOUNCEMENT SERVICE <sup>4</sup>

.1 GENERAL

The Company will provide Time and Temperature Announcement Service, subject to the availability of facilities, by means of which a customer will be enabled to furnish to calling parties simultaneously, announcement service of the kind specified herein.

.2 RATES

Service Charges apply in addition to any listed nonrecurring charge.

		<u>Monthly Rate</u>	<u>NRC</u>
.2.1	Basic Equipment – (Original Continental Telephone Company Exchanges Only)		
a.	Time announcement equipment	\$196.25	1
b.	Time Weather equipment, access group	25.75	1
c.	Weather announcement equipment	72.45	1
.2.2	Basic Equipment (Former Continental Telephone System Exchanges Only)		
a.	Time announcement equipment	320.00 <sup>3</sup>	1
b.	Time Weather equipment, access group	42.00	1
c.	Weather announcement equipment	120.00	1
.2.3	Access Lines	2	-
.2.4	Recordings: Each additional announcement	-	\$150.00

<sup>1</sup> Installation Rate to be calculated at the cost of time and materials.

<sup>2</sup> Various codes and rates apply depending on customer location. See Section 4, Local Exchange Service.

<sup>3</sup> Where this service is shared between the Company and the customer, the customer pays one half of the monthly rate.

<sup>4</sup> This offering is grandfathered to existing customers at existing locations (former Contel exchanges). The Company will continue to maintain existing equipment from the supplier at those existing locations.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 19. TIME AND TEMPERATURE ANNOUNCEMENT SERVICE (Continued)

#### .3 CONDITIONS

- .3.1 The minimum contract period for this service will be two years beginning upon the date the service is made available to the public.

Minimum contract period for access lines is one month.

- .3.2 This service is not transferable without prior consent from the Company.

- .3.3 In the event that services covered herein are terminated or canceled by the Company for cause, or for any reason by the customer, before the expiration of the minimum contract period, the actual charges for the period in service apply plus an amount equal to the full monthly charges times the remaining months of the contract life, unless the service is assigned to or assumed by another sponsor who will assume the balance of the obligation.

The monthly charges will be based upon the rate group billed at the time of disconnection.

- .3.4 The Company will provide the first recording required in this service offering; each additional recording will be charged to the customer at the nonrecurring charge shown above, unless a charge is made for maintenance reasons by the Company.

- .3.5 The rates for this service contemplate provision of the first two access lines and connectors by the Company, as required. The customer will be required to contract for as many access lines as, in the judgment of the Company, are required to satisfactorily handle the incoming traffic. The access line(s) shall be charged at the business individual-line rate and nonrecurring charges applicable in the exchange(s) where service is provided.

- .3.6 All equipment and related facilities required in the provision of this service will be located on premises owned or leased by the Company.

- .3.7 The customer may not transmit any material which is deemed objectionable to the Company or which is prohibited by law.

- .3.8 Installation, move or change charges other than those contained herein are not applicable in the provision of this service.

- .3.9 Customers to this service are entitled to one regular alphabetical telephone directory listing, including identification of the customer and the telephone number to be called. This listing will also appear in the classified section of the telephone directory under the appropriate classification. Additional telephone directory listings or advertising may be provided at regular rates.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 19. TIME AND TEMPERATURE ANNOUNCEMENT SERVICE (Continued)

#### .3 CONDITIONS (Continued)

- .3.10 The Telephone Company, upon request, will furnish the name and address of the customer and/or party responsible for automatic announcement service as associated with such service in the Company's files.
- .3.11 The customer agrees to indemnify and save the Company harmless against all claims arising from the material transmitted over facilities furnished hereunder, including claims for libel, slander, fraudulent or misleading advertisements, infringement of copyright or any other claims, and against all claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- .3.12 Automatic announcements furnished by a customer through the use of the facilities provided hereunder will be available to all calling persons. When the call originates in the local service area of the exchange in which the announcement equipment is located, such call shall be treated as a local message <sup>1</sup> and when the call originates outside such local service area, it shall be treated as a message toll telephone service call. Message toll calls to the telephone number associated with automatic announcement services, however, must be station-to-station sent-paid calls.
- .3.13 The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the periods of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs. However, if, in the case of such interruption, service is restored on or before the day after said interruption is reported to or detected by the Company, no allowance will be made.
- .3.14 Wording of the message announcement must be so arranged and framed as to be, in the judgment of the Company, clearly deliverable. The complete announcement, including the time announcement or the time and temperature announcement and the message announcement desired by the customer, is limited to ten (10) seconds.
- .3.15 Calling parties are automatically disconnected after an interval of time which will permit receiving at least one complete announcement.

<sup>1</sup> Local messages may also originate from any Extended Area Service Exchange.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 19. TIME AND TEMPERATURE ANNOUNCEMENT SERVICE (Continued)

#### .3 CONDITIONS (Continued)

- .3.16 In the furnishing of Time or Time and Temperature service, the Company may continue to use in a given exchange a call number previously assigned to Time or Time and Temperature Announcement Service in that exchange notwithstanding the discontinuance of such service by one customer and the furnishing of such service to a different customer.
- .3.17 Where special equipment, special arrangements of equipment or other special arrangements are requested by a customer and furnished by the Company, additional charges based on cost will apply.
- .3.18 Weather Announcement Service will be provided only where there exists, in the judgment of the Company, adequate protection to the general telephone service or plant during temporary periods of traffic overload to the announcement service due to extreme temperatures or weather conditions. In all cases, the customer will be required to bear the expense of Traffic Load Protection equipment which reduces the length of the announcement cycle, including deletion of portions of the sponsor's announcement during periods of high incoming call volume. The Company will incur no liability for deletion of a portion or all of the sponsor's announcement during operation of the Traffic Load Protection equipment.
- .3.19 The Company may refuse to continue Time Announcement Service, Weather Announcement Service and/or Time and Weather Announcement Service when its use interferes with or impairs any other service rendered to the public.

Effective: JULY 1, 2010

### LIMITED SERVICES

#### 20. CONTEL ENHANCED BUSINESS SERVICES

##### .1 GENERAL

.1.1 Contel Enhanced Business Services is an enhancement to one party touch calling exchange service. The service is limited to customers with a minimum requirement of two access lines.

##### .2 RATES

.2.1 In addition to the rates as specified in the following, rates for Local Exchange Service contained in Section 4 of this Product Guide apply.

.2.2 Service Charges are applicable as set forth in Section 3.

.2.3 All feature rates listed below are per line.

	<u>Service Connection Charge</u>	<u>Monthly Rate</u>
a. Package of 6 of the Basic Features as listed in paragraph .4 following <sup>1</sup>	See Section 3	\$ 9.00
b. Package of 10 of the Basic Features as listed in paragraph .4 following. <sup>1</sup>	See Section 3	13.00
c. Speed Calling <sup>2</sup>		
c.1 Individual Short List-- 8 numbers	See Section 3	1.75
c.2 Individual Long List-- 30 numbers	See Section 3	2.75

<sup>1</sup> Busy Transfer and Call Waiting are mutually exclusive.

<sup>2</sup> Speed Calling is available only to customers with (6) six or more Contel Enhanced Business Services equipped access lines.

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

## LIMITED SERVICES

### 20. CONTEL ENHANCED BUSINESS SERVICES (Continued)

#### .3 CONDITIONS

- .3.1 Customer premise equipment must be compatible with the services and equipment provided by the Company.
- .3.2 Contel Enhanced Business Services is offered as a service in the exchange(s) of Loogootee.
- .3.3 The minimum charge for services provided under this shall be one month.
- .3.4 Touch calling service is necessary in order to have the Contel Enhanced Business Services features.
- .3.5 Any combination of Contel Enhanced Business Services features listed in paragraph .4 may be added to a one party touch calling access line, with the exception of Busy Transfer and Call Waiting being mutually exclusive.
- .3.6 Speed Calling is available only to customers with 6 or more Contel Enhanced Business Services equipped access lines.
- .3.7 Individual access lines may be grouped in communications groups of 2 or more lines.

#### .4 DESCRIPTION OF SERVICE FEATURES

Contel Enhanced Business Services includes the following features:

##### .4.1 Basic

- a. Intercom Calling - This feature provides intra-group communications. This is accomplished by dialing a preassigned station code.
- b. Don't Answer Transfer - This feature provides the transferring of a call after a predetermined number of rings from a called number to an assigned number within the group.
- c. Distinctive Ringing - This feature allows called members of a group to distinguish between intra-group calls and calls from outside the group by providing two different ringing patterns.
- d. Busy Transfer - This feature provides the transfer of calls outside the group encountering a busy condition to an alternate line in the same group.

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

## LIMITED SERVICES

### 20. CONTEL ENHANCED BUSINESS SERVICES (Continued)

#### .4 DESCRIPTION OF SERVICE FEATURES (Continued)

##### 4.1 Basic (Continued)

- e. Convenience Dialing - This feature allows a customer group to establish abbreviated dialing patterns for up to 30 numbers with a maximum of 15 digits each. A controller can also be assigned in the group. This controller would be the only access line from which additions or changes to the list could be made.
- f. Call Pick Up - This feature allows the user to answer any call within the group by dialing a code.
- g. Call Hold - This feature allows the user to place an established call on hold by flashing the switch hook and dialing a code. This frees the line to originate another call or go back to the held call or use Call Pick Up.
- h. User Transfer - This feature allows the user to transfer an established call to another line within the group.
- i. Call Waiting - This feature provides a signal to a customer using the telephone that another call is being attempted to his number. The customer can "hold" the original call to answer the incoming call.
- j. Call Forwarding - This feature permits all calls directed to a customer number to be routed on to another dialable number, predetermined and activated by the customer.  
  
Calls forwarded beyond the local (toll free) calling area will be charged to the customer, at the dial station-to-station rate, on every call answered at the "forwarded to" number.
- k. Conferencing - This feature allows for the addition of a third number to a connection made between two numbers without the assistance of a company operator.

##### .4.2 Supplemental

Speed Calling - This feature permits customer calling to other telephone numbers through the dialing of a code rather than the entire telephone number. Two capacities are available.

- a. Individual Short List - 8 Numbers
- b. Individual Long List - 30 Numbers

Services limited to existing customers at existing locations(former Contel exchanges).

Effective: JULY 1, 2010

LIMITED SERVICES

21. CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE

.1 GENERAL

Contel Enhanced Business System - II Service is a fully integrated digital communication system designed to serve business customers. This offering is a Central Office service which is an alternative to customer PBX, Multifunction and Key systems.

.2 RATES

.2.1 The rates set forth below are for switching equipment located in the Company's central office; station equipment is located at the designated customer location(s).

.2.2 Contel Enhanced Business System - II Access Rates:

In addition to rates as specified below, individual access line rates for Local Exchange Service, Section 4, apply.

.2.3 Intragroup Calling Services (lines not designated as outside access lines).

Intragroup Calling Service lines provide communication paths for intra customer callings.

INTRAGROUP CALLING SERVICE MONTHLY RATES PER LINE

3 YEAR TERMINATION AGREEMENT REQUIRED FOR

100 LINES OR MORE

Distance from Central Office (Miles)

<u># Lines</u>	<u>.5</u>	<u>1.0</u>	<u>1.5</u>	<u>2.0</u>
1 - 99	\$13.85	\$20.80	\$27.55	\$34.40
100 - 149	12.45	17.90	23.25	28.65
150 - 199	11.05	15.15	19.15	23.15
200 - 299	10.50	13.95	17.40	20.75
300 - 399	9.90	12.70	15.45	18.20
400 - 599	9.70	12.25	14.80	17.30
600 - 899	9.20	11.20	13.15	15.10
900 - 1199	8.85	10.60	12.35	14.10

Services limited to existing customers at existing locations (former Contel exchanges).



Effective: JULY 1, 2010

LIMITED SERVICES

21. CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

.2 RATES (Continued)

.2.3 Intragroup Calling Services (Continued)

INTRAGROUP CALLING SERVICE MONTHLY RATES PER LINE

5 YEAR TERMINATION AGREEMENT REQUIRED

Distance from Central Office (Miles)

<u># Lines</u>	<u>.5</u>	<u>1.0</u>	<u>1.5</u>	<u>2.0</u>
100 - 149	\$11.05	\$15.35	\$19.60	\$23.80
150 - 199	9.95	13.15	16.30	19.45
200 - 299	9.50	12.25	14.90	17.60
300 - 399	9.00	11.25	13.40	15.60
400 - 599	8.85	10.85	12.85	14.85
600 - 899	8.45	10.00	11.60	13.15
900 - 1199	8.25	9.60	10.95	12.30

INTRAGROUP CALLING SERVICE MONTHLY RATES PER LINE

7 YEAR TERMINATION AGREEMENT REQUIRED

Distance from Central Office (Miles)

<u># Lines</u>	<u>.5</u>	<u>1.0</u>	<u>1.5</u>	<u>2.0</u>
100 - 149	\$10.50	\$14.30	\$18.05	\$21.80
150 - 199	9.50	12.35	15.15	17.95
200 - 299	9.15	11.55	13.90	16.25
300 - 399	8.65	10.65	12.55	14.50
400 - 599	8.55	10.35	12.05	13.85
600 - 899	8.20	9.55	10.95	12.40
900 - 1199	8.00	9.20	10.40	11.60

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

LIMITED SERVICES

21. CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

.2 RATES (Continued)

.2.3 Intragroup Calling Services (Continued)

Conditions to Intragroup Calling Rates

- a. Rates available only if customer subscribes to Virtual Facility Group (VFG) Service requiring customer(s) to have access line(s).
- b. A termination agreement will be required if a customer subscribes to one hundred (100) or more Contel Enhanced Business Service - II lines, or special construction is required of the Company.
- c. Service offering is limited to availability of Company facilities and construction requirements.

.2.4 Installation and/or change charges are applicable as set forth in Section 3, Service Charges, of this Product Guide. All service and feature rates listed below are per line, per month.

.2.5 Basic Features

	<u>Monthly Rate</u>
Contel Enhanced Business Service - II Access Lines and Intragroup Calling Service Lines *	
a. Lines 1 - 49, each	\$3.50
b. Lines 50 to 74, additional	3.25
c. Lines 75 and up, additional	3.00
.2.6 Enhanced Services & Features	
a. Virtual Facility Group (VHG) Feature (per Business Line)	1.00

\* Basic feature rates are applicable for both Contel Enhanced Business Service - II access lines and Intragroup Calling Service lines.

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

LIMITED SERVICES

21. CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

.3 CONDITIONS

- .3.1 If equipment is provided by the customer, it must be compatible with the services and equipment provided by the Company.
- .3.2 Contel Enhanced Business System - II Service is only offered with central offices equipped to provide such service.
- .3.3 Service area is limited to manufacturer's equipment specifications.
- .3.4 The minimum charge for service provided under this tariff shall be one month.
- .3.5 The customer may choose one of three plans requiring either a three year, five year or seven year termination agreement at the rates stated in part B.
- .3.6 The Company will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in Directory Services, Section 15 of this Product Guide, or may be provided free if in the judgment of the Company such listings will improve service to the public, reduce Company operating costs, or both.
- .3.7 Extended Area Service (EAS) is provided with this Service in the event the customer's Central Office Exchange has EAS.
- .3.8 Rates for this Service over 1200 lines or greater than 2 miles from the Central Office will be provided under specific contract/agreement subject to Section 2, General Regulations, Special Assemblies of Equipment.
- .3.9 Intragroup Calling Service applies only to lines not designated as outside access lines.

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

LIMITED SERVICES

21. CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

.3 CONDITIONS (Continued)

.3.10 Subscribers to Contel Enhanced Business System - II will be required to have a minimum of two (2) outside access lines. Outside access lines will be based upon the total number of service lines subscribed to per the table below.

<u>Total Number of Contel Enhanced Business System II - Lines Subscribed to</u>	<u>Minimum Number of Outside Access Lines</u>
2 - 3	2
4 - 5	2
6 - 7	3
8 - 9	4
10 - 11	5
12 - 15	6
16 - 21	7
22 - 28	8
29 - 36	9
37 - 45	10
46 - 54	11
55 - 64	12
65 - 75	13
76 - 86	14
87 - 98	15
99 - 111	16
112 - 125	17
126 - 139	18
140 - 155	19
156 - 171	20
172 - 189	21
190 - 207	22
208 - 225	23
226 - 243	24
244 - 262	25
263 - 281	26
Each additional 19 lines or fraction thereof	1 additional line

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

LIMITED SERVICES

21. CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

.4 EXPLANATION OF TERMS

- .4.1 Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position may be located.
- .4.2 Secondary Service Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same system. Stations in secondary locations may be served by primary or satellite switching equipment and may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment.

.5 BASIC SERVICE FEATURES

- .5.1 Basic Service is available with the following:

- a. ATTENDANT FEATURES

- ACCESS TO PAGING
- CALL PARK RECALL TIMER
- CALL SELECTION
- CAMP-ON
- ATTENDANT CONFERENCE (Maximum Six Conferees)
- CONSOLE DISPLAY
- CONTROL OF TRUNK GROUP ACCESS
- LOCKED LOOP OPERATION
- RELEASE UPON COMPLETION OF DIALING
- SPEED CALLING
- RECORDED ANNOUNCEMENT
- TRANSFER
- AUTOMATIC RECALL
- BUSY VERIFICATION
  - Stations
  - Trunks
- CALL HOLD
- CALL PARK
- CODE CALLING LINE TERMINATION
- CONSOLE TEST
- DELAYED OPERATION
- INTERPOSITION CALLS AND TRANSFERS
- LOCKOUT
- MAINTENANCE & ADMINISTRATION POSITION (MAP) Display For
  - Attendant Operational Measurements
- MULTIPLE CONSOLE OPERATION
- MULTIPLE LISTED DIRECTORY NUMBERS

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

LIMITED SERVICES

21. CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

.5 BASIC SERVICE FEATURES (Continued)

.5.1 Basic Service is available with the following: (Continued)

a. ATTENDANT FEATURES (Continued)

POSITION BUSY  
SECRECY  
SERIAL CALL  
STRAIGHTFORWARD OUTWARD COMPLETION  
SUPERVISORY CONSOLE (Basic)  
SWITCHED LOOP OPERATION  
TRUNK GROUP BUSY/Trunk Group Access Control Through Special Keys  
THROUGH DIALING  
TIMED RECALL SET TO ZERO  
TROUBLE KEY ON SYSTEM-II CONSOLE  
TRUNK GROUP BUSY INDICATION  
2-WAY SPLITTING  
UNIFORM CALL DISTRIBUTION From Queue  
WILD CARD KEY

b. SERVICES

ACCESS

Common Control Switching Arrangement (CCSA) E&M Types I & II  
CO From PBX  
Enhanced Private Switched Communication Service (EPSCS)  
Electronic Tandem Network (ETN)  
Special Service Facilities

ATTENDANT SERVICE

Local Consoles  
Remote Consoles

ATTENDANT SERVICE (Centralized, Limited to Host and Remote Line  
Equipment)

CLASS-OF-SERVICE RESTRICTIONS

Fully Restricted Service  
Semirestricted Service  
Toll Restricted Service  
Unrestricted Service

CODE CALL ACCESS

CODE RESTRICTIONS

DATA CALL PROTECTIONS

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

LIMITED SERVICES

22. CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

.5 BASIC SERVICE FEATURES (Continued)

.5.1 Basic Service is available with the following: (Continued)

b. SERVICES

DATA PULSE CONVERSION  
DIAL TONE UPON TRUNK SEIZURE  
DICTATION ACCESS & CONTROL (DTMF only)  
DIRECT INWARD DIALING (DID)  
DIRECT OUTWARD DIALING (DOD)  
END-TO-END SIGNALING  
FLEXIBLE INTERCEPT  
FOREIGN EXCHANGE (FX) Line - Analog  
FOREIGN EXCHANGE (FX) Trunk, Digital 2-Way  
HUNTING  
INCREASE IN NUMBER OF CUSTOMER GROUPS  
INDIVIDUAL LINE BUSINESS SERVICE - PBX APPLICATION  
LOUDSPEAKER TO RADIO PAGING ACCESS  
LOUDSPEAKER PAGING - LINE TERMINATION  
MULTICUSTOMER OPERATION  
NIGHT SERVICE  
    Fixed  
    Flexible  
        Trunk Answer From Any Station (TAFAS)  
OFF-PREMISES STATIONS AND EXTENSIONS  
OPERATIONAL MEASUREMENTS  
OUTPULSING TO LOCAL EXCHANGE SERVICE TRUNKS  
QUANTITY CONTROL (100 LINES)  
SERVICE ORDER SYSTEM  
SIMPLIFIED DIALING  
SIX-PORT CONFERENCE CIRCUIT USE CONTROL  
STATION-TO-STATION CALLING  
TANDEM SWITCHING OF SPECIAL SERVICE CIRCUITS (Senderized Operation)  
UNIFORM NUMBERING PLAN CAPABILITY

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

LIMITED SERVICES

21. CONTEL ENHANCED BUSINESS SYSTEM - II SERVICE (Continued)

.5 BASIC SERVICE FEATURES (Continued)

.5.1 Basic Service is available with the following: (Continued)

c. STATION FEATURES

AUTOMATIC LINE  
CALL FORWARD  
    All Calls  
    Busy  
    No Answer  
ALL HOLD  
CALL PICKUP  
CALL TRANSFER ENHANCEMENT  
CALL WAITING  
CONSULTATION HOLD  
MEET-ME CONFERENCE  
RING AGAIN  
SPEED CALLING (ONE SHORT AND ONE LONG LIST PER STATION MAXIMUM)  
    Individual - Short List  
    Individual - Long List  
    Group - Long List  
STATION ACCESS TO PAGING  
STATION CALL PARK  
STATION CODE CALL ACCESS  
STATION CONTROLLED CONFERENCE (SIX PORTS MAXIMUM)  
3-WAY CONFERENCE/TRANSFER  
    3-Way Conference  
    Call Transfer of Incoming Calls  
    Call Transfer of Outgoing Calls  
    Call Transfer of All Calls

.6 ENHANCED SERVICES AND FEATURES - OPTIONAL

.6.1 Virtual Facility Groups

Additional descriptions and limitations of the enhanced services and features listed above is maintained in the Company's service office.

Services limited to existing customers at existing locations (former Contel exchanges).



Effective: JULY 1, 2010

### LIMITED SERVICES

#### 22. ENTERPRISE/ZENITH SERVICE (SPECIAL REVERSE-TOLL-CHARGE SERVICE)

##### .1 GENERAL

This is an arrangement where a customer may offer his patrons in another exchange the privilege of calling him without charge or without requesting the reversal of toll charges.

##### .2 RATES

Service Charges apply.

	<u>Monthly Rate</u>
Special Reverse-Toll-Service Charge, per Exchange	\$5.50
Former Princeton Telephone Company Exchanges only	5.00

##### .3 CONDITIONS

.3.1 The charge for each message will be billed to the called party at the regular sent-paid, operator-handled rate.

.3.2 This service may be furnished with business one-party, Key, and PBX/PABX services.

.3.3 This service includes the listing of a special number in both the published directory and information records of the exchange or exchanges from which calls are to be accepted.

At the option of the customer, this number may be nonpublished to limit the service to certain selected individuals without additional charge.

.3.4 The customer assumes the toll charges for all toll calls placed by parties who call the special number from the customer-selected exchanges.

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

LIMITED SERVICES

23. HOTEL SERVICE - Former Continental Telephone System Exchanges Only

.1 GENERAL

- .1.1 Hotel Branch Exchange Service is available for use of both the management and guests at rates designated hereinafter at commercial hotels where the principal undertaking is that of serving the transient public.
- .1.2 A transient hotel in general is a commercial enterprise, in which the principal business is that of renting rooms to the general public on a daily basis. Residence private branch exchange service at commercial rates may be furnished at family hotels and apartment houses for the use of the tenants only, or the tenants may obtain grade or class of business service for administrative purposes.
- .1.3 Where hotels serve both transient and permanent guests, hotel service will be furnished at the option of the Company
- .1.4 Permanent resident tenants shall be permitted to obtain individual or party line service on their premises in addition to the hotel branch exchange station.

.2 RATES

Service Charges apply in addition to any listed nonrecurring charge.

For former customers of Indiana Telephone Corporation and Public Telephone Corporation, the following rates apply:

Trunks ..... See Section 4

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

## LIMITED SERVICES

### 24. SPECIAL BILLING NUMBER SERVICE

#### .1 GENERAL

Special Billing Number Service is the provision of a separate listing of toll telephone messages each month for each Special Billing Number used in placing calls.

#### .2 RATES

Service Charges apply.

Monthly  
Rate

Special billing numbers issued as  
go-together numbers on the customer's main  
telephone number <sup>1</sup>

\$1.25

#### .3 CONDITIONS

- .3.1 Special Billing Number Service may be provided in conjunction with all classes of service.
- .3.2 The minimum period for which this service may be offered is one month.
- .3.3 Each Special Billing Number will be issued with the same billing name as the customer's main telephone number.
- .3.4 A telephone calling card may be issued on each Special Billing Number for the customer's convenience.

<sup>1</sup> When established on the original service order, service charges are not applicable.

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

## LIMITED SERVICES

### 25. JOINT-USER SERVICE

#### .1 GENERAL

Joint User Service is a shared service arrangement which allows the business telephone exchange service of a customer to be used, when designated by the customer, another business, firm, or corporations not otherwise permitted use of the customer's business service.

#### .2 RATES

Service Charges apply in addition to any listed nonrecurring charge.

#### Monthly Rate

Joint Use of Service

50% of applicable  
primary business rate

#### .3 CONDITIONS

- .3.1 This service may be provided to not more than two users on any one business line and only after application by the customer to the Company.
- .3.2 Application for Joint User Service, and for changes in service therewith, must be executed by the customer. The customer is responsible for payment of all charges incurred, regardless of whether such charges are associated with his usage, or that of his Joint User.
- .3.3 The original customer of the Company shall continued to pay 100% of the applicable primary business rate. The Joint User shall pay 50% of the applicable primary business rate.
- .3.4 Joint-User Service is not provided to customers who are engaged in:
  - a. Renting or leasing office space--temporarily or permanently
  - b. Telephone-answering business
  - c. Secretarial service
- .3.5 Joint-User Service may be provided only if the joint user is located in the same office or suite of offices as the customer.
- .3.6 Joint users will be provided with one directory listing without additional charge.

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

## LIMITED SERVICES

### 25. JOINT-USER SERVICE (Continued)

#### .3 CONDITIONS (Continued)

- .3.7 Directory listings and supplemental services may be provided with Joint-User Service upon request of the customer. Such services will be provided at the rates and charges applicable and listed in this Product Guide.
- .3.8 After joint use of service has been established and the listing included in the telephone directory, Joint-User Service may not be discontinued during the life of that directory, except when:
  - a. The customer's service is discontinued.
  - b. The joint user moves from the customer's premises.
  - c. The joint user establishes his own primary service on the same premises.
- .3.9 Billing for this service begins on the date the application for service is executed.
- .3.10 No separate ringing or distinctive designation will be provided for signaling the joint-user.

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

### LIMITED SERVICES

#### 26. DIRECT INWARD DIALING SERVICE (DID)

Direct Inward Dialing Service To Customer Premises Located Switching Systems

##### .1 GENERAL

- .1.1 Direct Inward Dialing Service to customer premises located switching systems is furnished subject to the availability of facilities and the availability of telephone numbers.
- .1.2 The service includes the central office switching equipment necessary for direct inward dialing from the exchange and long distance message telecommunications network directly to terminal equipment associated with customer premises located switching systems.
- .1.3 The charges for the service, as provided in .2, Rates, following, are in addition to all applicable charges for PBX/PABX service with which this service is associated and the applicable network access line and service charges.
- .1.4 Directory listings will be provided in accordance with the regulations of this Product Guide for PBX/PABX listed number trunks. Direct inward dialing numbers furnished herein are not entitled to free directory listings.
- .1.5 The minimum term for Direct Inward Dialing Service is six (6) months.

##### .2 RATES

Service Charges apply. Installation rates will be calculated at the cost of time and materials.

	<u>Monthly Rate</u>
First 200 Direct Inward Dialing Numbers Assigned, each	\$ .50
Each additional Direct Inward Dialing Number assigned over the first 200, each	\$ .25
Direct Inward Dialing Trunk Termination - per DID trunk, each	\$6.15

Services limited to existing customers at existing locations (former Contel exchanges).

Effective: JULY 1, 2010

## LIMITED SERVICES

### 27. ASYNCHRONOUS TRANSFER MODE

Effective February 24, 2005, Asynchronous Transfer Mode (ATM) Service is no longer available to new customers. Existing TPP/OPP customers may continue their service until their TPP/OPP expires or their service is disconnected, whichever occurs first. Moves, additions, or changes will not be permitted.

#### .1 SERVICE DESCRIPTION

Asynchronous Transfer Mode (ATM) Service is a form of "fast packet" switching service for high speed networks which require flexible bandwidth, high-performance transport and switching for connectivity between and among widely distributed Customer locations. ATM is a cell-based, connection-oriented, switching and multiplexing technology designed to be a fast, general-purpose transfer mode for multiple services.

ATM Network Service conforms to protocol standards created by the ITU-T (Telecommunication Standardization Bureau of the International Telecommunication Union), formerly Consultative Committee for International Telegraph and Telephone (CCITT) and American National Standards Institute (ANSI), publications T1.511, T1.627 and T1.630.

ATM is a high-bandwidth medium with low delay and has the capability to be switched to a specific destination.

ATM Service is available where facilities and conditions permit.

#### .2 SERVICE PROVISIONING

ATM is a data networking technology that uses 53 byte cells, consisting of a 5 byte header which contains addressing, payload type and network priority information and a 48 byte payload for data. The cells are transmitted through an ATM network in a "real time" (low delay in transmission) or "non-real time" sensitive manner on virtual channels.

ATM Service can be provisioned over DS1, DS3, OC3c, and OC12c access channels.

- UNI (User to Network Interface) Port and Access Line

Customers can subscribe to ATM Service based on the speed of the port connection (i.e., DS1, DS3, OC3c or OC12c facilities) applicable for each physical connection to the network switch supporting ATM service. A port is the entry point on the switch to which Customer is connected. Ports are available which allow connection to the ATM network at speeds of DS1 to OC12c. Each port can accommodate multiple Permanent Virtual Circuits (PVCs). UNI Port and Access Lines are available on a one, three or five-year Optional Payment Plan (OPP).

Existing customers may continue service as set forth above.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 27. ASYNCHRONOUS TRANSFER MODE (Continued)

#### .2 SERVICE PROVISIONING (Continued)

ATM Service can be provisioned over DS1, DS3, OC3c, and OC12c access channels. (Continued)

##### - UNI Port Only

Customers can order port only access based on the speed of port connection (DS1, DS3, OC3c or OC12c facilities) applicable for each access line or digital private line connection to the network switch supporting ATM Service. Each port can accommodate multiple PVCs. UNI Port Only is available on a one, three or five-year OPP. The regulations, rates and charges for the access facilities for DS1 and DS3 Port Only from the Section 5 (Special Access) of the Company's Tariff I.U.R.C. No. T-3 are in addition to the rates and charges associated with the ATM rates and elements. Access facilities for OC3c and OC12c Port Only will be provisioned on an Individual Case Basis (ICB) and are in addition to the rates and charges associated with the new ATM rate elements.

PVCs are logical circuits that define a specific path for data sent by the customer to another location. These circuits are virtual because they are established in software tables and do not tie up capacity when not in use. This also allows multiple paths to be defined on any given port, thereby providing a single access line the capability to transmit data to multiple destinations.

Permanent Virtual Path (PVP) provides for aggregation of multiple PVCs into a single path. The traffic management parameters for all PVCs in the PVP must be defined at the same level of service. All PVCs in the PVP must have the same originating and terminating end ports. The applicable Sustained Cell Rate (SCR) and Peak Cell Rate (PCR) rates apply for the aggregate SCR and PCR of all the PVCs in the PVP.

Customers can subscribe to pricing scheme(s), which charge for SCR. SCR is an amount of bandwidth which the Company commits to providing in the network for customer traffic. SCR is set for every PVC defined.

Company ATM switches are responsible for guaranteeing the traffic priority parameter ordered by the customer. Traffic prioritization parameters refer to priorities given to cell transmissions and sensitivity of cells to delay variation and loss within the network. Constant Bit Rate (CBR) traffic is given first priority, Variable Bit Rate-Real Time (VBR-rt) traffic is given second priority and Variable Bit Rate-Non Real Time (VBR-nrt) traffic is given third priority, based upon the traffic in the network at any given point in time.

Existing customers may continue service as set forth on Sheet 107 of this Section.



Effective: JULY 1, 2010

## LIMITED SERVICES

### 27. ASYNCHRONOUS TRANSFER MODE (Continued)

#### .2 SERVICE PROVISIONING (Continued)

The three traffic prioritization parameter categories are defined as follows:

- Constant Bit Rate (CBR): An ATM traffic management parameter that supports the transmission of a continuous bit stream of traffic from those applications such as video, voice, and circuit emulation, which require rigorous timing control and performance parameters.
- Variable Bit Rate-Real Time (VBR-rt): An ATM traffic management parameter that allows for applications where a PVC requires low cell delay variation. For example, VBR-rt would be utilized for applications such as variable bit rate video compression, and packet voice and video, which are somewhat tolerant of delay.
- Variable Bit Rate-Non Real Time (VBR-nrt): An ATM traffic management parameter that allows for applications where a PVC can tolerate larger cell delay variation than VBR-rt. For example VBR-nrt would be utilized for applications such as data file transfers.

In ATM transmission, PCR is the highest available rate of information that can be transferred on a VBR connection, and the continuous cell rate allowed for CBR. Cells exceeding the SCR and below the PCR will be limited to a maximum burst size.

Customers may purchase PCR in 1 Mbps increments.

Frame Relay to ATM Service Interworking:

An end user may send data from a premise location with a Frame Relay User to Network Interface (UNI) or a Network to Network Interface (NNI) to another premise with an ATM Service UNI. Frame Relay to ATM Service Interworking provides for the conversion of Frame Relay packets to ATM cells and the conversion of ATM Cells to Frame Relay packets. Frame Relay Service(s) and ATM Service(s) must be established in order to provision a Frame Relay to ATM Service Interworking PVC. This conversion occurs between bandwidth equivalent CIR (Committed Information Rates) and SCR. Cell conversion occurs at VBR-nrt.

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 27. ASYNCHRONOUS TRANSFER MODE (Continued)

#### .3 OBLIGATIONS OF THE COMPANY

The Company is responsible for service up to and including the network interface device.

The Company shall provision service over facilities suitable for ATM transmission, where available, for the effective maximum data rates of a DS1 (1.536 Mbps), DS3 (44.2 Mbps), OC3c (155 Mbps, concatenated) or OC12c (622.08 Mbps, concatenated).

Occasionally, in order to perform software updates and other maintenance, it may be necessary to take the ATM switch out of service, during the predetermined maintenance window of 12:01 a.m. to 6:00 a.m. In these cases, all attempts will be made to notify the customer in advance as to the time and duration of these outages. The Company reserves the right to temporarily interrupt ATM Service at other times in emergency situations.

#### .4 OBLIGATIONS OF THE CUSTOMER

The customer must provide compatible equipment in accordance with interface specifications defined in ANSI Standards for ATM services.

The customer is responsible for the installation, operation and maintenance of any Customer Provided Equipment (CPE).

The customer must specify the speed for each ATM port ordered. The customer must specify the SCR, PCR, and traffic management parameters at the time of the order for each PVC.

The customer shall be responsible for obtaining permission for the Company's agents or employees to enter the customer's designated location(s) at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of the service, removing the service components of the Company.

The customer must provide to the Company a point of contact with information to include the contact name, telephone number, mailing address, and electronic mail (e-mail) address for notification purposes.

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 27. ASYNCHRONOUS TRANSFER MODE (Continued)

#### .5 RATE REGULATIONS

##### .5.1 Minimum Period

The minimum period for ATM Network Service is one year, except when provided under an OPP arrangement. The regulations applicable to ATM Network Service provided under an OPP arrangement are specified under 1.6.

##### .5.2 Rate Elements

###### a. ATM UNI Port and Access Line

A nonrecurring charge and a monthly rate, based on the speed of the port connection (i.e., DS1, DS3, OC3c, or OC12c) apply per port for each ATM access line connection to the network supporting ATM Service. Each port can accommodate multiple PVCs.

###### b. ATM UNI Port Only

A nonrecurring charge and a monthly rate, based on the speed of the port connection (DS1, DS3, OC3c or OC12c), apply per port for each ATM access channel connection to the network supporting ATM Service. Each port can accommodate multiple PVCs.

Access facilities to the nearest Company ATM switch are in addition to the ATM UNI Port charges and are available from Section 5 (Special Access) of the Company's Tariff I.U.R.C. No. T-3 for DS1 and DS3 Port Only, and as an ICB for OC3c and OC12c Port Only.

###### c. Sustained Cell Rate-Permanent Virtual Circuit

A monthly rate applies for each PVC based on the SCR and traffic management parameter requested by the customer. SCR cannot exceed the port size.

###### d. Sustained Cell Rate-Additional

Sustained Cell Rate-Additional provides for additional SCR above the 50 Mbps available in this tariff. A monthly recurring charge applies for each 5 Mbps of Sustained Cell Rate-Additional ordered based on the traffic management parameter selected. This charge is in addition to the SCR.

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 27. ASYNCHRONOUS TRANSFER MODE (Continued)

#### .5 RATE REGULATIONS (Continued)

##### .5.2 Rate Elements (Continued)

###### e. Peak Cell Rate

Peak Cell Rate is the maximum data rate a customer may send data into the ATM network on a PVC. The PCR on a PVC is defined as the SCR plus the incremental PCR. Incremental PCR is available in 1 Mbps increments and is in addition to the SCR.

###### f. Frame Relay to ATM Service Interworking

A monthly recurring charge applies, based on SCR ordered, for a Frame Relay to ATM Service interworking PVC. Service includes SCR-PVC rates and equivalent Frame Relay CIR-PVC rates and provides for bandwidth transmission through the network. The minimum period for a Frame Relay Service to ATM Service Interworking PVC is one month.

##### 5.3 Moves

A move normally involves an interruption of service for the period required to complete the move. No credit allowance will be granted for that period. The customer is responsible for any applicable Special Construction or non-standard charges at the different CDL.

The customer may request that service not be interrupted during a move. To comply with that request, it may be necessary to install a duplicate service, and subsequently discontinue the existing service. Charges, monthly and nonrecurring, will apply for the duplicate service. A new minimum period will be established for the duplicate portion of the service, depending on which end of service is moved. The customer will remain responsible for all minimum period charges associated with the corresponding portion of the disconnected service.

###### a. Same CDL

When the move is to a new point within the same CDL (same address and/or same building), the charge for the move will be the Subsequent Ordering Charge plus an amount equal to one half the appropriate installation charge for the service termination affected. There will be no change in the minimum period requirements. For services subject to payment plan regulations, the customer will keep the same payment period in force.

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 27. ASYNCHRONOUS TRANSFER MODE (Continued)

#### .5 RATE REGULATIONS (Continued)

##### 5.3 Moves (Continued)

###### b. Different CDL

When the move is to a different CDL (different address and different building), except as specified below, it will be treated as a disconnect and an installation of service. The Initial Ordering Charge will apply plus the appropriate service installation charge for the service termination(s) affected. A new minimum period will be established for the installed service. The customer will remain responsible for all minimum period charges associated with the disconnected service.

When the move is to a different CDL but served by the same serving wire center, the following conditions apply:

- A change Service Request will be required.
- Subsequent Ordering Charge will apply plus the appropriate service installation charge for the service termination(s) affected.

#### .6 OPTIONAL PAYMENT PLAN (OPP)

##### .6.1 General

The terms and conditions specified herein are applicable to ATM Service and are in addition to other regulations as specified in this Product Guide.

The ATM UNI Port with Access Line and ATM UNI Port Only rate elements are available under an OPP. Nonrecurring charges apply for initial OPP orders. NRC's will not be applied for changes in OPP lengths of Ports or Port and Access Lines.

Three and five-year OPP rates will be equal to or less than the one-year OPP rates. Decreases to the one-year OPP rates will flow through to the three and five-year OPP rates. Payment periods of one, three and five-years are available to all customers regardless of when they subscribe to an OPP arrangement.

The customer must designate the payment period for the OPP.

Inside moves as specified in 1.5.3 will not incur termination liability charges.

Outside moves as specified in 1.5.3 will allow the customer to retain the same OPP payment period. Any other move will be treated as a disconnect of the service and termination liability charges will apply.

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 27. ASYNCHRONOUS TRANSFER MODE (Continued)

#### .6 OPTIONAL PAYMENT PLAN (OPP) (Continued)

##### .6.2 Changes in Length of OPP Period

Prior to the completion of the selected OPP period, the customer may elect to convert to a new OPP period of the same or different length, subject to the following conditions:

- No credit toward the new payment period will be given for payments made under the original OPP arrangement.
- Nonrecurring charges will not be reapplied for existing service(s).
- If the new OPP period is shorter in length than the time remaining under the existing OPP, the change to the new OPP period constitutes a discontinuance of the existing OPP service and termination liability charges apply.

##### .6.3 Renewal Options

At the expiration of an OPP period, the Company will automatically renew the service at the same OPP period unless the customer chooses to convert to a different OPP period or discontinue service.

Conversion to a different OPP period will require the customer to submit a change order. Conversion of existing OPP service to a different OPP period will be allowed without application of any nonrecurring or ordering charges.

##### .6.4 Notification of Discontinuance

A request for discontinuance of an OPP arrangement must be received by the Company at least 30 days prior to actual disconnect of service. Recurring charges will apply for a period of 30 days from the date the Company receives disconnect notification or until the requested disconnect date, whichever period is longer.

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 27. ASYNCHRONOUS TRANSFER MODE (Continued)

#### .6 OPTIONAL PAYMENT PLAN (OPP) (Continued)

##### .6.5 Upgrade to Higher Speed Service

Customers may elect to upgrade service(s) to a higher speed during an OPP period, subject to the following conditions:

- The order to discontinue a service at an existing speed or capacity and the order for the upgraded service are received by the Company at the same time.
- The length of the OPP period for the upgraded service(s) meets or exceeds the remaining length of the existing OPP.
- The total monthly rate of the new agreement is equal to or greater than the total monthly rate of the existing agreement period.
- The monthly rates for the upgraded service and/or service elements will be those in effect at the time of the service upgrade.
- Termination Liability charges will not apply as long as the upgraded service remains connected at the same point of termination(s) and is provided by the Company.
- Nonrecurring Charges will not apply to the upgraded Port or Port and Access Line. Special construction charges, if appropriate, may apply.

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 27. ASYNCHRONOUS TRANSFER MODE (Continued)

#### .6 OPTIONAL PAYMENT PLAN (OPP) (Continued)

##### .6.6 Termination Liability

When an OPP arrangement is discontinued prior to the end of the period, termination liability charges, as set forth below, will apply based on the remainder of the OPP period in effect at the time of disconnect.

Charges will also be applicable if the number of services falls below the minimal amount of ATM services (Port Only or Port and Access) defined at the start of the contract. Charges are set forth below with the penalty assessed for each service that falls below the minimum number multiplied by the number of months required to attain the minimum contract commitment.

One-Year OPP - 50% of any remaining portion of the first year recurring charges for the in-service quantity.

Three-Year OPP - 50% of any remaining portion of the first year recurring charges. In addition, for any remaining portion of the second and third years, the customer will be liable for 10% of the total monthly recurring charges in that time period for the in-service quantity.

Five-Year OPP - 50% of any remaining portion of the first year recurring charges. In addition, for any remaining portion of the second through fifth years, the customer will be liable for 20% of the total monthly recurring charges in that time period for the in-service quantity.

##### .6.7 Termination Without Liability

During an OPP period, should the current effective rate for the customer's service increase, the customer may, at his option, terminate the OPP arrangement without penalty or liability.

##### .6.8 Credit of Termination Liability

Credit of termination liability charges for ATM services may be applicable in the case of re-establishment of similar ATM service of equal to or higher speeds within six months of termination for the same length of the OPP. The amount of credit will be one-sixth of the penalty times the number of month's service is re-established until the sixth month.

Existing customers may continue service as set forth on Sheet 107 of this Section.



Effective: JULY 1, 2010

LIMITED SERVICES

27. ASYNCHRONOUS TRANSFER MODE (Continued)

.7 RATES

.7.1 UNI Port and Access Line

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
DS-1		
One Year	\$ 650.00	\$ 650.00
Three Years	650.00	525.00
Five Years	650.00	500.00
DS-3		
One Year	1,500.00	1,950.00
Three Years	1,500.00	1,750.00
Five Years	1,500.00	1,700.00
OC-3c		
One Year	1,500.00	2,100.00
Three Years	1,500.00	1,950.00
Five Years	1,500.00	1,800.00
OC-12c		
One Year	3,000.00	4,800.00
Three Years	3,000.00	4,600.00
Five Years	3,000.00	4,350.00

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

LIMITED SERVICES

27. ASYNCHRONOUS TRANSFER MODE (Continued)

.7 RATES (Continued)

.7.2 UNI Port Only\*

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
DS-1		
One Year	\$ 650.00	\$ 180.00
Three Years	650.00	175.00
Five Years	650.00	170.00
DS-3		
One Year	1,500.00	400.00
Three Years	1,500.00	370.00
Five Years	1,500.00	350.00
OC-3c		
One Year	1,500.00	680.00
Three Years	1,500.00	650.00
Five Years	1,500.00	630.00
OC-12c		
One Year	2,000.00	1,500.00
Three Years	2,000.00	1,430.00
Five Years	2,000.00	1,380.00

\* The access line facility regulations, rates and charges from the Company's Tariff I.U.R.C. No. T-3 are in addition to the rates associated with the ATM rates for DS1 and DS3 Port Only. Access Line facility rates for OC3c and OC12c Port Only will be provisioned on an individual case basis (ICB) and are in addition to the rates associated with the ATM rates.

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

LIMITED SERVICES

27. ASYNCHRONOUS TRANSFER MODE (Continued)

.7 RATES (Continued)

.7.3 Sustained Cell Rate - Permanent Virtual Channel (SCR-PVC)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
0-32 Kbps SCR-CBR	\$ 0.00	\$ 12.00
VBR-rt	0.00	10.00
VBR-nrt	0.00	8.00
33-64 Kbps SCR-CBR	0.00	22.50
VBR-rt	0.00	18.75
VBR-nrt	0.00	15.00
65-96 Kbps SCR-CBR	0.00	33.00
VBR-rt	0.00	27.50
VBR-nrt	0.00	22.00
97-128 Kbps SCR-CBR	0.00	43.50
VBR-rt	0.00	36.25
VBR-nrt	0.00	29.00
129-192 Kbps SCR-CBR	0.00	54.00
VBR-rt	0.00	45.00
VBR-nrt	0.00	36.00
193-256 Kbps SCR-CBR	0.00	63.00
VBR-rt	0.00	52.50
VBR-nrt	0.00	42.00
257-320 Kbps SCR-CBR	0.00	72.00
VBR-rt	0.00	60.00
VBR-nrt	0.00	48.00
321-384 Kbps SCR-CBR	0.00	81.00
VBR-rt	0.00	67.50
VBR-nrt	0.00	54.00
385-512 Kbps SCR-CBR	0.00	90.00
VBR-rt	0.00	75.00
VBR-nrt	0.00	60.00

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

LIMITED SERVICES

27. ASYNCHRONOUS TRANSFER MODE (Continued)

.7 RATES (Continued)

.7.3 Sustained Cell Rate - Permanent Virtual Channel (SCR-PVC) (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
513-768 Kbps SCR-CBR	\$ 0.00	\$ 97.50
VBR-rt	0.00	81.50
VBR-nrt	0.00	65.00
769-1152 Kbps SCR-CB	0.00	105.00
VBR-rt	0.00	87.50
VBR-nrt	0.00	70.00
1.153-1.536 Mbps SCR-CBR	0.00	112.50
VBR-rt	0.00	93.75
VBR-nrt	0.00	75.00
1.537-4 Mbps SCR-CBR	0.00	180.00
VBR-rt	0.00	150.00
VBR-nrt	0.00	120.00
4-6 Mbps SCR-CBR	0.00	270.00
VBR-rt	0.00	225.00
VBR-nrt	0.00	180.00
6-8 Mbps SCR-CBR	0.00	360.00
VBR-rt	0.00	300.00
VBR-nrt	0.00	240.00
8-10 Mbps SCR-CBR	0.00	450.00
VBR-rt	0.00	375.00
VBR-nrt	0.00	300.00
10-15 Mbps SCR-CBR	0.00	495.00
VBR-rt	0.00	412.50
VBR-nrt	0.00	330.00
15-20 Mbps SCR-CBR	0.00	615.00
VBR-rt	0.00	512.50
VBR-nrt	0.00	410.00

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

LIMITED SERVICES

27. ASYNCHRONOUS TRANSFER MODE (Continued)

.7 RATES (Continued)

.7.3 Sustained Cell Rate - Permanent Virtual Channel (SCR-PVC) (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
20-25 Mbps SCR-CBR	\$ 0.00	\$ 735.00
VBR-rt	0.00	612.50
VBR-nrt	0.00	490.00
25-30 Mbps SCR-CBR	0.00	855.00
VBR-rt	0.00	712.50
VBR-nrt	0.00	570.00
30-35 Mbps SCR-CBR	0.00	975.00
VBR-rt	0.00	812.50
VBR-nrt	0.00	650.00
35-40 Mbps SCR-CBR	0.00	1,095.00
VBR-rt	0.00	912.50
VBR-nrt	0.00	730.00
40-45 Mbps SCR-CBR	0.00	1,200.00
VBR-rt	0.00	1,000.00
VBR-nrt	0.00	800.00
45-50 Mbps SCR-CBR	0.00	1,305.00
VBR-rt	0.00	1,087.50
VBR-nrt	0.00	870.00

.7.4 Sustained Cell Rate - Additional 5 Mbps (SCR-PVC)

Each 5 Mbps SCR-CBR	\$ 0.00	\$ 105.00
VBR-rt	0.00	87.50
VBR-nrt	0.00	70.00

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

LIMITED SERVICES

27. ASYNCHRONOUS TRANSFER MODE (Continued)

.7 RATES (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
.7.5 Peak Cell Rate (PCR)		
1 Mbps PCR	\$ 0.00	\$ 5.00
.7.6 Frame Relay to ATM Interworking		
0 - 32 Kbps	\$ 0.00	\$ 14.00
33 - 64 Kbps	0.00	26.25
65 - 96 Kbps	0.00	38.50
97 - 128 Kbps	0.00	50.75
129 - 192 Kbps	0.00	63.00
193 - 256 Kbps	0.00	73.50
257 - 320 Kbps	0.00	84.00
321 - 384 Kbps	0.00	94.50
385 - 512 Kbps	0.00	105.00
513 - 768 Kbps	0.00	113.75
769 - 1152 Kbps	0.00	122.50
1.153 - 1.536 Mbps	0.00	131.25
1.537 - 4 Mbps	0.00	210.00
4 - 6 Mbps	0.00	315.00
6 - 8 Mbps	0.00	420.00
8 - 10 Mbps	0.00	525.00
10 - 15 Mbps	0.00	577.50
15 - 20 Mbps	0.00	717.50
20 - 25 Mbps	0.00	857.50
25 - 30 Mbps	0.00	997.50
30 - 35 Mbps	0.00	1,137.50
35 - 40 Mbps	0.00	1,277.50
40 - 45 Mbps	0.00	1,400.00

Existing customers may continue service as set forth on Sheet 107 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 28. FRAME RELAY

Effective March 15, 2005, Frame Relay is no longer available to new customers. Existing TPP/OPP customers may continue their service until their TPP/OPP expires or their service is disconnected, whichever occurs first. Existing month-to-month customers may continue their service until March 15, 2010 or until their service is disconnected, whichever occurs first. Moves, additions, or changes will not be permitted.

#### .1 GENERAL

Frame Relay Service (FRS) is a "fast packet" network service that permits the transmission of data at speeds of 56 Kbps to 1.544 Mbps using Permanent Virtual Circuits (PVCs). PVCs are logical circuits that define a specific path for data sent by the customer to another location. These circuits are virtual because they are established in software tables and do not tie up capacity when not in use. This also allows multiple PVCs to be defined over a single access line, thereby providing a single access line the capability to transmit data to multiple destinations. This capability represents a significant advantage over traditional multipoint arrangements. In operation of FRS, Customer Premises Equipment (CPE), such as routers, encapsulate arriving data into variable length frames. These frames contain information identifying which PVC in the network should be used to forward the frame to the proper destination. The CPE then sends the frame into the Frame Relay network. The Frame Relay switch reads identifying information and routes the frame to the proper destination based on a preestablished PVC.

The statistical multiplexing Frame Relay switches are able to provide shared network resources to end users of this service.

FRS conforms to Consultative Committee for International Telegraph and Telephone (CCITT) and American National Standards Institute (ANSI) standards.

FRS, as provided for in this Product Guide, is offered for intraexchange and intrastate use only. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other sections of this Product Guide and other Company Tariffs.

The rates and charges set forth for FRS provide for the furnishing of service where suitable facilities are available.

FRS is a transport service that facilitates the exchange of variable length information units known as frames between end user locations. Each frame is passed to the Frame Relay Network with an address that specifies its destination. Variable frame length capacity is used for transporting both LAN-to-LAN and terminal-to-host type traffic.

FRS is provided to the customer in the form of the Frame Access Line, the Frame Relay Port and one or more PVCs. The Frame Relay Access Line forms the local access component to the customer's serving central office. The Frame Relay Port includes the electronic equipment necessary to interface the Access Line to the Frame Relay switch.

The Company does not undertake to originate data, but offers the use of its service components, where available, to customers for the purpose of transporting customer-originated data.

Existing customers may continue service as set forth above.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 28. FRAME RELAY (Continued)

#### .2 DEFINITIONS

Frame - A sequence of contiguous bits delimited by beginning and ending flag sequences.

Frame Relay Access Line - Frame Relay Access Lines provide access to the FRS Network.

Local Area Network (LAN) - A network permitting the interconnection and Intercommunication of a group of computers, primarily for the sharing of resources such as data storage devices and printers.

Logical Channel - A communications channel through the network that allows simultaneous transmission of sequenced data packets through the network.

Network Interface (NI) - The point at which a customer's data transmission first enters the network supporting Frame Relay Service is the Network Interface (NI). It is the point of interconnection between Company communications facilities and customer terminal equipment.

Permanent Virtual Circuit (PVC) - A logical circuit that defines a specific path for data sent by the customer to another customer location. Multiple PVCs may be provisioned on one Frame Relay Access Line. The actual throughput of aggregated PVCs can never exceed the speed of the access line.

Port - The physical entry points for Access Lines. Ports include the electronic equipment used in connecting these service elements to the FRS Network.

Statistical Multiplexing - A multiplexing technique in which times lots are dynamically allocated on the basis of need rather than being predefined. The data is typically transmitted on a first come first served basis.

Existing customers may continue service as set forth on Sheet No. 123 of this Section.



Effective: JULY 1, 2010

## LIMITED SERVICES

### 28. FRAME RELAY (Continued)

#### .3 OBLIGATIONS OF CUSTOMER

The customer's Frame Relay compatible terminal equipment has the responsibility for error correction. FRS nodes may discard frames with errors and may discard frames when the network supporting FRS is in a state of congestion.

Where FRS is available for use in connection with communications systems or equipment provided by a customer or user, the operating characteristics of such systems or equipment shall be such as not to interfere with any services offered by the Company. Such use is subject to the further provisions that the equipment provided by the customer or user does not endanger the safety of the Company's employees or the public; damage, harm, require change in or alteration of the equipment or other services of the Company; interfere with the proper operation of the Company's equipment or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the equipment provided by the customer or user is causing, or is likely to cause, such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

The customer, upon request, shall furnish such information as may be required to permit the Company to design and maintain the FRS it offers and to assure that the service arrangement is in compliance with the regulations contained herein.

It shall be the responsibility of the customer to ensure the continuing compatibility of Customer-Provided Equipment (CPE) that is used in conjunction with the FRS. The CPE shall be in compliance with FCC rules and regulations.

The customer shall be responsible for obtaining permission for the Company's agents or employees to enter the premises of the customer at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of the service, removing the service components of the Company.

Existing customers may continue service as set forth on Sheet No. 123 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 28. FRAME RELAY (Continued)

#### .4 OBLIGATIONS OF COMPANY

The responsibility of the Company shall be limited to furnishing network equipment suitable for FRS and to the maintenance and operation of such equipment in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by the CPE or system, or for the quality of, or defects in, such transmission or the reception of signals by such equipment or systems.

The Company shall not be responsible for installation, operation or maintenance of any terminal equipment, data unit or communications system provided by the customer or user. The Company is not responsible for adapting FRS to the technological requirements of any specific customer equipment under the terms of this Tariff.

When the customer orders a PVC which is relayed to other Local Exchange Carriers, Interexchange Carriers or other Frame Relay networks, the Company will provide advisory assistance as a part of the establishment of this PVC.

The Company shall not be responsible to the customer or user if changes in any of the equipment, operations or procedures of the Company used in the provision of FRS render any facilities provided by the customer or user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements otherwise required by law.

The Company undertakes the responsibility to maintain and repair the service which it furnishes. Network equipment installed by the Company on a customer's premises shall be and remain the property of the Company. The customer or user may not rearrange, disconnect, remove, attempt to repair, remote test, or interface with any network equipment installed by the Company without prior written consent by the Company.

The Company, by written notice to the customer, may discontinue the furnishing of FRS without incurring liability upon nonpayment of any sum due to the Company or a violation of any condition governing the furnishing of service.

The Company has the service responsibility up to and including the network interface.

Existing customers may continue service as set forth on Sheet No. 123 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 28. FRAME RELAY (Continued)

#### .5 RATES AND CHARGES

The minimum contract period for FRS is one month based on a month-to-month payment arrangement. Optional Payment Plans (OPP) for 12 months, 36 months and 60 months are available. The customer must designate which payment option is desired at the time a firm order for service is placed.

A customer may access FRS via a Frame Relay Access Line or via Company-provided digital, private line facilities. If a customer utilizes private line facilities or private line transport to access FRS, the associated regulations, rates and charges for such facilities shall apply in addition to the rates and charges associated with the FRS elements.

A customer utilizing private line facilities to access FRS would not incur a nonrecurring charge, or monthly rate for a Frame Relay Access Line, but would incur all other monthly rates and nonrecurring charges normally associated with the ordering, installation and provisioning of FRS.

When a customer orders additional PVCs or changes PVC assignments on a given FRS port after the initial port installation, the Frame Relay PVC nonrecurring charge shall apply.

The PVC must be associated with at least one Frame Relay Port. A customer must subscribe to at least one Frame Relay Port. A Frame Relay Port can be associated with any number of PVCs. Since all PVCs need not be in use at the same time, it is possible for the total bandwidth of all PVCs associated with one Frame Relay Port to exceed the bandwidth of that Frame Access Line. Such a relationship is referred to as over-subscription and when this occurs, there can be no guarantee that the bandwidth defined for that PVC will be available at any point in time.

No PVC can have a greater bit rate than the bit rate of the associated Frame Relay Port.

A customer subscribing to a PVC will be referred to as the Controller of the service. A customer may request data transmission capability to another customer. Both customers must have a Frame Relay Port (FRP). The Controller of each FRP must have written permission from the Controller of each FRP to which a PVC is requested.

The Frame Relay Port and PVC may be ordered and billed independently. A request by one customer to discontinue PVC does not result in the disconnection of the Frame Access Line and Port. Only the Controller of a Frame Access Line and Port may authorize a disconnect of that service.

Existing customers may continue service as set forth on Sheet No. 123 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 28. FRAME RELAY (Continued)

#### .5 RATES AND CHARGES (Continued)

##### .5.1 Optional Payment Plans

A customer may convert a new OPP period to the completion of a selected OPP, subject to the following conditions:

No credit toward the new payment period will be given for payments made under the original OPP arrangement.

Nonrecurring charges will not be reapplied for existing services.

If the new OPP period is shorter in length than the time remaining under the existing OPP, the change to the new OPP period constitutes a disconnect of the existing OPP service and termination liability charges will apply.

At the expiration of an OPP, the Company will automatically renew the service at the same OPP period unless the customer chooses to convert to a different OPP period, convert to month-to-month rates or discontinue service.

Conversion to a different OPP or to a month-to-month option will require the customer to submit a change order, however, no nonrecurring charges will apply.

##### .5.2 Termination Liability

When an OPP service is discontinued prior to the end of the period, termination liability charges, as set forth below, will apply based on the remainder of the OPP period in effect at the time of disconnect.

One Year OPP – 50% of any remaining portion of the first year's recurring charges.

Three Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second and third years, the customer will be liable for 10% of the total monthly recurring charges in that time period.

Five Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second through fifth years, the customer will be liable for 10% of the total monthly recurring charges in that time period.

During an OPP period, should the currently effective rate for a customer's service increase, the customer may, at their option, terminate to OPP arrangement without penalty or liability.

Existing customers may continue service as set forth on Sheet No. 123 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 28. FRAME RELAY (Continued)

#### .5 RATES AND CHARGES (Continued)

##### .5.3 Moves

A move normally involves an interruption of service for the period required to complete the move. No credit allowance will be granted for that period. The customer is responsible for any applicable Special Construction or non-standard charges at the different CDL.

The customer may request that service not be interrupted during a move. To comply with that request, it may be necessary to install a duplicate service, and subsequently discontinue the existing service. Charges, monthly and nonrecurring, will apply for the duplicate service. A new minimum period will be established for the duplicate portion of the service, depending on which end of service is moved. The customer will remain responsible for all minimum period charges associated with the corresponding portion of the disconnected service.

#### a. Same CDL

When the move is to a new point within the same CDL (same address and/or same building), the charge for the move will be the Subsequent Ordering Charge plus an amount equal to one half the appropriate installation charge for the service termination affected. There will be no change in the minimum period requirements. For services subject to payment plan regulations, the customer will keep the same payment period in force.

#### b. Different CDL

When the move is to a different CDL (different address and different building), except as specified below, it will be treated as a disconnect and an installation of service. The Initial Ordering Charge will apply plus the appropriate service installation charge for the service termination(s) affected. A new minimum period will be established for the installed service. The customer will remain responsible for all minimum period charges associated with the disconnected service.

When the move is to a different CDL but served by the same serving wire center, the following conditions apply:

- A change Service Request will be required.
- Subsequent Ordering Charge will apply plus the appropriate service installation charge for the service termination(s) affected.

Existing customers may continue service as set forth on Sheet No. 123 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 28. FRAME RELAY (Continued)

#### .5 RATES AND CHARGES (Continued)

##### .5.4 Service Rearrangements

Service rearrangements are changes to existing (installed) services which do not result in a change in the physical location of the network interface. (Changes in the physical location of the network interface are treated as moves and are described and charged for as set forth in .5.3 preceding.)

##### a. Additions to Service

With the exception of Frame Relay PVCs, when service elements are added to an existing service, the added elements must meet the minimum period requirements associated with the service to which they are added.

When PVCs are added to an existing FRS, the minimum period for the added PVCs is one month.

Nonrecurring charges will apply for all additions to existing services or optional features for which nonrecurring charges normally apply at installation.

Nonrecurring charges for additional PVCs will be required if PVCs are not purchased with a Frame Relay Port at the time of the original service request. Related monthly rates and nonrecurring charges for addition(s) to service are the rates and charges in effect at the time of the addition(s).

Existing customers may continue service as set forth on Sheet No. 123 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 28. FRAME RELAY (Continued)

#### .5 RATES AND CHARGES (Continued)

##### .5.4 Service Rearrangements (Continued)

###### b. Upgrades in Speed or Capacity

Should a customer upgrade to a higher speed or greater capacity, discontinuance charges will not apply provided all the following conditions are met:

- Both the existing and new services are of the same service type; e.g., both FRS;
- Both the existing and the new services are provided solely by the Company;
- The order to discontinue a service at an existing speed or capacity and the order for the upgraded service are received by the Company at the same time;
- The new service will be provided at the same customer location as the discontinued service.

Should the order to upgrade exclude one or more of the conditions listed above under "Upgrades in Speed or Capacity", it will be treated as a discontinuance of the existing service and the establishment of a new service. All outstanding minimum period charges and discontinuance charges will apply.

###### c. Administrative Changes

Administrative changes to existing service will be made without charge(s) to the customer. Administrative changes may include but are not limited to the following:

- Change of customer name, i.e., the customer or record does not change but rather the customer of record changes its name, e.g., XYZ Company to XYZ Communications,
- Change of customer premises address when the change of address is not a result of a physical relocation of facilities,
- Change in billing data (name, address, or contact name or telephone number), and
- Change of customer contact name or telephone number.

Existing customers may continue service as set forth on Sheet No. 123 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 28. FRAME RELAY (Continued)

#### .5 RATES AND CHARGES (Continued)

##### .5.4 Service Rearrangements (Continued)

###### d. Rate Elements

###### d.1 Frame Relay with Port and Access

A nonrecurring charge and monthly rate, both based on the speed of the port connection (i.e., 56 Kbps, 128 Kbps, 256 Kbps 384 Kbps or 1.544 Mbps) apply per port for each physical connection to the network supporting Frame Relay Service. Each port includes one PVC, and can accommodate multiple PVCs.

###### d.2 Frame Relay with Port Only

A nonrecurring charge and monthly rate, based on the speed of the port connection, and the number of PVCs assigned to the port, apply per port for each Frame Relay Access Line or digital Special Access Line connection to the network supporting Frame Relay Service. Each port includes one PVC, and can accommodate multiple PVCs. For Special Access Lines, refer to the Company's Tariff I.U.R.C. No. T-3.

###### d.3 Frame Relay PVC (FR-PVC)

A nonrecurring charge and a monthly rate apply for each PVC added. The nonrecurring charge applies only for subsequent additions and deletions of PVCs. A nonrecurring charge applies for each subsequent order of PVC(s) to be added to PVC assignment(s) changed on an existing FRS.

###### d.4 Frame Relay PVC – Interzone

A monthly rate applies for the PVC CIR capacity for each PVC requested by the customer. This rate allows the customer connectivity to any other Customer site within the state.

Customers may purchase Priority 1 or Priority 2 PVCs to prioritize PVCs at a higher rate and in lieu of CIR-PVCs. Priority PVCs will help ensure maximum performance and satisfaction for applications such as voice over Frame Relay.

###### d.5 If the information provided by the customer on the requested PVCs results in an interstate arrangement, the PVC falls under federal jurisdiction and the CIR in Frontier Telephone Companies Tariff FCC No. 8 is applicable.

Existing customers may continue service as set forth on Sheet No. 123 of this Section.



Effective: JULY 1, 2010

LIMITED SERVICES

28. FRAME RELAY (Continued)

.6 RATES

.6.1 Frame Relay Service with Port and Access, each

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
56 Kbps		
Month-to-Month	\$ 195.00	\$ 110.00
One Year	195.00	105.00
Three Years	195.00	95.00
Five Years	195.00	85.00
128 Kbps		
Month-to-Month	395.00	200.00
One Year	395.00	190.00
Three Years	395.00	175.00
Five Years	395.00	165.00
256 Kbps		
Month-to-Month	395.00	285.00
One Year	395.00	270.00
Three Years	395.00	255.00
Five Years	395.00	240.00
384 Kbps		
Month-to-Month	395.00	365.00
One Year	395.00	345.00
Three Years	395.00	335.00
Five Years	395.00	320.00
1.544 Mbps		
Month-to-Month	595.00	530.00
One Year	595.00	510.00
Three Years	595.00	490.00
Five Years	595.00	470.00

Existing customers may continue service as set forth on Sheet No. 123 of this Section.

Effective: JULY 1, 2010

LIMITED SERVICES

28. FRAME RELAY (Continued)

.6 RATES (Continued)

.6.2 Frame Relay with Port Only\*, each

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
56 Kbps		
Month-to-Month	\$ 95.00	\$ 45.00
One Year	95.00	43.00
Three Years	95.00	41.00
Five Years	95.00	38.00
128 Kbps		
Month-to-Month	295.00	90.00
One Year	295.00	85.00
Three Years	295.00	80.00
Five Years	295.00	75.00
256 Kbps		
Month-to-Month	295.00	135.00
One Year	295.00	130.00
Three Years	295.00	120.00
Five Years	295.00	110.00
384 Kbps		
Month-to-Month	295.00	190.00
One Year	295.00	180.00
Three Years	295.00	170.00
Five Years	295.00	160.00
1.544 Mbps		
Month-to-Month	495.00	300.00
One Year	495.00	285.00
Three Years	495.00	265.00
Five Years	495.00	245.00
45 Mbps		
Month-to-Month	395.00	1,180.00
One Year	395.00	1,140.00
Three Years	395.00	1,090.00
Five Years	395.00	1,050.00

\* The access line facility regulations, rates and charges from the Company's Tariff I.U.R.C. No. T-3 are in addition to the rates shown below.

Effective: JULY 1, 2010

LIMITED SERVICES

28. FRAME RELAY (Continued)

.6 RATES (Continued)

.6.3 Frame Relay PVCs, each

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Month-to-Month	\$ 20.00	\$ 8.00
One Year	20.00	7.00
Three Years	20.00	6.00
Five Years	20.00	5.00

.6.4 Bundled Rate Elements\*

	<u>Monthly Rate</u>
a. Central Office Based Channelization	
Frame Relay with Port	
56 Kbps	\$ 30.00
128 Kbps	50.00
256 Kbps	80.00
384 Kbps	105.00
b. Customer Premises Based Channelization	
Frame Relay with Port	
56 Kbps	\$ 40.00
128 Kbps	65.00
256 Kbps	95.00
384 Kbps	120.00
Frame Relay Service Activation, includes Company- provided Frame Relay Assembly/Disassembly	
56 Kbps	\$ 80.00
128 Kbps	125.00
256 Kbps	155.00
384 Kbps	180.00

\* These rate elements are no longer available to new Customers.

Effective: JULY 1, 2010

LIMITED SERVICES

28. FRAME RELAY (Continued)

.6 RATES (Continued)

.6.5 Interzone CIR and Priority PVCs  
Based on CIR Requested\*

	<u>Monthly Rate</u>
0 - 32 Kbps CIR	\$25.00
Priority 1	31.25
Priority 2	27.50
33 - 64 Kbps CIR	45.00
Priority 1	56.25
Priority 2	49.50
65 - 96 Kbps CIR	60.00
Priority 1	75.00
Priority 2	66.00
97 - 128 Kbps CIR	70.00
Priority 1	87.50
Priority 2	77.00
129 - 192 Kbps CIR	95.00
Priority 1	118.75
Priority 2	104.50
193 - 256 Kbps CIR	115.00
Priority 1	143.75
Priority 2	126.50

\* PVCs which are deemed to be interstate in nature will fall under federal jurisdiction and the resulting CIR will be billed at rates specified in Frontier Telephone Companies Tariff FCC No. 8.

Existing customers may continue service as set forth on Sheet No. 123 of this Section.

Effective: JULY 1, 2010

LIMITED SERVICES

28. FRAME RELAY (Continued)

.6 RATES (Continued)

.6.5 Interzone CIR and Priority PVCs  
Based on CIR Requested\* (Continued)

	<u>Monthly Rate</u>
257 - 320 Kbps CIR	\$130.00
Priority 1	162.50
Priority 2	143.00
321 - 384 Kbps CIR	145.00
Priority 1	181.25
Priority 2	159.50
385 - 512 Kbps CIR	170.00
Priority 1	212.50
Priority 2	187.00
513 - 768 Kbps CIR	195.00
Priority 1	243.75
Priority 2	214.50
769 - 1152 Kbps CIR	225.00
Priority 1	281.25
Priority 2	247.50
1153 - 1536 Kbps CIR	250.00
Priority 1	312.50
Priority 2	275.00

\* PVCs which are deemed to be interstate in nature will fall under federal jurisdiction and the resulting CIR will be billed at rates specified in Frontier Telephone Companies Tariff FCC No. 8.

Existing customers may continue service as set forth on Sheet No. 123 of this Section.

Effective: JULY 1, 2010

LIMITED SERVICES

28. FRAME RELAY (Continued)

.6 RATES (Continued)

.6.5. Interzone CIR and Priority PVCs  
Based on CIR Requested\* (Continued)

	<u>Monthly Rate</u>
1537 - 4000 Kbps CIR	\$ 325.00
Priority 1	406.25
Priority 2	357.50
4001 - 10000 Kbps CIR	710.00
Priority 1	887.50
Priority 2	781.00
10001 - 15000 Kbps CIR	1,000.00
Priority 1	1,250.00
Priority 2	1,100.00
15001 - 20000 Kbps CIR	1,250.00
Priority 1	1,562.50
Priority 2	1,375.00
20001 - 25000 Kbps CIR	1,475.00
Priority 1	1,843.75
Priority 2	1,622.50
25001 - 30000 Kbps CIR	1,675.00
Priority 1	2,093.75
Priority 2	1,842.50

\* PVCs which are deemed to be interstate in nature will fall under federal jurisdiction and the resulting CIR will be billed at rates specified in Frontier Telephone Companies Tariff FCC No. 8.

Existing customers may continue service as set forth on Sheet No. 123 of this Section.

Effective: JULY 1, 2010

LIMITED SERVICES

28. FRAME RELAY (Continued)

.6 RATES (Continued)

.6.5 Interzone CIR and Priority PVCs  
Based on CIR Requested\* (Continued)

	<u>Monthly Rate</u>
30001 - 35000 Kbps CIR	\$1,900.00
Priority 1	2,375.00
Priority 2	2,090.00
35001- 40000 Kbps CIR	2,150.00
Priority 1	2,687.50
Priority 2	2,365.00
40001 - 45000 Kbps CIR	2,375.00
Priority 1	2,968.75
Priority 2	2,612.50

\* PVCs which are deemed to be interstate in nature will fall under federal jurisdiction and the resulting CIR will be billed at rates specified in Frontier Telephone Companies Tariff FCC No. 8.

Existing customers may continue service as set forth on Sheet No. 123 of this Section.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 29. LOCAL PACKET SWITCHING NETWORK SERVICE

#### .1 GENERAL

- .1.1 Local Packet Switching Network Service uses packet switching technology to provide a switched data transport service. This service uses analog and digital facilities to provide usage-sensitive data transport for a variety of interactive (or bursty) data applications between two or more customer designated locations.
- .1.2 Packet switching technology divides data streams into packets. The packet network examines, routes and transports packets individually without maintaining a physical path between bursts of data. This service is based on Consultative Committee on International Telegraph and Telephony (CCITT) X.25 protocol and the X.75 internetworking protocol. Local Packet Switching Network Service and features are available where facilities and conditions permit.

#### .2 ACCESS METHOD

- .2.1 Customers may access the Local Packet Switching Network through an ISDN Access, Public Dial Access and/or Private Line Access.
- .2.2 Access Options
  - a. ISDN Access - End users may obtain X.25 access to the Local Packet Switching Network through ISDN BRI or ISDN BRI/Single Line service available in this Section. Local Packet Switching Network Service will allow ISDN services to transmit packet traffic outside the serving central office business customer group.
  - b. Public Dial Access - Allows an end user with a public switched telephone line and a modem to access the X.25 packet network. Transmission speeds will vary from 300bps to 2400 bps. Tariffed X.25 usage charges will be billed to the termination point.
  - c. Private Line Access - Allows an end user to subscribe to a private line and directly access the X.25 packet switch. Maximum transmission speed is 64,000bps. Tariffed X.25 usage charges and a monthly recurring port charge will be billed to the termination point.

#### .2.3 Explanation of Terms

Authorized User - is a person, firm, corporation or other entity authorized to use this service.

Bit - is a binary digit, the smallest unit of information in the binary system of notation.

Customer - is an end user subscriber to the Local Packet Switching Network Service.

Data Circuit Terminating Equipment - is equipment that connects the customer's access channel to the packet network.

Data Terminal Equipment - is the equipment that comprises the data source, the data sink, or both and provides for the communication control function.

Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.



Effective: JULY 1, 2010

## LIMITED SERVICES

### 29. LOCAL PACKET SWITCHING NETWORK SERVICE (Continued)

#### .2 ACCESS METHOD (Continued)

##### .2.3 Explanation of Terms (Continued)

ISDN - Integrated Services Digital Network.

Kilosegment - one thousand segments.

Network Address - is the alphanumeric character string used to specify the destination of each switched connection made within the network.

Octet - a group of eight binary digits operated upon as an entity.

Packet - provides a continuous sequence of binary digits (bits) of information that is switched through the network as an integral unit. A packet consists of a maximum of 4,096 bits (512 octets) of user information plus additional transmission and error control information. The user data is divided into segments for billing purposes. The number of segments contained in a packet is dependent upon the packet size.

Packet Switching Office - is the central office where the packet switching functions are performed and access to the packet network is accomplished.

Permanent Virtual Circuit - allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing. Will only provide the intranetwork Permanent Virtual Circuit.

Port - is an X.25 communications interface at a Packet Switching office through which the customer or authorized user obtains access to the network.

Protocol - is a set of transmission rules for the exchange of data over a communications channel. The X.25 and X.75 Protocols are international standards developed by the CCITT that provide the foundation for Public Packet Switched Networks.

Segment - is a unit of user information consisting of 64 octets or less. Billing for Local Packet Switching Network Service is based on the number of segments transmitted within the user data field of a packet. The number of segments transmitted within a packet is limited only by the subscribed or negotiated maximum size of the user data field for the customer interface.

Virtual Connection - is a logical channel resulting from call establishment to a network address that exists until the call is terminated by either party.

X.25 Protocol - is the interface between Data Terminal Equipment and Data Circuit Terminating Equipment for terminals operating in the packet mode on public data networks.

X.75 Protocol - is the terminal and transit call control procedures and data transfer system on circuits between packet switched data networks.

Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 29. LOCAL PACKET SWITCHING NETWORK SERVICE (Continued)

#### .3 FEATURE DEFINITIONS

Call Detail - provides billing detail for each packet call placed through the packet network. Call detail is not available on Permanent Virtual calls.

Fast Select - allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets. This feature is available to all customers and is initiated on a call-by-call basis.

Priority - allows a customer to establish a "priority" status to the customer's data as it processes through the network. This feature is available to all customers and is initiated on a call-by-call basis.

#### .4 RATE REGULATIONS

.4.1 The minimum billing period is one month.

.4.2 The minimum billable unit for usage is one minute per call. Fractional minutes per call will be rounded up to the next whole minute.

.4.3 The minimum billable unit per packet is one segment. Fractional segments per transmission will be rounded up to the next segment.

.4.4 Segments will be accumulated during the month and at billing fractional kilosegments will be billed rounded up to the next whole Kilosegment.

.4.5 All usage will be billed at the rate schedule in effect when the usage occurred.

.4.6 All call attempts and completions will be billable except where calls are blocked or terminated because of network failure or congestion.

.4.7 Rates applicable for ISDN Access are available from this section.

Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 29. LOCAL PACKET SWITCHING NETWORK SERVICE (Continued)

#### .4 RATE REGULATIONS (Continued)

- .4.8 Rates for usage of the packet network will apply in addition to the monthly recurring charges for ISDN access.

The customer may select either the Transaction Plan, the Basic Plan, the High Volume Plan, the Permanent Virtual Basic Plan, or the Permanent Virtual High Volume Plan.

##### Transaction Plan

Usage rates for the Transaction Plan are charged per transaction. A maximum of 15 seconds is allowed for each billable transaction. Usage over 15 seconds will be charged an overtime rate at the rate specified in 15 second increments.

##### Basic Plan

Basic Plan rates are based on both a per minute of use charge and a per kilosegment charge.

Usage will be rated at the day rate (8:00 a.m. to 5:00 p.m.) for that portion of the call in effect during the day rate period and at the night/holiday rate (after 5:00 p.m. and before 8:00 a.m. and all day on Holidays) for that portion of the call in effect during the night/holiday period. When a call begins in one rate period and ends in another, the rate in effect for each rate period applies to the portion of the message occurring within that rate period.

Local Packet Switching Network Service holidays are as stated in other Tariffs of the Company.

##### High Volume Plan

High Volume rates are based on a per minute of use charge and on incremental usage.

Per minute of use charges will be rated at the day rate (8:00 a.m. to 5:00 p.m.) for that portion of the call in effect during the day rate period and at the night/holiday rate (after 5:00 p.m. and before 8:00 a.m. and all day on Holidays) for that portion of the call in effect during the night/holiday period. When a call begins in one rate period and ends in another, the rate in effect for each rate period applies to the portion of the message occurring within that rate period.

Incremental usage charges will apply as noted below. Day/night/holiday rates do not apply to the incremental usage charges.

##### Kilosegment

0001 - 2000  
2001 - 4000  
4001 - 6000  
6001 and over

Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

Effective: JULY 1, 2010

## LIMITED SERVICES

### 29. LOCAL PACKET SWITCHING NETWORK SERVICE (Continued)

#### .4 RATE REGULATIONS (Continued)

- .4.8 Rates for usage of the packet network will apply in addition to the monthly recurring charges for ISDN access. (Continued)

##### Permanent Virtual Circuit Plans

ISDN customers with Permanent Virtual Circuits may select either the Permanent Virtual Basic Plan or the Permanent Virtual High Volume Plan. These rates apply in addition to the monthly recurring charges for Permanent Virtual Circuits in other Tariffs of the Company.

Permanent Virtual Basic Plan rates are based on a per kilosegment charge. No per minute of use charges apply.

Usage will be rated at the day rate (8:00 a.m. to 5:00 p.m.) for that portion of the call in effect during the day rate period and at the night/holiday rate (after 5:00 p.m. and before 8:00 a.m. and all day on Holidays) for that portion of the call in effect during the night/holiday period. When a call begins in one rate period and ends in another, the rate in effect for each rate period applies to the portion of the message occurring within that rate period. Local Packet Switching Network Service holidays are as stated in other Tariffs of the Company.

Permanent Virtual High Volume Plan rates are based on incremental usage as noted below. No per minute of use charges apply. Day/Night/Holiday rates do not apply.

##### Kilosegment

0001 - 2000  
2001 - 4000  
4001 - 6000  
6001 and over

Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

Effective: JULY 1, 2010

LIMITED SERVICES

29. LOCAL PACKET SWITCHING NETWORK SERVICE (Continued)

.5 RATES AND CHARGES

.5.1 Access Options

ISDN Access - See rates in Paragraph 3.11.2a.2 of Section 7 (B-Packet or D-Packet)

Public Dial Access - Reference Paragraph 29.2 preceding

Private Line Access -	<u>Non Recurring Charge</u>	<u>Monthly Charge</u>
	\$85.00	\$40.00
		40.00
		40.00
		40.00
		40.00

.5.2 Usage Plans

	<u>Rate per Transaction</u>	
a. Transaction Plan		
Transaction charge.....	\$0.010	
Overtime charge.....	0.010	
	<u>Rate per Minute</u>	<u>Rate per Kilosegment</u>
b. Basic Plan		
Day .....	\$0.015	\$0.300
Night/Holiday .....	0.005	0.200
c. High Volume Plan		
Day .....	0.015	*
Night/Holiday .....	0.005	*
<u>Kilosegment</u> *		
0001 – 2000.....	0.300	
2001 – 4000.....	0.270	
4001 – 6000.....	0.230	
6001 and over.....	0.180	

Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.

Effective: JULY 1, 2010

LIMITED SERVICES

29. LOCAL PACKET SWITCHING NETWORK SERVICE (Continued)

.5 RATES AND CHARGES (Continued)

.5.2 Usage Plans (Continued)

	<u>Rate per Minute</u>
d. Permanent Virtual Circuit Plans	
d.1 Basic	
Day .....	\$0.600
Night/Holiday .....	0.400
d.2 High Volume Plan	
<u>Kilosegment</u>	
0001 – 2000.....	0.600
2001 – 4000.....	0.500
4001 – 6000.....	0.400
6001 and over .....	0.300

.5.3 Features

	<u>Monthly Rate</u>	<u>Rate per Virtual Connection</u>	<u>Rate per Kilosegment</u>
a. Call Detail			
1 to 49 lines .....	\$25.00	-	-
Over 49 lines .....	50.00	-	-
b. Fast Select .....	-	\$0.001	-
c. Priority .....	-	-	\$0.35

Effective November 19, 2005, this service is no longer available to new customers and current customers may not make changes or additions to existing service.